



Adult & Employer Linkage (AEL) Committee Meeting

October 20, 2022, at 8:30 a.m. – Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. Call to Order – Adolfo de León
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- July 21, 2022 (Needs a vote)
4. Motion to Approve Adult & Employer Linkage Minutes- August 18, 2022 (Needs a vote)
5. Motion to Approve Adult & Employer Linkage Minutes- September 15th, 2022 (Needs a vote)
6. Motion to Approve the PY22 Subrecipient Monitoring Schedule- Jessie (Needs a vote)
7. Motion to Approve the PY22 Occupations in Demand (OID) List- David (Needs a vote)
8. Motion to Approve the Adult and Employer Linkage Committee Chair – Jessie (Needs a vote)
9. Motion to Approve the QUEST NDWG Subrecipient Contract in an amount not to exceed \$650,000, to Career Path Services, Effective December 1, 2022 - September 30, 2024, Utilizing Sole Source Procurement- Jessie (Needs a vote)
10. WorkSource Columbia Basin Business Services Team Presentation – Carya Bair
11. Community Development Block Grant – Becky
12. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
13. Economic Security for All – Becky
14. WIOA Adult and Dislocated Worker Updates - Jessie
15. L&I Apprenticeship Grants – Becky
16. WorkSource Columbia Basin (WSCB) Update – Crystal
17. Next Meeting
 - Adult & Employer Linkage Committee - Thursday, November 17th, 2022, at 8:30 a.m. on Zoom
 - Executive Committee - Tuesday, October 25th, at 3:00 p.m. on Zoom
 - Quarterly Board - Tuesday, October 25th, at 4:00 p.m. on Zoom
18. Adjournment
 - Attachments
 - Adult & Employer Linkage Minutes: July 21st, 2022 - August 18th, 2022 - September 15th, 2022
 - PY22 Subrecipient Monitoring Schedule
 - PY22 Occupations in Demand (OID) List
 - September 2022 Program Performance Summaries
 - September 2022 Layoff Profile
 - OHDC Screener Survey Flyer
 - September 2022 Tri-Cities Futures Report
 - September 2022 Liaison Report
 - September 2022 WSCB System Coordinator Report

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



Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

July 21, 2022, at 8:30 am.

Zoom

Present	Excused	Absent	BFWDC Staff Present
Chair, Todd Samuel C. Vice Chair, Adolfo de Leon Jamie Rasmussen	Michael Lee	Jennie Weber Karl Dye	Cyndelle Wood David Chavey-Reynaud Isaac Estrada Jessie Cardwell Tiffany Alviso
			<u>Presenters</u> Crystal Bright

Call to Order

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 8:30 am. Cyndelle Wood read through the roll call while everyone responded. She asked guests to put their names and organization in the chat and thanked everyone for joining the meeting.

Approval of Committee Minutes

The minutes from the 6/16/22, Adult & Employer Linkage Committee Meeting were provided for members to review.

Adolfo moved to approve June 16th, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Todd Samuel. Motion carried.

WIOA Title IB PY22 Adult and Youth Sole Source Procurement - David Chavey-Reynaud

During the PY21 ESD (employment security department) monitoring, it was discovered that the initial RFPs (request for proposal) issued for both adult and youth contracts in PY18 were one-year contracts extendable for up to an additional three years. Contract extensions to career path services for adults and youth have been approved. However, we are now reframing that as a sole procurement source for both contracts over the next year to remain consistent with the language of the RFP (request for proposal) initially used. BFWDC recommends a motion to award adult and youth contracts to career path services via sole source procurement.

Todd moved to approve Sole Source Procurement for PY22 Adult Contract, utilizing Career Path Services as the sub-recipient; Adolfo seconded. The motion was carried unanimously.

