



Benton-Franklin Workforce Development Council (BFWDC)

## Adult & Employer Linkage (AEL) Committee Meeting

January 18, 2024, at 4:00 p.m.

**Location:** WorkSource Columbia Basin (815 N. Kellogg, Ste. D, Kennewick, WA 99336) Room 9/Zoom

**Zoom:** [Virtual Meeting Link](#) | **Meeting ID:** 844 4438 0523 | **Passcode:** 194837

*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 León
  - Welcome & Roll Call
2. **Motion to Approve Adult & Employer Linkage Minutes-** October 19, 2023 **(Needs a vote)**
3. **Motion to Approve Adult & Employer Linkage Minutes-** November 30, 2023 **(Needs a vote)**
4. **Motion to Approve Policy 2023-03, Incentive Payments for State Funded EcSA Participants** – Cynthia **(Needs a vote)**
5. **E-Vote follow-up State EcSA Community Reinvestment Funds Update** – Cynthia
6. **Performance Pit Stop**
  - WIOA Title IB PY22 Adult and Dislocated Worker funds update – Jessie
  - QUEST Modification - Jessie
7. **WorkSource Columbia Basin (WSCB) Update** – Crystal
8. **Benton-Franklin 2024-2028 Strategic Plan** – Cynthia/Partners
9. **WorkSource Columbia Basin customer demand** – Jessie, Crystal, Rebecca, Heather
10. **Agency Updates** – Business Updates, Challenges, Successes, and Upcoming Events.
11. **Next Meeting**
  - Adult & Employer Linkage Committee - Thursday, February 15, 2024, at 4:00 p.m. WSCB Room 9/Zoom
  - The Executive Committee and Full Board will be combined to work on the Strategic Plan with Facilitator Liane Johnson from the Employment Security Department - on Tuesday, January 30, 2024, at 3:00 p.m. WSCB Room 8/Zoom
12. **Adjournment**
13. **Attachments**
  - Adult & Employer Linkage Minutes: October 31, 2023
  - Adult & Employer Linkage Minutes: November 30, 2023
  - Policy 2023-03, Incentive Payments for State Funded EcSA Participants
  - November 2023 Program Performance Summaries
  - December 2023 Program Performance Summaries
  - December 2023 TC Futures Report
  - November WSCB System Coordinator Report
  - 2023-2028 BFWDC Local Plan Timeline

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

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 Service 711



## Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

October 19, 2023, 4:00 p.m. – WorkSource Columbia Basin Room 9/Zoom Hybrid.

---

### Call to Order

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 4:00 p.m.

Cyndelle read the roll call while everyone responded. She asked guests and system partners joining virtually online to put their names and organizations in the chat and thanked everyone for joining the meeting.

A meeting quorum was present.

### AEL Committee Meeting Minutes

August 17 and September 21, 2023, Adult & Employer Linkage Committee meeting minutes were provided for members to review.

Committee Chair Adolfo called for a motion to approve the August and September AEL Committee Minutes as presented.

*Todd Samuel motioned to approve the AEL Committee Minutes as presented, seconded by Kate McAteer; the motion was carried unanimously to approval.*

### Policy 2023-06 Incumbent Worker Training – Jessie Cardwell

Jessie shared that the purpose of this policy is to clarify the criteria by which the Benton-Franklin Workforce Development Council (BFWDC) will determine which employers and workers are eligible for incumbent worker training using Workforce Innovation and Opportunity Act (WIOA) Title I formula funds or statewide Rapid Response funds and the cost-sharing required for incumbent worker training WIOA Section 134 (d)(4)).

Incumbent Worker Training (IWT) under WIOA Title I is designed to either increase the competitiveness of employees and employers or avert employee layoffs. Per WIOA Section 134(d)(4)(A)(i) and 20 CFR 680.780, the BFWDC may reserve and expend up to 20 percent of their combined WIOA Title I Adult and Dislocated Worker formula funds for IWT. The BFWDC may also use WIOA Title I statewide activities funds on Incumbent Worker Training if the Governor has provided those funds for that purpose. Per WIOA Section 134(a)(3)(A)(i), the BFWDC may use state Rapid Response funds provided by the State for incumbent worker training to avert layoffs.

Jessie Cardwell recommended a motion to approve Policy 2023-06 Incumbent Worker Training as presented.

*Todd Samuel motioned to approve Policy 2023-06 Incumbent Worker Training as presented, seconded by Kate McAteer; the motion was carried unanimously to approval.*

### Adult and Employer Linkage Committee Chair – Jessie Cardwell

In October, each board standing committee nominates its leaders who, once approved by the board, will serve as the vice chair at the Benton-Franklin Workforce Development Council. This is an activity that occurs on an annual basis as outlined in the BFWDC bylaws. As always, this is an open election. Adolfo de Leon has offered to continue to serve as vice chair for an additional year.

Jessie Cardwell recommended a motion to approve the Adult and Employer Linkage Committee Chair election of Adolfo de Leon for an additional one-year term.

*Motion moved by Todd Samuel, the second by Kate McAteer, and unanimously carried to approval.*

### **Program Performance Update** – Jessie Cardwell

The BFWDC received its quarterly performance letter from the Employment Security Department for the quarter ending June 30, 2023. Jessie shared outcomes with targets, actual enrollments, and program placements.

Tim Probst, Grants Manager, stated, “Your commitment to outreach has enabled you to blow past your yearly targets for WIOA Adult program enrollment, exceeding them by nearly 50%. Excellent work! In the WIOA Youth space, congratulations on the amazing success of Future Fest 2023! ESD appreciates the care that TC Futures provides for each young person who is served. Additionally, both your federal and state EcSA programs are exceeding targets for enrollments, training, and spending. Great job!”

Jessie shared that the BFWDC will be recapturing WIOA Title IB Adult and Dislocated Worker funds from the program year 2022, which other areas couldn't spend. They're currently getting those modifications completed at the state level, which will then be released in a week or two.

A discussion was had about OJTs and what the future of those looks like.

She encouraged all to read and review the Program Performance Summaries for the EcSA, Adult and Dislocated Worker, and Quest Programs within the meeting materials.

### **WorkSource Columbia Basin (WSCB) Update** – Heather Woodruff

Heather shared WorkSource operation details included in the meeting materials. She reviewed September WorkSource site operations, including highlights and customer feedback. Heather summarized service delivery, discussing career and business services and community connections. She provided an update on new team members joining the front-end services, BFET support, and case management.

**WSCB Front End Services Presentation** – Ricardo, Front End Services Manager, WorkSource Columbia Basin  
Front End Services Manager Ricardo provided a slide deck for committee attendees. Ric provided an overview of Front End Services' history, staff roles in service delivery, what services are offered, and growth and outcomes. WIOA grant dollars fund Front End Services staff and comprise Career Path Services, Employment Security Department, Senior Community Service Employment Program (AARP), and Opportunities Industrialization Center (OIC). They invest 30 to 35% of their full-time employees into their front end services team as they play a critical role in how WorkSource Columbia Basin operates and the support they provide to the entire system. He shared that services are offered in-person, by telephone, or online via videoconference and are provided one-on-one or in groups or workshops. Ric informed members of services provided to job seekers, employers, workshops, and additional supportive services. Ric provided the primary point of contact for WorkSource Columbia Basin and requested all to reach out with any questions or additional information on Front End Services offered.

### **Celebrate Champions** – All

Jessie Cardwell congratulated Career Path Services on 20 years of service in Benton and Franklin Counties.

