

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Adult & Employer Linkage Committee Meeting

October 15, 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
2. **Welcome & Introductions**
3. **Approval of Committee Minutes**
Adult & Employer Linkage – September 17, 2020 (Needs a vote)
4. **Election of Committee Chair(s)** (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, November 19, 2020, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting –
Tuesday, October 27, 2020, at 4:00 p.m. on Zoom

11. Adjournment

Attachments

- September 17, 2020, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Reports – September
- Layoff Profile – September
- WS Operations Mgr. Report – September

Benton-Franklin Workforce Development Council

Adult & Employer Linkage Committee

September 17, 2020, 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 Michael Lee Todd Samuel	Adolfo de Leon	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 Israel Delamora, OIC Heather Woodruff, CPS Jasmine Smith, CPS Kayci Loftus, CPS Rosa Reyna, GW

Call to Order

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

Approval of Committee Minutes

Minutes of the August 20, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve the August 20, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

Program Highlights – Diana

Diana shared that the Adult, Dislocated Worker, Disaster Recovery, and Employment Recovery contracts have all been fully executed. Thank you to Jessie for the help that she gave on writing these contracts. She has been a great asset to our team. A WARN notice was issued for Sandvik with layoffs happening on October 30, impacting approximately 50 workers. There will be multiple virtual sessions coordinated to accommodate the different work shifts. Some of those employees live in Yakima County, and our rapid response team will coordinate with the South Central WDC for these sessions.

Diana pointed out that the number of customers served is a little behind in each of the programs. Provided in the Program Performance Reports is an explanation of recruitment strategies by the subcontractors that have been implemented to promote services available and increase the number of customers served. There has been a coordinated effort and partnership happening at WorkSource to connect customers who have been receiving unemployment benefits for over 20 weeks utilizing a list provided by ESD. This outreach plan was created to target UI recipients in various industries using several outreach methods.

Diana encouraged everyone to read the Disaster Recovery and Employment Recovery press release that went out this week. The hope is that the press release will generate interest in these programs.

Todd asked about the outreach done to the local churches and food banks. Heather reported that information was given to local foodbank and church staff. These staff members were very surprised that WorkSource was still offering services. This response tells us that we still have work to inform our community partners and the public that our doors

are closed, but we are still providing services virtually. Heather described some of the outreach that has happened to promote programs.

Cynthia shared that David will be taking over the Econovue platform. We are currently printing reports of companies that are hiring in specific sectors. In the future, we will be able to report out how this platform is helping. These reports can give state trends and localized data for Benton and Franklin Counties to tell us which sectors and businesses are growing. This will allow us to get the economic data needed to conduct business outreach.

Todd asked about the Disaster Relief listening tours. Diana shared that we learned a lot from these tours highlighting what the current local needs are. The challenge was that when the proposal was made, we were addressing the needs from five months ago. We found out within those grants; there is no flexibility to add the current needs of the community. We need to stick with what was proposed unless there are additional funds added. We can help with the current needs that were identified through other funding sources.

Todd asked about the possibility of people that we help get a job getting COVID-19. Diana shared that the language in the agreements should protect us. The state is currently reviewing the language to make sure.

Todd shared his appreciation for these reports.

EcSA Update – Jamilet

Jamilet pointed to the Program Performance Report emphasizing how COVID-19 has affected EcSA enrollments. They continue to face challenges with customers not wanting to participate in any federal or state-funded program as they seek legal status in the US. Others don't believe the program is free and legitimate.

In July, the Social Policy Research Agency conducted interviews with EcSA partners and staff. Phase one of the research analysis is complete, and she is happy to report that all of the challenges we have struggled with are included in the report. This report shows each of the four areas implementing this program. Within each area, we can see the executive summary, the early implementation success, and challenges and recommendations. The EcSA funding source and the other areas have agreed that they need to provide more flexibility through the pandemic to help relieve the needs of these communities.