PY21 Adult, Dislocated Worker, Disaster & Employment Recovery Highlights – Jessie Cardwell

July starts the new program year; the formula contracts for adult and dislocated workers' last day for PY21 was June 30, 2022. Jessie highlighted the performance and summarized those programs for the PY21 Program year. The Adult program received state recognition for its enrollment efforts throughout the year. Final enrollment numbers show that subrecipient staff enrolled seventeen (17) more participants than their goal, reaching 109% of the target. The state monitors were very pleased with the oversight of the Dislocated Worker program. Zero of the ten files that were monitored had any issues identified. There was a significant amount of turnover in staff supporting this work, and they praised the oversight of the program through technical assistance and Continuous Quality Improvements as reasons for having such good monitoring outcomes. The Disaster Recovery program is

complete, and all performance outcomes have been exceeded, except the number of participants receiving support services (behind by 3). The Disaster Recovery program received state recognition for meeting or exceeding enrollment and employed exit targets. State monitors were very pleased with the Disaster Recovery temporary job placements and the documentation of those efforts. This was an area the rest of the state struggled with, but no issues were identified in Benton-Franklin. The Employment Recovery program is now complete. Most targets were reached. Participants receiving support services were missed by eight. However, staff provided 103 supportive services to 32 participants. Employed exits finished behind by three and reached 93% of the target. The Employment Recovery received state recognition for meeting or exceeding enrollment and employed exit targets.

Chair, Todd Samuel, raised concern regarding cost per participant in PY21 vs. previous years. Historically, the cost per participant in similar programs has been \$3k-\$5k/ participant. Our numbers reflect a \$7k-\$9k range. Are we comparing ourselves to other WDCs (Workforce Development Council) in the state of Washington in this particular employment recovery of dislocated workers or the Dislocated Worker Program in general?

Jessie Cardwell discussed the breakdown of funds and disbursement in the programs, program limits, and funds tracking. The Disaster and Employment Recovery Funds were designed to have a higher cost per participant. Also, the cost per participant is the holistic amount it takes to serve a customer, not just direct participant costs.

Israel Delamora, Opportunities Industrialization Center (OIC) of Washington, iterated that OIC, specifically with their grant, has also noticed an increase in participant costs. Inflation has increased the cost of living and many other aspects, including training. For example, CDL drivers, contracts have gone from an average of about \$4400 to about \$5200 per contract.

Tiffany Alviso, the CEO of BFWDC, stated FTE (Full-time Equivalent) for DWG (dislocated worker grant) across the state is between \$10-\$16K. We are well below the average of our peers. Yes, BFWDC staff watch this; however, as expressed by several, we live in inflated times. We must invest now for positive, lifelong outcomes for our workers.

Economic Security for All (EcSA) - David Chavey-Reynaud

Cumulative data and program performance summary were discussed. Exits remain a challenge for the EcSA program. Some customers have obtained employment and stopped responding to the Case Manager to verify employment details. Others have so many barriers that finding employment without ample time and participation in services is difficult. Some customers have entered employment that is satisfactory to themselves but doesn't meet the wage threshold for the EcSA contract. One major success for June 2022 has been onboarding new EcSA staff. Not only will this help the current EcSA team help reach programmatic goals, but this individual will be seated at both WorkSource Columbia Basin and TC Futures with the hopes of bridging the gaps in services between both entities. The challenges with partnerships and training allocations were at an all-time high for June 2022 as funding has become almost completely depleted. Currently, EcSA staff are holding off on customer training until July 2022 as new funding should be rolling out as part of the new State EcSA grant. Essential and individualized services continue to be provided while monetary benefits are being put on hold unless it's an absolute emergency.