Juan Ortiz with the Department of Services for the Blind thanked the staff at WSCB for welcoming him as part of their team and expressed gratitude to those at the center.

Kate McAteer shared that Monday's WSU and CBC Career Fair was a great success. WSU hosts a Career Fair in the Fall, and CBC hosts in the Spring. Kate expressed her gratitude for John, the Career Center Manager, and the collaboration between WSU and CBC.

### Round Table/Agency Updates

Cynthia Garcia informed all that the TC Futures Winter Graduation is upcoming Thursday, November 9, at 5:30 PM at The Garden behind TC Futures.

Adolfo de Leon asked for feedback from the committee members about meeting monthly for the remainder of the program year. Board members reflected that they would like to continue to meet monthly as the work being done at TC Futures and WorkSource is critical to the partnership and community. They want to continue discussing challenges, successes, and how they can bridge gaps in the local workforce system.

### Next Meeting

- Adult & Employer Linkage Committee: Thursday, November 30, at 4:00 p.m., WSCB Room 8/Zoom
- Quarterly Board Meeting: Tuesday, October 31, at 4:00 p.m. WSCB Room 8/Zoom

### Adjournment

With no further business, the meeting was adjourned at 5:02 p.m.

Board Present	Board Excused	Board Absent	BFWDC Staff	Guests
Adolfo de Leon	Michael Lee		Jessie Cardwell	Heather Woodruff
Andrew Cook			Cyndelle Howell	Jason Jansky
Geoff Arends			Cynthia Garcia	Juan Ortiz
Karl Dye				Kayci Loftus
Kate McAteer				Rick Valdez
Todd Samuel				Scott Koopman
				Selma Velagic

Respectfully submitted:

\_\_\_\_\_  
Adolfo de Leon, Committee Chair      Date

\_\_\_\_\_  
Cyndelle Howell, Administrative Assistant      Date



## Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

November 30, 2023, 4:00 p.m. – WorkSource Columbia Basin Room 9/Zoom Hybrid.

---

### Call to Order

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 4:00 p.m.

Cyndelle read the roll call while everyone responded. She asked guests and system partners joining virtually online to put their names and organizations in the chat and thanked everyone for joining the meeting.

A meeting quorum was not present.

### AEL Committee Meeting Minutes

The meeting minutes from October 19, 2023, Adult & Employer Linkage Committee meeting will be tabled and carried forward to the next convening in January as a quorum was not present.

### Program Performance Update – Jessie Cardwell

Jessie put forward a proposal to discuss the direction of information being presented regarding programs and services within their workforce system. She made it clear that the BFWDC would continue to compile their regular reports and ensure that they were included in the meeting materials and that they were open to addressing any questions that arose. The board staff is excited to make AEL meetings more valuable by using this time to discuss grant proposals, letters of support, projects, and challenges in their system. They want to create an environment of collaboration where all partners and attendees can openly discuss barriers, funding shortages, program and participant needs, and any other concerns that may arise. With a positive outlook, they believe this will help foster a more inclusive and supportive community within their workforce system.

When looking at the adult program performance summary and being over budget, a clarifying question was asked. Adolfo wondered if there was concern about why we were over the target, what we could be doing differently, and how to meet that target better.

Jessie expressed appreciation for Adolfo's engagement. The WIOA Adult program was their lowest funded program and had a quarter-1 cap on spending. With the additional EcSA funds being received, they are looking to leverage those. Additionally, the adult program is not usually one that doesn't get spent. They'll continue to keep track to ensure they're staying within their budget.

Heather Woodruff wanted to clarify that they haven't overspent on the contract as a whole. During the first quarter, they experience the spending cap and tend to have customers that they're enrolling and holding on to, to then spend money on once that first quarter cap is alleviated. So, there is a little more direct client spending than they anticipated, and the staffing costs also roll into that. When more staff work on that program, they might charge more time to that specific program. Heather is not concerned and is very diligent in managing that target. She is confident they will come in under either 100% or 99% spent and will continue to be ahead of target month over month.

Jessie asked if it would be helpful to indicate a percentage for the contract year—for example, the total contract amount vs. the quarter spent. So, members can have that as a visual?

Adolfo agreed it would be great to have a visual because, as Heather stated, they're 100% of target at this time, but it doesn't mean they will end at 100 at the end of the program year. Knowing the program year cumulative and quarterly end or a percentage of that would be helpful.

Heather shared that through 10/31/2023, the Adult program contract is 36% spent for the total program year.

Rebecca Williamson, ESD, shared that they don't have a lot of programs where they give funding directly to recipients. One of the programs that they do have is BFET, which helps folks with their job search. Last year, they enrolled twice as many people as they were funded for.

One of the critical conversations for this group is looking at what we have as a WorkSource Center holistically, both the contract that the BFWDC Board awards and what their partners bring to the table, ex, ESD & OIC. They do not have enough resources to meet demand.

Rebecca stated that she thinks that needs to be front and center of the conversations. She can speak for their BFET program; there are funds to serve five people a month, but they receive five referrals a week.

She expressed appreciation for the ability to work with the eight partners at WorkSource Columbia Basin because they work hard to leverage grant dollars together. They don't have enough resources to meet demand; what happens when this center does not have enough money in April?

Historically, if there were funds available, the customer would be served. Due to the high demand and decreased funding, they're starting to have tough conversations about customer prioritization. They've also benefited from program co-enrollment and trying to get the customer the most resources but are stepping back as that might not be the best approach in the future.

Rebecca feels it's essential for this subcommittee of the BFWDC Board to realize the demand for their services and resources is through the roof, not just those through Federal WIOA, and they're not going to meet the demand. There needs to be additional conversations to coordinate available services so that everyone gets served and meets the client's needs together.

Dr. Lee shared that it is also essential in how they tell their story and the increased need for funding. As a workforce board, how do we elevate those stories of success and say, "We need more to do more" to those deciding budgets? When we, as a system, have a legislative ask, do Workforce development councils in the State have a similar voice that they're not using? He thought they recently exercised that voice, as that's one of the reasons we have the EcSA program statewide. But he feels there's some identified opportunity.

During the meeting, Jessie urged everyone to go through the Program Performance Summaries for EcSA, Adult and Dislocated Worker, and Quest Programs that are included in the meeting materials. It is important that we have these discussions to determine the direction we need to take, the areas that need improvement, and what we should prioritize.

#### **BFWDC Organizational Chart Updates – Cynthia N. Garcia**

As you know, we recently underwent significant layoffs, and our former CEO, Tiffany, resigned. To keep everyone informed, BFWDC has updated the organizational chart, which is available for viewing and feedback. This is an opportunity for the staff to assess current processes and utilize available resources. Cynthia expressed her gratitude for the support received from both centers (TC Futures & WSCB) and the WWA Conference, which was attended. This positive collaboration shows the strong partnerships that have been built. As we move forward during this transitional period, we are committed to keeping everyone updated on anything that affects our

organization or programs. We will have difficult conversations, when necessary, but we are committed to being transparent in real-time. Cynthia reiterated her commitment to transparency and communication and is happy to answer any questions.