Todd asked about the cost per outcome. Jamilet explained that we are still exploring whether our customers need more technical assistance resources. This topic has been brought up with her peers across the state. What is COVID-19 doing to the program and customers? They are exploring what the needs are and how we can meet them.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that as of this week, they have 62 participants, which exceeds the goal of 56 for the program. If we want to enroll more participants, we will need to look at the cost of training. Goodwill continues to provide virtual services and case management. They continue to adapt to the new world of doing virtual services.

WorkSource Update – Crystal

Crystal shared that there are a lot of exciting things going on. Overall, the number of customers is the same as last month. There has not been an uptick in customer traffic that was expected in August. The Job Search waiver has been extended through October 1. Work is being done to get more actionable feedback on the surveys. In preparing for the uptick anticipated, they have started reaching out to the community, asking if our service delivery is meeting their needs and what do we need to do to meet those needs. Childcare remains to be a primary concern. Jamilet added that the BFWDC had executed a letter for support for the Imagine Institute, seeking to bring funding resources to meet the needs of childcare in our area. WorkSource staff is being proactive in working to create virtual workshops to help job seekers be prepared through the eyes of the employer. On 9/15, another cohort of the Certified Business Professional kicked off. This will give a total of 16 certified individuals. This means a consistent model of delivery of business services and customer service and shared understanding and focusing on business relationships. We are experiencing hiring across the food processing sectors and are fielding concerns about employees refusing to work and employers not getting the workforce needed. Virtual job fairs are essential and have been a useful tool for us.

Kayci shared a need for a virtual platform where we can help businesses conduct hiring events. The team has been diligently researching other tools to address this and proactively working with the WDC to see if we can move forward with getting a platform of our own if something does not come out from WWA and ESD sooner than later. They continue to focus on sector work. There has been a big focus on apprenticeship opportunities and entrepreneurship. We want to make sure we have a good handle on those as we can see through local data that we have more job seekers than our community has in employer openings. We need to be well versed in traditional and non-traditional employment opportunities for job seekers. We want to make sure we have a subject matter expert to help with entrepreneurial opportunities.

Crystal thanked Tiffany for being our voice back to the Washington Workforce Association and advocating for the need of the job fair platform.

In terms of service delivery, it has been a huge team collaboration to succeed in the last six months. They have been working to help people with unemployment insurance benefits and other basic needs related services. About 80% of our ESD partners have been deployed to provide UI support. These team members are now back home at the WorkSource. We are now shifting our focus back to reemployment. There is a need for a transition back into reemployment thinking. Several venues of training will be happening to help. They are also ramping up safety training.

They have the opportunity to work with a facilitator that will be walking through Lean Process Mapping to continue to move forward to being bigger and better for the community.

Melanie asked about the need for parents to stay home to supervise their children doing schoolwork. Has this affected the number of customers coming into WorkSource? Once children can go back to school, will there be an uptick in people able to access services? Crystal shared they will need to look at extending hours at WorkSource to meet people's needs. Do we need to provide after-hour services to help accommodate these parents?

Crystal shared that the new signage should be available by the end of the month. She is also working with Google to have a new banner placed on our business page to say that the building is closed, but WorkSource is open.

Kayci shared that we are in partnership with the Department of Health. They are researching local employers that have employees unable to return to work due to having been exposed to COVID-19 and/or need the time and support to isolate. They are also working with employers to ensure that they are creating and maintaining a safe environment for their employees to return to work. There are some incentive dollars at the state level that we could partner with the Department of Health to incentivize workers who have been impacted by COVID to get back to their worksites or previous jobs. We have been working through the Business Services Team to identify needs. At this time, we haven't uncovered any of those needs.

Todd asked for clarification around the virtual job fair platform. Tiffany reported that the platform is costly. WWA has been working with ESD due to some confusion with the Brazen platform. We were fortunate that Monster paid for the platform for a limited number of months due to their relationship with ESD and ETO. There was confusion on who would pay for it following that time. We need to look at the following; is Brazen the best tool? How much does it cost? Who is going to pay for it? It would be more beneficial to collaborate with state partners than to try to get a platform ourselves. It is being discussed, and she is confident that they will come to a resolution.