QUEST DWG – Jessie Cardwell

BFWDC has joined ten other WDAs across the state to participate in a state application for QUEST (quality jobs, equity, strategy, and training) DWG funding. This will be another grant that has a higher cost per participant. Our state is merging information from all the participating WDAs into one application due August 4. Our state is asking for \$15 million out of the \$140 million available. These funds will enhance the Workforce Systems' ongoing efforts to assist unemployed and underemployed workers through worker and business engagement, elevating equity and connecting job seekers to high-quality jobs. The QUEST DWG aims to enable individuals adversely affected by COVID-19 and the social and economic inequities that the pandemic made worse to enter, return to or advance into high-quality jobs in growth industries. This work will be done through partnership development, community

outreach, business engagement, supportive services, and comprehensive career and training services. All these are all things our area does very well. All dislocated worker grants will be awarded by September 30th of 2022. It's a two-year grant period from September 30th of, 2022, to September 30th, 2024. Committee members and partners will be notified of the decision on the grant application.

Community Development Block Grant (CDBG) - David Chavey-Reynaud

David shared data from the PY21 CDBG Program Performance Summary and covered participant placements, and community members impacted. We are working to certify a third site to meet our program target of 12 participants. The state has responded to us and emphasized that we aren't required to meet our program participant target, although we are trying.

Outreach to Historically Disadvantaged Communities (OHDC) Together We Rise – Isaac Estrada

Presently working through Phase One; Phase Two begins in September. Isaac discussed they are conducting community research efforts with a local vendor. We intend to gather information about local resources and the optimal communication messaging channels and create a plan to focus groups and surveys further. Isaac reminded the committee and partners who have been sent the outreach request form that if they have any questions about filling it out, what's the purpose of it, or how that process is going to work, please feel free to reach out, and he would be more than happy to help.

Tri-Cities Futures Update - David Chavey-Reynaud (Cynthia absent)

David discussed the TC Futures report attached in the Committee meeting packet. The committee updated center traffic, partnerships, events, and TC Futures site growth.

Liaison Report - David Chavey-Reynaud

David shared details of the Liaison Report:

WorkSource Columbia Basin (WSCB) – Crystal Bright

Crystal encouraged members and partners to take a moment to read through the operator report.

WIOA Programs

We are sitting at 94% of our monthly to-date target for total participants served, which is great, and we've edged up to 82% on total employed exits.

WorkSource Columbia Basin (WSCB) Update

Crystal Bright shared some of the highlights from WSCB:

WSCB hosted a visit from Nikkol Wymer from the Department of Labor, Military, and Veteran Families Intensive Service Coordinator. She received a tour and introductions to the team, learned about wrap-around veteran services in our office, and shared her experience. Results of the first annual staff engagement survey were shared with the WSCB Leadership team. The next steps include creating an action plan and rollout for the team.

Crystal shared that their business service team has expanded. Rather than be a WorkSource Columbia Basin Business Service Team, that team is now represented by WorkSource and TC futures members. Our goal is to make it easier to access the pipeline for employers and access services as needed outside of hiring. Members are presently working on protocols for reporting to ensure both centers are represented. WorkSource is slowly transitioning back to on-site hiring events – one scheduled for tomorrow – Friday, July 22nd. Some workshops have also been moved back to in-person based on customer needs.

Chair Todd Samuel inquired about the employers' satisfaction level during the hiring events.

Crystal, WSCB, felt they were a success, and employers were satisfied with the virtual job fair. The team has been innovative and flexible, committed to real-time employer feedback and making changes immediately.

Other Business – All

No additional business was discussed.

Next Meeting:

Adult & Employer Linkage Committee - Thursday, August 18, 2022, at 8:30 am on Zoom

Executive Board Meeting - Tuesday, July 26, 2022, at 3:15 pm on Zoom

Full Board Meeting - Tuesday, July 26, 2022, at 4:00 pm on Zoom

Adjournment

The meeting adjourned at 9:26 am

Adolfo de León, Committee Chair Date

Cyndelle Wood, Admin. Assistant Date



Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

August 18th, 2022, at 8:30 am. – Zoom

Present	Excused	Absent	BFWDC Staff Present
C. Vice Chair, Adolfo de León	Chair, Todd Samuel	David Phongsa	Becky Tuno
Kate McAteer	Jennie Weber		Cyndelle Wood
Jim Smith	Karl Dye		Cynthia Garcia
	Michael Lee		David Chavey-Reynaud
	Jamie Rassmussen		Isaac Estrada
			Jessie Cardwell
			Tiffany Alviso
			<u>Guests & Partners</u>
			Crystal Bright
			Heather Woodruff
			Rebecca Williamson

Call to Order

Adolfo de León started the meeting by welcoming everyone and called the meeting to order at 8:30 am. Cyndelle Wood read through the roll call while everyone responded. She asked guests to put their names and organization in the chat and thanked everyone for joining the meeting.