### **WorkSource Columbia Basin (WSCB) Update** – Crystal Bright, WSO

Crystal expressed gratitude for the support of the Board members and staff to the board that are in attendance, as well as the vulnerability and willingness to speak up by our partners who are coming to the table and openly sharing today that we have resource needs that require a certain level of courage and bravery that maybe we haven't necessarily had in the past to have those group conversations. And so, a huge Thank you for your care and concern for the community and continued commitment to that Crystal shared that WorkSource operation details are included in the meeting materials. She reviewed October WorkSource site operations, including highlights and customer feedback. Crystal summarized service delivery, discussing career and business services and community connections. She provided an update on new team members joining; WSCB welcomed Nicole Duran, Customer Service Specialist with the Leave and Care Division, for a tour and introductions. WSCB will be the FIRST office across the state to pilot an onsite Paid Family and Medical Leave Specialist starting in November. They are excited to offer an additional resource for community members interested in starting their own business. An Entrepreneurship Workshop will kick off on 12/6/23. This class will be offered quarterly, focusing on supporting local Veterans and Military Spouses in business ownership. During October, there was an increase in calls received and handled, which was 10% over September (384 calls handled). The FES Team took 396 “general inquiry/option 7” calls: 348 in English and 48 in Spanish. Statewide, we shifted to a full registration model to ensure access to the full menu of WorkSource services and more complete data collection. This change requires that all customers receiving staff-assisted services are legally entitled to work in the United States. If they indicate that they are not, we are limited in our services. To ensure shared understanding across the team of which services they can provide, WSCB & BFWDC team members met and created a list of available supports. We recognize that community members who come to us are doing so because they need help, and we do not want to turn them away without some level of support/information. Crystal Bright, WorkSource System Coordinator, asked if there were any clarifying questions.

Heather Woodruff was grateful to Israel and his team for their exceptional services. The only way to access personalized training and case management services is through a meet and greet. However, due to high demand, the program has already served 115 participants out of the 138 they were funded for. To address this issue, Israel's team has gone above and beyond by providing Spanish meet and greet sessions and taking on most of the referrals of those customers who will hopefully qualify for migrant seasonal farm worker services. This partnership is an excellent example of how we can meet customer needs and ensure the program's success year-round. Heather once again conveyed her appreciation to Israel and his team for their contributions, leading to better performance outcomes and higher customer satisfaction for job seekers.

Crystal Bright expressed thanks to Heather for leading out on those efforts. Engaging partners, making sure that there's involvement, and Scott, a special thanks to you and Peyton, as well as how we build out what those specialized sessions might look like and how we connect people interested in education.

### **Washington Workforce Association 2023 Conference Highlights** – Cynthia/Jessie

Cynthia and Jessie provided a brief synopsis of the 2023 WWA Conference, where 540+ Leaders, Industry Experts, Workforce Professionals, Economic Development Professionals, and Elected Officials attended. The conference showcased best practices, innovative programs, and projects with proven results. Topics included Partnerships and Coalition Building, Building a More Inclusive Workforce, Performance and Operations, Fiscal operations, and

Industry Engagement – Demand. Congratulations to our local Leaders for being selected to present during two different sessions: Washington’s World of Agriculture: The Intersection of Agriculture, Workforce Development and Farmworkers- to highlight the importance of the agricultural economy throughout Washington State and the important role that Workforce Professionals play in serving both growers and farmworkers. Making Education and Training Accessible for All Through Partnership- to provide an overview of creative ways to partner that increase access to education/training resources and meet mutual customer needs. Congratulations to Cynthia N. Garcia for being the recipient of the 2023 WWA Workforce Professional of the Year.

**Celebrate Champions – All**

Adolfo stated that he applauds everybody at the table because he sees active collaboration and partnership and everyone working together to meet those needs.

**Round Table/Agency Updates**

Jessie shared that Crystal and David had worked to put together a proposal for the Three Rivers Community Foundation to request funds for laptops to serve customers, not necessarily in a way where they can check them out and take them. But if there's a class, if there's an ESL, GED, etc., and the customer doesn't have a laptop, WSCB will be able to provide them for use and was awarded \$2,000 from Three Rivers Community Foundation. The 3 Rivers Foundation awarded 68 nonprofit agencies funds.

Rebecca Williamson, ESD, shared that WSCB will be leading out piloting Saturday hours and have WSCB open every Saturday in January, February, and March. Crystal mentioned their “peak season” and the mandatory DOL RESEA program for individuals who are receiving unemployment. It's been proven to get people off unemployment and back to work sooner. Eastern and Central Washington struggle with the huge increase of customers during peak season and began this endeavor 9 months ago to get approval to have access to overtime funds so that they could expand access for customers and utilize very trained staff to provide those services.

They are waiting for a computer programmer to make a change to a piece of software. Once that's done, they'll be good to go. The project has been fortunate to receive support from ESD. They're providing the funds needed to hire staff to man the front desk, help customers, provide support for RESEA, and always have a supervisor on-site. This means that if there's anything (workshop, class, etc.) you want to offer on a Saturday within the next three months, now is the time to start thinking about it. We've already secured the funding to keep the infrastructure open. This is different from previous pilots where we expanded hours at work source that may or may not have worked out. This project is built on the backbone of a mandatory program - RESEA.

**Next Meeting**

- Adult & Employer Linkage Committee: Thursday, January 18, 2023, at 4:00 p.m., WSCB Room 8/Zoom
- Quarterly Board Meeting: Tuesday, January 30, at 4:00 p.m. WSCB Room 8/Zoom

**Adjournment**

With no further business, the meeting was adjourned at 5:00 p.m.

Board Present	Board Excused	Board Absent	BFWDC Staff	Guests
Adolfo de Leon	Andrew Cook	Geoff Arends	Jessie Cardwell	Crystal Bright
Todd Samuel		Karl Dye	Cyndelle Howell	Heather Woodruff
Michael Lee		Kate McAteer	Cynthia Garcia	Israel Delamora
Jason Jansky				Kayci Loftus
				Kelly Harnish
				Scott Koopman
				Selma Velagic



Respectfully submitted:

---

Adolfo de Leon, Committee Chair      Date

---

Cyndelle Howell, Administrative Assistant      Date

## **Subject: Incentive Payments for State EcSA Participants**

**Policy No: 2023-03**

**Effective Date:**

### **Purpose:**

In recognition of the work that Washington’s Workforce Development system did to alleviate poverty through the original Economic Security for All (EcSA) initiative, the state is making continued investments that are allocated to Local Workforce Development Boards (LWDBs) to expand on the work currently done by local EcSA programs funded by the Governor’s WIOA statewide activities funds. Because this new allocation is state funded, these new resources provide an unprecedented opportunity to further expand the services provided by Benton-Franklin Workforce Development Council (BFWDC) to improve workforce outcomes and reduce poverty across Benton and Franklin counties.

### **Background:**

State EcSA participants are eligible to receive incentive payments. This financial support will be utilized and provided in recognition and achievement of milestones associated with the state EcSA program and activities. This policy establishes the terms, conditions, requirements and responsibilities of subrecipients to support EcSA work with Community Reinvestment Funds (also referred to as EcSA Career Accelerator Incentives Funds).

## **Operational Procedure**

### **A. Eligible EcSA Participants**

All State EcSA participants receiving funding through State EcSA Career Accelerator Incentives Funds must be determined eligible based on the guidelines outlined in WIN 0129 and enrolled as participants in the State EcSA program in the Efforts to Outcomes (ETO) management system or its successor.

Participants may receive incentives from the EcSA Career Accelerator when enrolled whether they are above or below 200% of the Federal Poverty Line.

The EcSA Career Accelerator's focus is supporting Black, Indigenous, and Latino communities, and areas should implement outreach strategies to reach these populations. However, anyone who is eligible may be enrolled in State EcSA and receive assistance from the EcSA Career Accelerator.