Crystal shared that one significant need in our community is the barrier to technology and digital literacy. The WorkSource system is wracking their brains to look for solutions around digital access. They are looking at things like laptop loaner agreements, access to Wifi, or some way to get our customers connected to digital literacy resources. There is a sense of urgency around this need. Solving this need could be very impactful to our community.

PY19 Annual Report – Cynthia

Cynthia encouraged everyone to read the PY19 Annual Report. Thank you to the board members on the P-ROC Team that helped. This report will be sent out to board members, partners, WWA directors, and Flash Alert.

Other Business: None

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, October 15, 2020, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:38 a.m.

Meeting Chair

Date

Becky Smith, Office Manager

Date

September 2020

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of July 31, 2020	\$694,352	\$63,388	9%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	43	73	193
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	17	23	136
Placement Rate	89.47%	85%	N/A
Median Wage	\$14.00	\$14.50	\$14.50
Services	Actual Outcomes	Monthly to Date Target	Annual Target
Individual Training Account (ITA)	3	0	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: Subrecipient worked to take a more direct approach to recruitment by targeting specific industries and training opportunities based on employer needs.

- Worked with H&R Elite Trucking Academy to develop ongoing forklift training classes to generate enrollments.
- Generated a forklift flyer and posted on the WorkSource Columbia Basin (WSCB) Facebook page, local job search Facebook pages, and emailed to community partners. It also was sent to Unemployment Insurance Recipients. This effort brought in 200 referrals; staff is currently working through those referrals.
- Conducted a telephone survey to gain clarity on the customer experience and respond to their needs. Feedback was used to develop service strategies, identify customers interested in training, and tailor outreach to inform the community on services WSCB has to offer.
- There is a new sign in front of WorkSource below the readerboard to inform the public that we provide services during Covid. There is a QR Code they can access from their phone camera.

Exits: Subrecipient is working with the Business Services team and currently enrolled customers to fill employment gaps.

- Connecting with different in-demand business sectors to understand business needs.
- A new sector for entry-level positions has been designated to help those who need to get back to work immediately.
- The Business Services Team has scheduled a Virtual Job Fair for October 21st from 10:00 am – 2:00 pm. Ten employers have already confirmed participation, including Pasco Processing, Walmart, Avalon Healthcare, and Senior Life Resources. This event will support the general public as well as WIOA program customers in obtaining employment.

Median Wage:

This wage amount will increase as customers continue to exit into unsubsidized employment throughout the program year.

September 2020

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of August 31, 2020	\$746,048	\$87,904	12%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	59	65	186
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	18	0	105
Placement Rate	90%	85%	85%
Median Wage	\$20.00	\$19.00	\$19.00
Services	Actual Outcomes	Monthly to Date Target	Annual Target
Individual Training Account (ITA)	6	3	40
On-the-Job Training (OJT)	0	0	15
Credentials Earned	0	N/A	N/A

Total Served: Subrecipient is working to take a more direct approach to recruitment by targeting specific industries and training opportunities base on employer needs.

- Each Employment Specialists called 100+ individuals who are currently receiving unemployment benefits. These outreach efforts enabled staff to connect with customers living in rural communities, poverty, Black, Indigenous, and People of Color (BIPOC) communities. Subrecipient staff utilized this opportunity to remind the public that Worksource is “open” to provide services virtually, via email, and over the phone.
- Outreach for the Latino Community by handing out flyers at businesses in downtown Pasco.
- Connected with the Salvation Army and exchanged information to serve their visitors who may need assistance.
- Generated a forklift flyer and posted on the WorkSource Columbia Basin (WSCB) Facebook page, local job search Facebook pages, and emailed to community partners. It also was sent to Unemployment Insurance Recipients. This effort brought in 200 referrals; staff is currently working through those referrals.
- Created a flyer to generate interest in welding certifications through Oxarc, for those looking to move into an in-demand occupation.