Approval of Committee Minutes

The minutes from the July 21st, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Adolfo moved to approve July 21st, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Kate McAteer. Motion carried.

Motion to Approve the PY22 Subrecipient Monitoring Schedule

Jessie Cardwell discussed and overviewed the Subrecipient Monitoring Schedule attached to the meeting packet. This document is a comprehensive summary of the contracts that the BFWDC monitors throughout the program year, providing specific details regarding each contract that our fund source requires.

Adolfo moved to approve the PY22 Subrecipient Monitoring Schedule as presented, seconded by Kate McAteer. Motion carried.

Economic Security for All

David Chavey-Reynaud introduced and welcomed Becky Tuno, the new Community Programs Manager at BFWDC. Becky will cover EcSA, OHDC, and CDBG and oversee Isaac Estrada, Communications Coordinator.

Moving forward, reporting will change as there is now Federal & State EcSA. Reporting on both programs will run congruently. David discussed the difference in fund sources and requirements therein.

David discussed the EcSA program performance summary included within the meeting packet covering program highlights and total employed exits for July.

PY22 WIOA Title I-B Adult and Dislocated Worker Contract Updates

Jessie Cardwell shared that the BFWDC submitted the PY22 formula contract budgets and performance deliverables to the state for Adult, Dislocated Worker, and Youth programs in the middle of June. In July, we

received the fully executed contracts from the state and the new PY22 performance deliverables for each program, listed in the performance summaries.

Presently, we are developing the contract for our sub-recipient, and this process can be a little bit longer as it travels through different channels. This year we are ahead of schedule in this process.

Community Development Block Grant

David provided a summary of the performance of the CDBG program for July, discussing outreach efforts and members impacted – included in the meeting packet. Community members affected are tracked quarterly and will be updated in September. We have implemented a no-cost extension for this contract. So rather than being cumulative from July 1, 2021, through January 31, 2023, extending this contract to June 30, 2023. We'll have an additional five months to reach our targets.

Together We Rise – Outreach to Historically Disadvantaged Communities

Isaac Estrada shared that they are continuing community partner outreach – the form has gone out to request OHDC funds. As more local events and resource fairs are being developed and are upcoming within Benton - Franklin counties, we intend to utilize the OHDC funds through those mediums and continue to seek out these opportunities for reaching more potential underserved populations.

Another part of this grant includes a research component. We're using outreach to find the most optimal means of communication and the correct type of messaging to reach these underserved communities. Sonar insights, a local market research agency, to assist in developing a comprehensive outreach guide that includes information on best communication practices and gathering data for outreach towards these underserved populations. This outreach guide will be an available resource for local organizations, partners, and even employers interested in serving or hiring people who are considered underserved or disadvantaged. Our research will include focus groups and community surveys to collect insights into barriers and influences many populations face when seeking employment and local resources. We are in the first steps of developing these focus groups and finding participants. We have a screening process/survey that will be sent out to the public so we can identify eligible participants. Once the survey is live, we will begin distribution. Anyone interested in having access to that link to distribute through their channels, please feel free to reach out.

PY21 State Monitoring Update

Jessie Cardwell summarized the PY21 annual monitoring report in the meeting packet.

The BFWDC monitoring team reviewed participants comprehensively to ensure compliance with Eligibility Service entries, outcome support services, training services, case notes, and data element validation. There were no findings identified and only two disallowed costs. These funds were made whole and paid back out of non-WIOA funds and are resolved.