### **B. Incentive Payments to EcSA Participants**

State EcSA Career Accelerator Incentives Funding provides financial support payments of \$1,000 per month in incentives to State EcSA participants receiving career development assistance to aid them in achieving suitable employment, which provides a self-sufficient wage. Subrecipients must ensure a large proportion are for Black, Indigenous, and Latinx Participants.

- There is no limit on how many months a customer may receive incentives from the EcSA Career Accelerator program.
- Upon receiving an initial incentive from EcSA Career Accelerator, participants must continue to receive them monthly while meeting eligibility requirements for as long as they are enrolled in the program and funding is available for the Career Accelerator program.
- Staff must take steps while working with participants to assess other benefits received and determine what impact, if any, receipt of EcSA Career Accelerator incentives will have on those benefits. After identifying potential issues, the customer and staff must discuss how to address any conflicts.
- Incentives received under the EcSA Career Accelerator program do not have any impact on eligibility for any other incentives, EcSA or otherwise. Participants may still receive incentive payments from State EcSA if they are eligible for them as part of their career plan and if local area provides them in accordance with the rules and regulations of the State EcSA program.

### **C. Examples of milestones associated with State EcSA program and activities but not limited to:**

- Job readiness activities ie: resume development, workshop completion, job search activities
- Educational activities ie: progress in GED attainment, applying to college, completing FAFSA
- Satisfactory progress or completion of work experience or training services, including obtainment of job skills as specified in the training plan.
- Achieving a recognized credential
- Completion of WIOA performance achievements
- Completion of EcSA performance achievements

- Becoming Employed

#### **D. Documentation and Data Entry Requirements**

All state EcSA participants enrolled in a training or education activity must develop an Individual Employment Plan (IEP) with staff. The IEP must be included in the participant's file and updated monthly to keep track of and justify the payment of incentives, which include but are not limited to:

- Satisfactory progress in employment, training or education activities as defined in their IEP for each month of enrollment. If on academic break (i.e. summer quarter), incentives may still be earned based on what is outlined in their IEP. The progress report must indicate what benchmarks or activities are expected.
- Completion of additional monthly State EcSA activities outlined in their IEP.

Monthly progress reports in the ETO (or its successor) training activity touchpoint will indicate whether a state EcSA participant received an incentive payment and, if not, the reasons for not receiving an incentive payment in a given month. These incentives may only be awarded to state EcSA participants for making satisfactory progress in carrying out the career plan developed with the staff. Monthly progress must be recorded in the activity touchpoint via case note.

At the time of enrollment, State EcSA participants shall be informed that incentives are awarded for satisfactory progress in carrying out the career plan. Subrecipients may use the Acknowledgement Form (Attachment A) to inform participant of the incentive program while developing their IEP. Participants who were previously enrolled in state EcSA are eligible to receive incentive and shall also be informed of the incentives and what that they can be awarded for satisfactory progress in the career plans.

**Data entry requirements** – Incentive payments are not services but, rather, financial transactions. Subrecipient must document incentive payments to State EcSA by recording in case notes, and participant files the milestone, including attainment of unsubsidized employment, achieved along with the incentive amount paid for the achievement. Case notes shall document the justification for receiving an incentive payment and details of the incentive provided, and expenditure records of incentive payments must be uploaded in the participant file.

#### **E. Additional Information**

- Subrecipients should be aware that the number of participants served from these target populations is being tracked in order to provide regular reports to the Washington State Department of Commerce and the Governor's Office of Equity. Because of this, proper data entry concerning customer demographics is especially vital for this program.
- Incentive payments may not be awarded to participants enrolled in WIOA programs or activities, to include Federal EcSA, unless they are co-enrolled in state EcSA and meeting training plan expectations. If co-enrolled, the training or education activity may be funded by either WIOA or state EcSA.

## **F. Action Required**

Subrecipients of State EcSA Community Reinvestment funding must have procedures in place that govern the award of incentive payments to State EcSA Participants according to the requirements in this policy for the purpose of local, state, and federal monitoring and audits.

Incentive payments are considered taxable non-wage related income because of this, subrecipient must understand their responsibilities and the implications of such services.

## **G. Definitions**

**Self-Sufficiency for the EcSA Program:** is defined as the Attainment of 100% of individualized household Income Adequacy, as established through use of the UW Self-Sufficiency Calculator.

## **H. References**

[WIN 0129](#)

## Attachment A

### State EcSA Career Accelerator Incentives Agreement (to be completed once with each participant)

State EcSA Community Reinvestment funding provides financial support payments of \$1,000 per month in incentives to State EcSA participants receiving career development assistance.

To **qualify** for an Incentive, you must:

- Meet monthly with staff to review your Individual Employment Plan (IEP).
- Meet satisfactory progress in employment, training, or education activities as defined in your IEP.
- Complete activities outlined in your IEP.

#### Payments

State EcSA Career Accelerator Incentives program provides \$1,000 per month to State EcSA participants who are making satisfactory progress in carrying out their career plan.

**Important note:** Incentives are considered taxable non-wage-related income a 1099-MISC form will be sent to you at year end.

I, \_\_\_\_\_ *agree to the above-mentioned Incentive Guidelines.*

**Participant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

# Voting Data Report: Community Reinvestment EcSA funds (authorized by State EcSA Grant)

Total Voters: 6

Number of Voters: 5

Number Not Voting: 1

Deadline: Dec 11, 2023 08:00 AM (UTC)

Percentage Voted: 83.33%

Question Name: The BFWDC staff recommends awarding the Community Reinvestment EcSA funds (authorized by State EcSA Grant) to Career Path Services (CPS) in the amount of \$1,083,540 to provide incentive payments, business services, and subsidized training to low-income families with a focus on black, Latinx, and indigenous populations with the timeline of Date of Execution to May 31, 2025.

<b>Voter Name</b>	<b>for</b>	<b>against</b>	<b>abstain</b>
Todd Samuel	✓		
Amanda Jones	✓		
Lynn Ramos-Braswell	✓		
Will McKay	✓		
Adolfo de Leon	✓		
Total Count:	5	0	0



## November 2023

PY23 Adult Program Performance Summary (Cumulative) (July 1, 2023 – June 30, 2024)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of November 30, 2023	\$226,993	\$198,490	114%
	YTD Spent	Contract Amount	% Contract Spent
	\$226,993	\$489,122	46%
Enrollments	Actual Outcomes	Monthly Target	Annual Target
Total Served	126	88	138
Exits	Actual Outcomes	Monthly Target	Annual Target
Total Employed Exits	31	32	82
Placement Rate	67%	85%	85%
Median Wage	\$18.50	\$18.50	\$18.50
Training Services	Actual Outcomes	Monthly Target	Annual Target
Enrolled in Training	10	7	25
On-the-Job Training (OJT)	0	0	1
Adult Success Story			
<p>Sabrina, 43, entered the adult program and was unemployed and receiving public assistance but wanted to return to the workforce and work towards self-sufficiency. She identified Nursing Assistant as her goal occupation. Her main barriers were financial, as she needed financial assistance to eliminate barriers to employment. Sabrina previously had her Certified Nursing Assistant (CNA) license, but due to being out of the workforce for many years, it eventually expired. She enrolled in the program to receive assistance with renewing her certification.</p> <p>Sabrina received assistance with paying for her health provider card, gas, interview clothing and scrubs. She also received work-readiness assistance with her resume, interview coaching and job search strategies.</p> <p>Sabrina informed staff in November that she obtained full-time employment at REACH In-Home Care as a CNA and is making \$17.00 per hour. With assistance from the Adult program, Sabrina was able to eliminate barriers, reach self-sufficiency, and find secure employment in a field she loves.</p>			