September 2020

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of August 31, 2020	\$248, 679	\$58,862	24%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	28	30	65
Exits			
Total Employed Exits	5	8	47
Placement Rate	83%	85%	85%
Median Wage	\$23.88	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	6	10	27
Credentials Earned	0	N/A	N/A

Total Served:

- Sandvik is laying off approximately 50 workers on October 30th. A total of eight Rapid Response sessions have been scheduled during the second week of October to accommodate multiple work shifts (graveyard, swing, day) and enable all employees to adhere to social distancing guidelines at the employer's site. Enrollments will increase as impacted workers attend Rapid Response sessions and learn of services available at WorkSource.
- Each Employment Specialist called 100+ individuals who are currently receiving unemployment benefits. These outreach efforts enabled staff to connect with customers living in rural communities, poverty, Black, Indigenous, and People of Color (BIPOC) communities. Subrecipient staff utilized this opportunity to remind the public that Worksource is "open" to provide services virtually, via email, and over the phone.
- Generated a forklift flyer and posted on the WorkSource Columbia Basin (WSCB) Facebook page, local job search Facebook pages, and emailed to community partners. It also was sent to Unemployment Insurance Recipients. This effort brought in 200 referrals, and staff is currently working through those referrals.
- Created two forklift training cohorts to begin in October. This outreach effort brought in over 200 referrals, and staff will report on enrollments obtained from these referrals next month.

Total Employed Exits:

The Business Services Team has scheduled a Virtual Job Fair for October 21st from 10:00 am – 2:00 pm. Ten employers have already confirmed participation, including Pasco Processing, Walmart, Avalon Healthcare, and Senior Life Resources. This event will support the general public as well as WIOA program customers in obtaining employment.

Placement Rate:

This rate will increase as customers continue to exit into unsubsidized employment throughout the program year.

Individual Training Accounts:

- Employment specialists created a flyer to help generate interest in welding certifications through Oxarc. This flyer targeted individuals in occupations that are currently not in-demand in our area but possess the skills to transfer into welding positions.
- Staff created two forklift training cohorts to begin in October. This outreach effort brought in over 200 referrals, and the number of training opportunities developed will be reported next month.

September 2020

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of August 31, 2020	\$424,000	\$3,789	0.9%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	0	2	32
Number of Participants both in Disaster-Relief and Career and Training Services	0	2	23
# of Participants in Training Services (excluding OJT)	0	0	10
# of Participants Place in Work-Based Learning (WEX/Internship)	0	2	23
# of Participants entered unsubsidized employment at exit	0	0	22

Total Served: Subrecipient did an exhaustive review of the positions that were submitted and approved within the original grant application:

- Developed an outreach plan based on the review to include 11 specific employers for janitorial, cleaning, and food preparation positions.
- Three positions are currently being developed:
 - Pasco Specialty Kitchen: janitorial and sanitation
 - Pasco Farmer’s Market: sanitation
 - ESD Migrant Seasonal Farmworker: community outreach, awareness, connection to resources
- Partnerships with the Department of Health, Tri-City Food Bank, and St. Vincent DePaul to develop humanitarian positions were discussed.

Subset of Total Served:

Number of participants in Disaster-Relief and Career and Training Services: This number will increase as customers enroll in the Disaster Recovery Program.

Number of participants place in Work-Based Learning (WEX/Internship): This number will increase as customers enroll in the Disaster Recovery Program.