Jessie Cardwell provided that the Employment Security Department's workforce monitoring unit conducted virtual and in-person monitoring of the Benton Franklin Workforce Development Council from May 23 to June 9, 2022. The adult and Dislocated Worker programs were monitored for support services, case notes, and eligibility. WIOA program policies and monitoring reports and the disaster recovery and employment recovery programs were monitored comprehensively. This year, they added the data element validation, which extended the monitoring for another week. This will be the norm in the future. They determined that the BFWDC complied with the requirements of WIOA and its regulations, all federal rules in Washington state policies, and data element validation requirements. Jessie summarized that in all areas reviewed, the BFWDC and our WIOA programs, service providers, career paths services, and the Benton - Franklin workforce consortium complied with all federal, state, and local requirements.

Occupations in Demand (OID)

David provided that the Employment Security Department's Labor Market & Economic Analysis team once a year produces a list of occupations for local areas to review. The Local Workforce Development Boards are given the opportunity to facilitate, record, and submit recommendations based on local demands.

The purpose of the Occupations in Demand (OID) Committee is to ensure projections and the current economic state in our area are reflected on the Benton-Franklin OID list for purposes of assisting in allocating training resources. Recommendations are inclusive of Committee Members, Board Members, and System Partners.

Including occupations on the in-demand portion of the list enables us to fund training and short-term certificates for local programs. This is a critical process and part of the BFWDC's local role in determining and ensuring that this list is as accurate as possible and bringing together our partners to ensure that we accurately reflect what occupations are in demand locally.

The OID Committee convened on 08/17/22 to develop this updated list.

Adolfo moved to approve the 2022 OID list for 2023, as presented, seconded by Kate McAteer. Motion carried to approval.

The next step is presenting the OID list for 2023 to the BFWDC Board for approval and returning the list to ESD by August 30th.

Tri-Cities Futures Update

Cynthia Garcia shared the details in the July TC Futures report included within the meeting packet. We are working towards implementing a new electronic sign-in system. TC Futures customers will have the option to sign in and out of TC Futures and will be able to provide feedback on the services they received. We are also working on establishing a data-sharing agreement with ESD123 to give ETO access to the open-door staff so they can capture all basic services they provide to TC Futures customers. Once this path is established, we'll be able to report on the services they provide.

Cynthia informed members that TC Futures has a fully executed Memorandum of Understanding (MOU) for the next three years. The goals set on the MOU are the following:

- Expand community reach within the community.
- Be responsible for the basic needs of youth and young adults in the community.
- Reduce year-over-year dropout rates.
- Decrease youth and young adults' unemployment rates.
- Increase participation and completion of meaningful credentials, such as but not limited to General Education Development (GED), certifications, and Degrees.

Liaison Report

David covered the Liaison report included in the meeting packet. He noted that we're at the beginning of a program year. WorkSource figures are month-to-month – On the TC Futures side, this is cumulative, the exception being TC Futures traffic. David encouraged all to review the report if they didn't have the opportunity to before the meeting.

WorkSource Columbia Basin (WSCB) Operator Update

Crystal Bright discussed the WorkSource operator report and covered July highlights.

WSCB received a final Ag. Monitoring report for the May monitoring visit. Several best practices were noted, including our "all-hands-on-deck approach to customer service" and shared responsibility across the partnership for providing services to Migrant Seasonal Farm Workers (MSFWs). Also noted is the need for a process to determine whether WorkSource customers are MSFWs to ensure their unique needs are met. A process is being created in addition to identifying data that can show the impact of this process change.

The Business Services Team, a collaboration between WSCB and TC Futures staff, presented the Customer Spotlight at the quarterly board meeting. The featured customer was DaVita, a business customer, the team, has helped to meet hard-to-fill hiring needs.

Roundtable

Tiffany Alviso asked Kate if any additional support was needed for WSU’s grant opportunity. Kate McAteer would like to schedule a meeting with David Chavey-Reynaud to discuss the goals of the grant and their required deliverables, including workforce involvement.