## November 2023

<b>PY23 Dislocated Worker Program Performance</b> (Cumulative) (July 1, 2023 – June 30, 2024)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of November 30, 2023	\$245,377	\$251,750	97%
	YTD Spent	Contract Amount	% Contract Spent
	\$245,377	\$658,310	37%
Enrollments	Actual Outcomes	Monthly Target	Annual Target
Total Served	94	81	143
Exits	Actual Outcomes	Monthly Target	Annual Target
Total Employed Exits	28	22	85
Placement Rate	72%	85%	85%
Median Wage	\$25.00	\$22.62	\$22.62
Training Services	Actual Outcomes	Monthly Target	Annual Target
Enrolled in Training	4	5	22
On-the-Job Training (OJT)	0	0	1
Entrepreneurial Training	0	0	1
Dislocated Worker Success Story			
<p>Tyler, 20, entered the Dislocated Worker program as he had recently been laid off from Energy Northwest. His only income was his unemployment insurance benefits which did not adequately meet his financial needs. Tyler was eager to return to the workforce as soon as possible. To achieve his goals, he identified Heavy and Tractor-Trailer Truck Driver as his goal occupation. Tyler’s main barrier when enrolling into the program was financial as he needed assistance to adequately participate in training and achieve employment. Staff worked with Tyler to build a plan to help him reach his employment goals and overall self-sufficiency. Tyler and his Employment Specialist began researching CDL training providers in the area that would be a good fit for him. Shortly into his research, Tyler received a job offer at Hanford. Due to this, he decided to take the job and not continue with further training as this job was going to meet his financial and employment needs.</p> <p>Tyler is working full time at Hanford as a Nuclear Chemical Operator. Customer started working in October and is making \$39.27 per hour with benefits. Tyler is satisfied with this new job and no longer needed assistance but knew he could reach out to WorkSource if and when a need arises.</p>			

## November 2023

<b>QUEST Summary</b> (Cumulative from January 1, 2023-September 30, 2024)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of November 30, 2023	\$149,668	\$186,046	<b>80%</b>
	YTD Spent	Contract Amount	% Contract Spent
	\$149,668	\$343,643	<b>44%</b>
Enrollments	Actual Outcomes	Monthly Target	Annual Target
Total Planned Participants	81	24	43
Services	Actual Outcomes	Monthly Target	Annual Target
# Receiving Career Services	81	24	43
# Receiving Individual Training Accounts (ITA)	39	14	30
# Completing ITA	25	6	25
# Receiving Supportive Services	15	5	15
Exits	Actual Outcomes	Monthly Target	Annual Target
Total Employed Exits	35	15	35
All Program Highlight			
<p>The Business Service Team held a retreat in November. The purpose of this retreat was getting the team together to bond, create an action plan, finalize sector leads, and establish short-term and long-term goals. Together the team was able to brainstorm, think creatively, and clearly defined individual and team goals. An action plan was created to develop a timeline to meet goals and targeted areas that need implementation of new processes. The action plan was finalized, and the team has started working on the outlined goals, such as ETO touchpoints, outreach, sector changes, business feedback, sector-based workshops, and marketing strategies and more. The team will continue to work on goals and address updates during weekly meetings.</p> <p>Main sector leads have been defined with a business service team member as follows:</p> <ul style="list-style-type: none"> <li>• Healthcare- Byron DeVoe</li> <li>• Agriculture/Warehouse- Ruby Aleman</li> <li>• Government- Jose Sandoval</li> <li>• Hospitality- Zac Shileika</li> <li>• Transportation/Manufacturing- Chante Lucas</li> <li>• Small Business- Rubid Portillo-Servin</li> </ul>			



## November 2023

<b>State and Federal EcSA Program Performance Summary</b> <b>(Federal EcSA Cumulative from July 1, 2023 – March 31, 2025)</b> <b>(State EcSA Cumulative from July 1, 2023 – June 30, 2024)</b>			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
Federal EcSA	\$468,773	\$365,037	78%
State EcSA	\$496,303	\$145,571	29%
Eligible Participants Enrolled	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	181	197	180
State EcSA – Below 200% FPL	39	25	39
State EcSA – Above 200% FPL	4	5	16
Training Placements for employment at/above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	67	50	54
State EcSA – Below 200% FPL	12	5	16
State EcSA – Above 200% FPL	3	4	2
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	63	111	117
State EcSA – Below 200% FPL	7	8	25
State EcSA – Above 200% FPL	0	3	10
EcSA Success Story			
<p>Mercedez, 24, entered the EcSA2 and State EcSA programs as she was unemployed and receiving public assistance. Upon entering the EcSA2 and State EcSA programs. Her goal occupation was to become a Certified Nursing Assistant (CNA). Mercedez did not have the funds to pay tuition for her training or to pay for her basic needs. She was also a single parent and had background issues that hindered her employment goals at times.</p> <p>Once enrolled, staff worked with Mercedez to enroll her into training. She began training in August at Columbia Safety and successfully completed it in May. During her enrollment, Mercedez received assistance with her needs and goals such as tuition assistance, career and vocational counseling, work readiness strategies, mentorship and financial support for fuel, clothing, and hygiene items.</p> <p>Mercedez recently updated staff that is she is working full-time at Trios Health as a Nursing Assistant and is earning \$17.72 an hour with benefits. She is on track to be self-reliant and off public assistance benefits.</p>			



## December 2023

PY23 Adult Program Performance Summary Cumulative July 1, 2023-June 30, 2024			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of December 31, 2023	\$274,228	\$238,962	113%
	YTD Spent	Contract Total	% Contract Spent
	\$274,228	\$489,122	56%
Enrollments	Actual Outcomes	Monthly Target	Annual Target
Total Served	137	93	138
Exits	Actual Outcomes	Monthly Target	Annual Target
Total Employed Exits	33	38	82
Placement Rate	67%	85%	85%
Median Wage	\$18.75	\$18.50	\$18.50
Training Services	Actual Outcomes	Monthly Target	Annual Target
Receiving Individual Training Account (ITA)	26 (12 in progress)	8	25
Completed ITA	17	8	25
Credentials Earned	13		
On-the-Job Training (OJT)	0	0	1

### Front End Services:

In Q2, Front End Services (FES) provided 1,420 services, conducted 234 1:1 appointments, handled 1,353 incoming calls. When self-serve, walk-ins, and staff assisted services are combined, our FES team provided 3,665 services in Q2.

Customer traffic continues to increase year-over-year from PY22 to PY23. In order to keep up with customer demand, the FES team piloted a group service delivery model to meet customer needs. Based on customer feedback group services were designed based on the three most requested services: Registration, Job Search, and Resume creation.

- Registration provides an overview of the WorkSource website, services, programs, and guidance with registration.
- Job Search focuses on preparation, advice, online tools, and assistance with customer-specific applications.
- Resume introduces the customer to an online resume maker and walks them step by step to create a basic resume.

These classes are offered in English and Spanish multiple times a week. Staff have implemented a survey to track customer satisfaction and adjust based on feedback.

One-on-one appointments are available for customers who cannot participate in the classes offered or are seeking additional services. ADA accommodation, language barrier, schedule conflict, and intensive or virtual services can be provided this way.