September 2020

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of August 31, 2020	\$446,253	\$2,980	0.7%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	0	5	55
# of Participants Enrolled in Training Services (excluding OJT)	0	0	30
# of Participants in On the Job Training (OJT)	0	0	3
# of Participants Place in Work-Based Learning (WEX/Internship)	0	0	10
# of Participants entered unsubsidized employment at exit	0	0	44

Total Served:

- Sandvik is permanently laying off approximately 50 workers on October 30th. A total of eight Rapid Response sessions have been scheduled during the second week of October to accommodate multiple work shifts (graveyard, swing, day) and enable all employees to adhere to social distancing guidelines at the employer’s site. Two individuals have already requested program services and are scheduled for program enrollment in October. Additional enrollments will increase as impacted workers attend Rapid Response sessions and learn of services available at WorkSource.
- Each Employment Specialists called 100+ individuals who are currently receiving unemployment benefits. These outreach efforts enabled staff to connect with customers living in rural communities, poverty, Black, Indigenous, and People of Color (BIPOC) communities. Subrecipient staff utilized this opportunity to remind the public that Worksource is “open” to provide services virtually, via email, and over the phone.
- Employment specialists created a flyer to help generate interest in welding certifications through Oxarc.
- The welding flyer targeted individuals in occupations that are currently not in-demand in our area but possess the skills to transfer into welding positions.
- Outreach for the Latino Community by handing out flyers at businesses in downtown Pasco.
- Connected with the Salvation Army and exchanged information to serve their visitors who may need assistance.

September 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	69	138
Exits			
Total Employed Exits	3	44	115
Services			
Individual Training Account (ITA)	1	12	30
Self-Sufficiency Matrix Progression	7	48	115
Financial Literacy & Budget Training	9	69	138
Mentorship			
1:1 Mentoring	2	24	56
Group Membership	0	35	82

- Continued outreach efforts to engage with North Franklin County communities:
 - Online/Social media posting utilizing Jot Forms and bilingual flyers;
 - Mass email and cold calling Unemployment Insurance recipients;
 - Cold-call SNAP recipients in partnership with DSHS;
 - Distribution of program flyers to popular locations throughout North Franklin County (total visited nine locations).

- In October we will explore other outreach efforts such as:
 - Bilingual program postcards delivery to all residential addresses in North Franklin county;
 - Partnership with the North Franklin School District for monthly distribution of program flyers during the daily curbside lunch pick-up.

- Service delivery remains remote except for critical support services;
 - Phone calls, texts, and email are the main form of communication for both EcSA participants and the screening of future participants.

- Monthly Provider Meetings, facilitated by EcSA staff, continue to attract more partners;
 - To date we have 15 partners attending this meeting to learn about EcSA program.

September 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 Target	Study Goal
# screened for potential FFW enrollment	7	362	
# enrolled in FFW	3	62	56
# enrolled in training tracks	3	60	56
# of participants who met with their career coach/job developer	43	60	56
# of participants who received financial capacity-building referrals	2	11	56
Of those who began training:	3	60	
# completed training	7	41	
# earned certification	7	41	
#placed in employment	6	39	

- The FFW program has successfully met the study goal of enrolling 56 non-custodial parents:
 - Enrollment ends in December 2020;
 - New enrollments depend upon funding available to cover training fees.
- Continue to follow up with participants via three points of contact (i.e., phone, text, and email) to ensure regular communication during this time;
- Continue to build relationships with employers in within all FFW sectors for job placements;
- The BFWDC, DCS, and Goodwill continue to meticulously analyze the program budget to ensure funding dollars are being spent accordingly:
 - Exploring ways to maximize training dollars to continue enrolling non-custodial parents and placing them into training.