**Success Story:** Tawanda (41) entered WIOA Adult program in April 2022 she was unemployed, receiving SNAP, and seeking full-time employment in the accounting field. She was facing many financial barriers and was seeking help to get into stable self-sufficient employment. Tawanda was assisted with supportive services such as clothing, personal hygiene items, utility assistance, and fuel. She was also assisted with career services in the form of career coaching, resume review, letter of recommendation, employment referrals, emailed “Hot Job/Community Events”, and continued desktide job seeker assistance. Soon after the customer was assisted with these barriers, she informed the case manager that she obtained a full-time position as an accounting assistant with Christensen, Inc. Client is making \$19.00 dollars an hour. She started this position on October 30, 2023. Overcoming these barriers was a huge step and gave her the confidence to believe in herself again.

## December 2023

PY23 Dislocated Worker Program Performance			
Cumulative July 1, 2023-June 30, 2024			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of December 31, 2023	\$298,349	\$304,800	98%
	YTD Spent	Contract Total	% Contract Spent
	\$298,349	\$658,310	45%
Enrollments	Actual Outcomes	Monthly Target	Annual Target
Total Served	96	89	143
Exits			
Total Employed Exits	31	30	85
Placement Rate	74%	85%	85%
Median Wage	\$25.00	\$22.62	\$22.62
Training Services			
Receiving Individual Training Account (ITA)	20 (14 in progress)	10	22
Completed ITA	8	10	22
Credentials Earned	2		
On-the-Job Training (OJT)	0	0	1
Entrepreneurial Training	0	0	1

### Hiring Events:

Staff referred customers to hiring events held in the month of December.

- Gallop Contracting Group from Texas. They traveled to WorkSource Columbia Basin as they were recruiting for over 200 positions and can provide housing (hotels) and arrange travel. Gallop works all over the USA in gas plants and refineries and has international work. The hiring event took place December 4<sup>th</sup> and 5<sup>th</sup> from 10:00 am to 2:00 pm and had approximately 22 attendees.
- On December 13<sup>th</sup>, USPS also had a hiring event at the WorkSource Columbia Basin which was a great turn out.
- Upcoming hiring events:
  - February - Lamb Weston
  - March - Amazon

### Challenges:

With an influx of enrollment appointments there has been a growing concern about capacity within staff. The challenge was heightened in October 2023 due to two staff departing the team. This has led to the remaining practitioners having to take on the additional referrals/enrollments. Referrals have not slowed down.

### Solutions to mitigate this challenge:

- Career Path Services increased availability from a case manager that is part of the Transitions Team that can take on more of a caseload. Staff continue to work together and to be flexible with their work schedule to assist and cover all customer needs.
- Two new staff, Melanie and Jimena started on December 18<sup>th</sup> which will help to even out the caseloads and even out distribution of new referrals.



## December 2023

<b>QUEST Summary</b>			
<b>Cumulative December 1, 2022-September 30, 2024</b>			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of December 31, 2023	\$157,618	\$205,432	77%
	YTD Spent	Contract Total	% Contract Spent
	\$157,618	\$343,643	46%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Planned Participants	82	26	43
Services	Actual Outcomes	Monthly to Date Target	Annual Target
Receiving Career Services	82	26	43
Receiving Individual Training Accounts (ITA)	43	16	30
Completing ITA	27	7	25
Receiving Supportive Services	13	4	15
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	37	17	35

**Modification:**

Due to staffing changes at the BFWDC and due to all targets being exceeded, there will be a modification to the existing contract amount to Career Path Services. The BFWDC is working with the grant manager from the state to get the modification started and this will be presented to the board for approval in the coming month.

**Effective Program Strategies:**

Staff participate on the integrated Business Services team at WorkSource Columbia Basin and TC Futures. In Quarter 2, The Business Service Team has been trying to find resources to provide to businesses to build better connections. A Business Service Team member met with two small business advisors in the Tri-Cities area to find resources available for businesses in the community. They shared that there are resources available for small businesses such as free classes through WSU and that they are offered to Pasco and Richland businesses. They are hoping to soon expand to Kennewick. Small Business Advisor Manny Bonilla shared that they offer monthly classes online for startup businesses to learn the basics. In February, they will have online classes that will be offered in person and in Spanish at Broetje Orchards. They will also be offering a daycare class in Othello in April as they are branching out. Manny will also be working on the Self Employment Assistance Program for those who are unemployed and receiving unemployment. Staff will ensure to inform Quest customers of these opportunities.

**Success Story:**

Yovani (21) entered the QUEST program in July 2023 as he was Long-term unemployed. The customer was unemployed and seeking help to obtain full-time employment as a Truck driver. He was facing many financial barriers at the time. The QUEST program provided the client with Occupational Skills Training, and he started his Commercial Driver’s License (CDL) training at T Enterprise on 8/8/2023 and completed on 9/6/2023 with his training certification and CDL license. Soon after the customer was assisted with these barriers, he informed the case manager that he obtained a full-time position as a truck driver at FedEx. He started the job on October 23, 2023, he is making \$18.00 an hour. Overcoming these barriers was monumental for the client.



## December 2023

State and Federal EcSA Program Performance Summary (Cumulative from July 2023 - June 2024)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
Federal EcSA	\$468,773	\$375,645	80%
State EcSA	\$496,303	\$178,333	36%
Eligible Participants Enrolled	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	185	172	180
State EcSA – Below 200% FPL	45	25	39
State EcSA – Above 200% FPL	4	5	16
Training Placements for employment at/above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	67	50	54
State EcSA – Below 200% FPL	13	5	16
State EcSA – Above 200% FPL	3	4	2
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	64	111	117
State EcSA – Below 200% FPL	8	8	25
State EcSA – Above 200% FPL	0	3	10

### Business Navigator Services through State EcSA:

Business Navigators inform local employers about business services available through State EcSA and through other WIOA programs such as Paid Internships and OJT's. While we do not have dedicated State EcSA funds to support Paid Internships or OJTS, staff leverage co-enrollment in other WIOA programs to provide this service. Below are the activities conducted by our Business Navigators in October-December.

- Staff attended a career fair at WSU Tri Cities. The event was a huge success as 273 people attended. Staff spoke about State EcSA and other WIOA programs with attendees and assisted customers with resume reviews and interview techniques for attendees.
- Staff attended the Ki-Be College and Career Fair. Staff talked with Washington River Protection Solutions who are interested in taking a tour of TC Futures and WorkSource as they want to get more involved in the community. Staff invited them to Future Fest, which will take place in Spring of 2024, and will send them information about other community events.
- Staff spoke at the Behavioral Health Committee meeting about Business Services, Paid Internships and OJT's.
- Staff partnered with TK Machine Shop for Paid Internship and OJT's. While this was funded through OSY, our Business Navigator staff developed this relationship that led to outcomes in other programs.
- Staff made outreach efforts to many employers including: IBEW, Apex Brow and Cosmetics, Red Lion Hotel, My Place Hotel, Roma House, Paint Masters, and Dollar General to discuss Paid Internship and On-the-Job Training opportunities. IBEW, Paint Masters, and My Place Hotel are currently host sites for Paid Internship participants, that could lead into employment.