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

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Public School Employees (PSE)	8/14/2020	Education	Benton-Franklin		No	9/1/2020	Not reported
<p>9/1/2020: Staff presented rapid response layoff information session on September 1st, 2020. The presentation included an overview of WorkSource, UI benefits, Healthcare, 211, WIOA Dislocated Worker program, and Worker Retraining. Overall, there was 361 school district employees in attendance all statewide. An additional webinar session dedicated to UI will be scheduled. 9/3/2020: UI dedicated webinar will be scheduled for September 15th from 4:00 pm to 5:30 pm</p>							
Sandvik	7/21/2020	Manufacturing	Kennewick	10/30/2020	Yes		50
<p>9/1/2020: To better accommodate the multiple work shifts, staff will be coordinating several sessions in partnership with the South Central Workforce Council. Orientations are set to be scheduled for mid October or sooner. 9/9/2020: Presentation tentative dates were set for October 5th, October 6th, and October 12th for a total of eight sessions in order to accommodate for all shifts (graveyard, swing, day) and for all employees to stay within social distancing guidelines at the employer site. Impacted positions include 40 operations/manufacturing, six maintenance, one safety coordinator, one senior buyer, and one flow manager. 9/21/2020: With the assistance of Bill Messenger email:bmessenger@wslc.org, Sandvik will be apply for the TAA grant due to their connections to Boeing.</p>							
Crest Logistics, LLC	5/11/2020	Transportation/Warehousing	Burbank	7/3/2020	Yes	6/10/2020	68
<p>9/10/2020: Staff enrolled impacted worker in DW program. Impacted worker was able to complete training for CDL and obtained license as well as employment.</p>							



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 September 2020

September Highlights:

- Robust local virtual service delivery design continued through stand up of taskforces.
- WSCB Business Services Team members will host our 2nd Virtual Job Fair on 10/21/20.
- WSCB team members continue to provide services virtually. Jobseeker customer numbers continue to be low with requests focused on access to basic needs related supports.

WorkSource Site Operations:

Customer Counts 9/1/20 to 9/30/20		
Total Staff Assisted Seekers	331	
Total Staff Assisted Services	709	
<i>Basic Services</i>	540	
<i>Individualized, Training & Support Services</i>	169	
Unique Number of Businesses Served	68	
Staff Provided Business Services	92	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	2
<i>Employee Training</i> Assessment, referral, enrollment, etc.	4	3
<i>Other</i> Employer outreach visit, marketing business services, etc.	40	37
<i>Recruitment</i> Hiring events, referrals, etc.	44	31
<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.



47 survey responses received (14% response rate):

- Of the customers who responded, 98% received the assistance/information needed; 98% will refer family and friends.
- Positive feedback:
 - “Erin helped me by phone from her home , who could ask for more? She is calm and knowledgeable forthright and Patient,knows people I know and is wanting to only help ,, can I work for her?”
 - “Thank you, I feel more confident looking for work, looking forward to more classes”
 - “Absolutely amazing experience. Thank you so much for all of your absolutely wonderful and professional help. Amazing.”
- Feedback informing improvements:

Customer Concern	Improvement
“It was very scripted and the presenter just read the slides...”	As facilitators get more practice with new curriculum, presenting will become more natural. Creation of new workshops is also allowing us to identify the best staff fit for the curriculum based upon expertise and professional interests.
“I signed up for some classes and did not get invites.”	We have been troubleshooting email issues with customers and verifying calendar invitation content for accuracy to ensure registrations are received

- Negative feedback:
 - “The connection was constantly breaking up but I live 6-8hrs away so that would probably do it.”



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Service Delivery

Career Services:

- The WSCB Integration Plan draft was created and reviewed by system leaders via the WSCB Leadership quarterly meeting. All partners expressed support and committed to moving the plan forward.
- First steps of the integration plan were implementing, starting by standing up taskforces to address immediate service delivery needs, including virtual group services, assessment redesign, and customer outreach. New service delivery options will be available October 5, 2020.
- WSCB launched an assessment of community needs the 2nd week of September to learn of service delivery options which are desired by our customers. These results informed the work of our taskforces, including creation of a subgroup of the Group Services Taskforce, called Flip Phone. This group will identify service delivery options for customers with access to technology, who are currently using a phone to connect to resources, including employment.
- Career assessment redesign continued from PY19, resulting in creation of a final portfolio of assessments to be offered to customers seeking assistance in job search and career transition.
- Creation of a team charter draft is underway to facilitate standing up our first functional team at WSCB under WIOA: our Guest Resource Specialists Team, who will provide basic career services.
- The end of September marked the wrap up of a second outreach campaign to customers who have received Unemployment Insurance benefits for 20 weeks or more. Debrief will be held on 10/5; kickoff of a quarterly campaign to will also occur.
- Review and revision of the WSCB Customer Satisfaction survey by the Barriers and Access Solutions Committee to increase customer response rate and actionable feedback. The new survey will launch in October and features fewer, more targeted questions. The Accessibility Subcommittee will be working together to reach out to customers should our response rate fall below 20% in an effort to gain access to meaningful feedback to inform service delivery.
- In preparation for annual complaint/concern policy training, WSCB leadership and a group of staff are reviewing our current process map to streamline processing. This work is being completed with our BFWDC EO Officer, who is providing technical/compliance based support.

Business Services:

- The team will hold our 2nd Virtual Job Fair on 10/21 from 10am-2pm. The event focus will be on local business with current hiring needs, so will include employers from all local sectors.
- Creation of a presentation introducing the members of the Business Services Team and outlining the work they do was completed; this presentation is customizable, allowing the team to share who they are, the work they do, and the resources available to our community.
- Transition in testing platform used by local businesses to screen final candidates, resulted in an opportunity to discuss additional ways to connect with our Business Services Team, to increase referrals of qualified candidates, and to support ongoing professional development of the current workforce.



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Community Connections:

- 9/1: Introductory meeting with Suzanne Suyama, Childcare Aware Supervisor to learn more about the resources each organization has available. Also shared information from WSCB partners to support their application for a grant available in our community.
- 9/4: Pilot proposal review with John Roach of WholeStory. WholeStory is a software which allows customers to identify soft skills gained through life experiences, and to speak to them on their resume and during interviews.
- 9/14: Introductory call with Elisa Hernandez, Director of Career Services with CBC, to share updates and identify areas of opportunity for partnership moving forward, such as career assessments.
- 9/17: Virtual meeting with community partners with Mid-Columbia Library and Comprehensive HealthCare to put final touches on outreach campaign outline and stakeholder engagement.
- 9/21: Connected with Dan Manelli, General Manager of Stephen's Media Group to discuss partnering on a local job fair when in-person hiring events can resume. More to come!

Staff Training & Development:

Training/Development Attended:

- 9/2: Water Cooler: What are you hearing from customers/Updates
- 9/15: Business U Certified Business Engagement Professional Cohort starts for Business Service Team members Sara Elkins, Azucena Corona, Lisandra Valencia, Jasmine Sanchez, Brooke Menter, & Thaillee Gomez
- 9/16: COVID-19 Resource Updates with Joyce Newsom of People for People/2-1-1; Water Cooler
- 9/21: SAFE Suicide Awareness & Prevention (Regina Myers, Comprehensive HealthCare)
- 9/22: Lean Process Mapping for WSCB Leadership & Staff group (Keoni Fontaine, ESD)
- 9/28: SAFE Suicide Awareness & Prevention (Regina Myers, Comprehensive HealthCare)
- 9/30: Technical Training – Unemployment Insurance Assistance at WSCB
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Upcoming Training/All Staff Meetings:

- 10/7: Water Cooler, Technical Assistance – UI eServices Assistance
- 10/14: Introduction to WholeStory (John Roach & Erin Anacker, Founders)
- 10/16: Hawk Career Readiness (Elisa Hernandez, CBC)
- 10/21: Water Cooler, Workforce Development Professional Celebration

Facilities:

- Signage was procured and is scheduled for install 10/1 by Mustang Signs. It will include large signage at the base of the reader board in addition to signage on the main entry doors and side windows informing customers of resources available and how to connect with us.
- Work on the Safe and Healthy Return to Office plan continues in preparation for re-opening of WSCB. *Date TBD.*
- Week of 9/1: Fire alarm panel repair needed.

Respectfully submitted by: C. Bright on 10/9/20