A proud partner of the AmericanJobCenter network

**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 November 2023

**November Highlights:**

- This month the team focused on service delivery options to support an increase in customer traffic during peak unemployment season, which usually runs from late November through March. This includes adjustments to front end services to focus upon group services, adjustments to staff scheduling to support customers receiving Unemployment Insurance benefits with mandatory Reemployment Services & Eligibility Assessment (RESEA) appointments, and an increase in community members seeking training and case managed services.
- WorkSource Columbia Basin hosted two ESD team members who serve on the RESEA team at central office and had an opportunity to share how we operate within our center. Best practices they noted include use of the RESEA model to inform one on one appointments offered by the Front End Services Team, the all hands on deck approach that the RESEA Team at WSCB has designed, and the scheduling/communication tools they have built out to improve customer experience.

**WorkSource Site Operations:**

<b>Customer Counts 11/1 - 11/30/23</b>		
<b>Total Staff Assisted Seekers</b>	<b>698</b>	
<b>Total Staff Assisted Services</b>	<b>1693</b>	
<b>Unique Number of Businesses Served</b>	<b>52</b>	
<b>Staff Provided Business Services</b>	<b>102</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	4
<b>Employee Training</b> Assessment, referral, enrollment, etc.	12	6
<b>Other</b> Employer outreach visit, marketing business services, etc.	35	23
<b>Recruitment</b> Hiring events, referrals, etc.	51	31
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (12/11/23).





A proud partner of the AmericanJobCenter network

### **November 2023 Customer Feedback:**

- 21 survey/interview responses were received:
  - Of the customers who responded, 75% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “I met with Maria Martinez and she was such a great help and gave some good pointers and advise. She was friendly and easy to talk to, she understood my career path and was helpful with her suggestions.”
  - “Everything!! Your people are fantastic. I'm 70 years of age and know zero about computers and help sources. You all surpass any expectations I had and made me feel confident that I can master this techno void in my life. I give you 5 out of 5 stars. I am looking forward to obtaining my CDL and forklift certification. Thanks every one of the staff at work source and the pro team on the phones. Merry X-mas to you all.”
  - “Cynthia was awesome and gave me great advice on where to look for both work and possible schooling information. She made it a safe environment and never made me feel uncomfortable knowing this is my first time having to look for work in over 16 years and I was nervous having to do it all over again.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in November to be addressed in December:
    - “Give a handout with services available. There was a lot of information and I was not able to write down all of the web address' before the next slide was up.”

### **Service Delivery**

#### **Career Services:**

- We kicked off a pilot with our ESD partners in the Care and Leave Division November 3<sup>rd</sup>. We now have a member of the Paid Family Medical Leave (PFML) team onsite to assist with one-on-one appointments for individuals needing assistance applying for benefits.
- During the month of September, our Front End Services (FES) Team provided 491 staff assisted services and supported access to 745 customers seeking self-service, for a total of 1,236 services offered. They provided 111 one on one appointments and had a show rate of 57% (73 appointments conducted of 128 scheduled.)
- During the month of September, FES handled 517 “general inquiry/option 7” calls: 461 in English and 56 in Spanish. This is an increase of 31% call volume over October (396 calls handled).
- Starting December 11<sup>th</sup>, the FES Team will shift to a predominantly group service delivery model to meet support larger volumes of customers in accessing the full range of WorkSource services, including registration for WorkSourceWA.com, job search and applications, resume, and connecting directly with case managers for individualized and training services.



A proud partner of the AmericanJobCenter network

### **Business Services:**

- The Business Services Team has adopted a new name to better align with their service offerings: Business Solutions.
- They held a retreat to review the progress they've made since the beginning of the year and create an action plan to carry them through June. Highlights of the retreat include adjusted sector assignments, updated community education materials & methods, efforts focused on small business, and the creation of sector-based workshops to unite business and job seekers more effectively.
- This Veterans Day, Pacific Northwest National Laboratory (PNNL) was recognized as a YesVets Employer for 2023. They actively support veterans in their transition from military service by utilizing the SkillBridge Program through the Department of Defense (DOD) and providing resume review and mock interview assistance at WorkSource to prepare for their next career.
- Event Outcomes –
  - 11/17 from 9am-3pm: Veteran Stand Down and Resource Expo (offsite): 90 registered; 486 attended.
- Upcoming Events –
  - 12/4 & 12/5 from 10am-2pm: Gallop Hiring Event
  - 12/6 from 2-3:30pm: Entrepreneurship workshop
  - 12/13 from 10am-2pm: United States Postal Service (USPS) Hiring Event
  - 2/8 from 10am-1pm: Lamb Weston Hiring Event

### **Community & Partner Connections:**

- 11/1: The Consortium held a part day retreat to engage in team building, to evaluate and update shared agreements, and strategize around partnership. They will hold a second session in the new year to continue this important work.
- 11/2: We received confirmation that we are a recipient of a Three Rivers Community Foundation Grant for \$2000. These funds will be used to purchase additional customer laptops for onsite and offsite classes, including English Learning Acquisition in partnership with CBC and Digital Literacy offerings in partnership with Goodwill.
- 11/14-11/16: Attended the Washington Workforce Association Conference in Tacoma, WA. It was an opportunity to network with other workforce development professionals, engage in professional development, share best practices (including formal presentations on service delivery).
- 11/20: Executed a non-IFA Partner MOU with Leadership Tri-Cities. WSCB is honored to host member meetings onsite every other month, empowering the next generation of leaders in our community.
- 11/20: Met with EnTouch Wireless Market Manager, Yoci Godinez, to discuss the opportunity to offer Federal Free Phone and Affordable Connectivity Program services onsite. We will begin services next week.
- 11/21: Collaborative meeting with Zachary DeLoya, Executive Director with the Washington Advocates of the Deaf & Hard of Hearing (WADHH), to continue discussing how we effectively



A proud partner of the AmericanJobCenter network

partner to meet the needs of our mutual customers who are seeking employment and training services. This was also an opportunity to learn about the services each of us offer and

- 11/27: Non-IFA MOU executed with EnTouch Wireless. A service provider will be onsite Monday-Thursday from 10am-3pm to provide phone and tablet services to support our mutual customers in engaging in employment, training, and basic needs related resources.
- 11/29: Hosted annual Kennewick School District Community and Employment Transition class tour and informational session.
- As of 11/1 the WSCB Facebook page has been suspended. An appeal was requested, but Facebook denied it. An email requesting additional information was submitted but a reply has not been received. The team continues to lean on our network, email, PSAs, our online calendar, GovDelivery, facility signage, and outreach opportunities to educate the community on our services and how to connect with us. We are awaiting additional guidance from the State Brand and Marketing Committee about recommended next steps.

#### **Staff Training & Development:**

##### **Training/Development Attended:**

- 11/1: Cross Training – National Farmworker Jobs Program; Policy Training - WIN0090: Assisting UI Claimants in WorkSource Offices; September Customer Feedback Improvements; Business Updates
- 11/8: Community Partner Cross Training – Veterans Association Resources; Policy Training - WSSP 1009: Priority of Service for Veterans and Eligible Spouses; Veteran’s Day Celebration: Honoring WSCB Veterans and Family Members
- 11/14-11/16: WWA Conference in Tacoma, WA. Presenters from the WSCB Team include our MSFW Outreach Specialist, L&I Team, CBC Workforce Education Center Team, and WorkSource System Coordinator. WSCB team members and leadership will also be in attendance for this valuable networking and professional development opportunity.
- 11/15: Customer Kudos; Cross Training – Youth Services; November Data Review; Business Updates

##### **Upcoming Training/All Staff Meetings:**

- 12/6: WSCB Certification; Safety Training: Holidays & Crisis Situations; Service Delivery Strategy: Group Service Offerings; Policy: Lost & Found; October 2023 Customer Feedback Improvements
- 12/20: Customer Kudos; Cross Training: Reemployment Services Eligibility Assessment (RESEA), November Data Review; Safety Training: Holiday Safety
- 1/25: Re-entry Simulation Training
- February 2024 – Date TBD: Human Centered Design (HCD) Training

##### **Facilities:**

- 11/22: Jacob & Rhodes completed regular HVAC maintenance, including filter replacement.

Respectfully submitted by C. Bright on 12/11/23



A proud partner of the AmericanJobCenter network

**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 December 2023

**December Highlights:**

- We are excited to pilot an additional translation resource for initial triage of customer needs. Instant Language Assistant (ILA) combines private Artificial Intelligence (AI) with human interpretation and translation, allowing real time, back and forth conversation in multiple languages and dialects.
- We began the self-evaluation process to inform the 2024 Certification of WSCB. Certification is required every three years and is representative of full partnership efforts and service provision. It also serves as an evaluation of systemic progress and an opportunity to engage in continuous improvement efforts.
- Peak seasonal unemployment (“peak season”) in our region has begun and we are seeing an increase in customers needing services. To increase access to resources, we will pilot Saturday hours January 6th – March 30<sup>th</sup> from 10am-2pm with a focus on Reemployment Services & Eligibility Assessment (RESEA) appointments and self-serve basic career services in the Resource Room. Additional resource options will be offered depending upon customer demand and provider availability.

**WorkSource Site Operations:**

<b>Customer Counts 12/1 – 12/31/23</b>		
<b>Total Staff Assisted Seekers</b>	<b>707</b>	
<b>Total Staff Assisted Services</b>	<b>1734</b>	
<b>Unique Number of Businesses Served</b>	<b>53</b>	
<b>Staff Provided Business Services</b>	<b>106</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	10	9
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	6	4
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	29	22
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	61	30
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (1/11/24).



A proud partner of the AmericanJobCenter network

### **December 2023 Customer Feedback:**

- 33 survey/interview responses were received.
  - Of the customers who responded, 93% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Naty was great. She was kind, thoughtful and efficient.”
  - “The entrepreneurship class led by Tony Burrows was an excellent foundation for starting my own business.”
  - “Ashley Weeks was assigned my case and she was excellent. She was very helpful and explained everything very well as well as listening to and answering any questions. She was easy to talk to.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in December to be addressed in January:
    - “Maybe not go as fast, slower so everyone can get the details of it easier.” (Regarding resume building/critique)
    - “The time went a little long and there wasn't a break, but otherwise it was great!” (Regarding the Entrepreneurial Workshop)

### **Service Delivery**

#### **Career Services:**

- During peak season, we provide services to many individuals receiving unemployment benefits. Some opt to pursue training as part of those benefits. To assist them in navigating the application process, we kicked off a Commissioner Approved Training (CAT)/Training Benefits (TB) Program workshop to educate on this resource and how to access it.
- During the month of December, our Front End Services (FES) Team provided 436 staff assisted services and supported access to 777 customers seeking self-service, for a total of 1,213 services offered. They provided 16 one on one appointments and had a show rate of 57%.
- To accommodate an increase in customer traffic, the FES Team is offering three workshops daily: Orientation to WorkSource, Applications & Job Search, and Resume. Each includes 30 minutes of instruction and 90 minutes of real time staff assistance for attendees. During the month of December 52 customers attended the workshops.
- Between 12/1-12/31/23, FES handled 440 “general inquiry/option 7” calls: 368 in English and 72 in Spanish. This is an overall call decrease of 15% compared to November, however, there was a 29% increase in calls from customers preferring Spanish.
- LinkedIn Learning – Our team continues offering online learning to customers, including job seekers and businesses, who are interested and can benefit. Here are our engagements through quarter 2 of PY23:



A proud partner of the AmericanJobCenter network

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1 – 12/31/23	260*	152	146	15	766	579

\*This includes staff and customers who have been offered access. Some may not have activated their license or no longer have access.

**Business Solutions:**

- The Business Solutions Team is working their current strategic action plan to support educating business on resources available and how to connect with them, as well as continuing to build and deepen relationships. This includes updating of outreach materials, creation of new ones, and implementation of co-facilitated workshop to support recruitment efforts.
- Event Outcomes –
  - 12/4 & 12/5 Gallop Hiring Event: 22 attendees; awaiting hiring outcomes
  - 12/6 Entrepreneurship Workshop: 13 attendees
  - 12/13 United States Postal Service (USPS) Hiring Event: 63 attendees; awaiting hiring outcomes
- Upcoming Events –
  - 2/8 from 10am-1pm: Lamb Weston Hiring Event

**Community & Partner Connections:**

- 12/7: Introductory meeting with Manuel Bonilla, Business Advisor with the Center for Inclusive Entrepreneurship to discuss service offerings and how we may collaborate.

**Staff Training & Development:**

**Training/Development Attended:**

- 12/6: WSCB Certification; Safety Training: Holidays & Crisis Situations; Service Delivery Strategy: Group Service Offerings; Policy: Lost & Found; October 2023 Customer Feedback Improvements
- 12/20: Customer Kudos; Responding to Constitutional Auditors Training

**Upcoming Training/All Staff Meetings:**

- 1/10: Cross Training: CBC Workforce Education Center Resources; Cross Training: Basic Food, Employment, & Training (BFET) for Refugees and Limited English Proficient Individuals; Service Provision for Individuals Not Legally Entitled to Work in the United States
- 1/17: Customer Kudos; Cross Training: Resources for Injured Workers (L&I); December Data Review; Safety Training: Substance Abuse Awareness
- 1/24: Cross Training: CBC Educational Programs
- 1/25: Re-entry Simulation Training
- 2/28-2/29: Human Centered Design (HCD) Training

**Facilities:**



A proud partner of the AmericanJobCenter network

- No maintenance/repairs to report.

Respectfully submitted by C. Bright on 1/11/2024

## Local Plan – Timeline

WHEN	WHAT	WHO	NOTES
December 2023	Provide input on the Proposed Timeline, Process, and Roles	Full BFWDC Board (via email)	Questions, comments- Please submit before January 5, 2024
January 17 <sup>th</sup>	Develop Draft 1.0 – Identify Key Issues for Board Discussion	Board Staff & Partners	
January 23 <sup>rd</sup>	Send Draft 1.0 to Board with Key Issues Highlighted & Guiding Questions	Board Staff	Board members have until January 30, 2024, to review the document and come prepared to discuss key items.
January 30 <sup>th</sup>	Draft 1.0 Plan Reviewed – discussions regarding key items.	Executive and Full WDC Board Meetings will be combined to get input from board members and partners.	Liane Johnson, Organizational Change Leader from the Employment Security Department, graciously agrees to facilitate this meeting.
February 20 <sup>th</sup>	Develop Draft 2.0 Plan	Board Members, Staff & Partners	Post on March 1 <sup>st</sup> .
March 1-31 <sup>st</sup>	Solicit Public Feedback on Draft Plan 2.0	Board Staff & Partners	
April 1 <sup>st</sup> -8 <sup>th</sup>	Incorporate Public Feedback	Board Members, Staff & Partners	
April 10	Local Plan due to WTECB and ESD for Review	Staff	
April 17	Provide Comments Back to BFWDC	WTECB & ESD	
April 30	Vote on Final Plan Adoption	Full WDC Board Meeting	
May 15	Submit Final Plan to WTECB & ESD	Staff	
June 2024	Governor Approves Plans – Notification on 6/28	WTECB & Governor	