Next Meeting

Adult & Employer Linkage Committee - Thursday, September 15, 2022, at 8:30 am on Zoom

Adjournment

With no other business to discuss, the meeting adjourned at 9:26 am

Adolfo de León, Committee Chair Date

Cyndelle Wood, Admin. Assistant Date



Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

September 15th, 2022, at 8:30 am. – Zoom

Present	Excused	Absent	BFWDC Staff Present
C. Vice Chair, Adolfo de León Chair, Todd Samuel Jim Smith	Jennie Weber Karl Dye	Michael Lee Jamie Rassmussen	Becky Tuno Cyndelle Wood Cynthia Garcia David Chavey-Reynaud Isaac Estrada Jessie Cardwell Tiffany Alviso
			<u>Guests & Partners</u> Crystal Bright Heather Woodruff

Call to Order

Adolfo de León started the meeting by welcoming everyone and called the meeting to order at 8:30 am.

Cyndelle Wood read the roll call while everyone responded. The meeting quorum of three was not met. She asked guests and system partners to put their names and organization in the chat and thanked everyone for joining the meeting.

Approval of Committee Minutes

The minutes from the July 21st and August 18th, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Due to a lack of quorum as defined in the by-laws, July and August meeting minutes will not be motioned for approval. This action item will be carried forward to the October 20th committee meeting.

Motion to Approve the PY22 Subrecipient Monitoring Schedule

Due to a lack of quorum as defined in the by-laws, the PY22 Subrecipient Monitoring Schedule will not be motioned for approval. This action item will be carried forward to the October 20th committee meeting.

Occupations in Demand (OID)

Due to a lack of quorum as defined in the by-laws, the OID list will not be motioned for approval. This action item will be carried forward to the October 20th committee meeting.

Washington Integrated Technology (WIT) Replacement and LinkedIn Learning updates

Jessie Cardwell shared the WIT updates from the steering committee - Individuals from Employment Security Department, WDCs, and WorkSource system partners attended three selected vendor platform demonstration sessions. Their case management functions, grant management functions, and interface capabilities were demonstrated. In October, selected vendors will have workshops so users can access their platforms, operate the systems, and evaluate them.

Employment Security Department and LinkedIn Learning agreed to extend their contract for PY22 with an option to extend it up to three years. Any licenses from the previous year that may have expired in June have been reactivated. Hopefully, there will be a minimal interruption in service for those using those licenses. Locally, we use the licenses for job seekers and business customers for incumbent workers and staff for professional development. Our area's interest came from businesses using the licenses for their incumbent workers for professional

development and training opportunities. We did not see much interest from job seekers in PY21, but we look forward to implementing best practices and new strategies to improve job seeker engagement.

Economic Security for All

Becky Tuno discussed the EcSA program performance summary included within the meeting packet covering program highlights and total employed exits for August.

Adolfo noted that during their meetings at the Community Service Office, the staff had been reminded to utilize the electronic referral process to support this program.

Together We Rise – Outreach to Historically Disadvantaged Communities

Isaac Estrada shared that they are continuing community partner outreach – the form has gone out to request OHDC funds. As more local events and resource fairs are being developed and are upcoming within Benton - Franklin counties, we intend to utilize the OHDC funds through those mediums and continue to seek out these opportunities for reaching more potential underserved populations.

For the research component of this grant, we've begun the distribution of our surveys for the focus groups we are conducting. With these focus groups, we aim to find the best ways to communicate with diverse populations within Benton - Franklin counties and how to connect with them and learn more about the barriers and challenges participants face when seeking services. We have created connections with community organizations outside our system partnership that are happy to share this information about our research component and make some meaningful connections. We are paying participants \$50 in incentives for participating in these focus groups.

Community Development Block Grant

Becky Tuno provided a summary of the performance of the CDBG program for August, discussing outreach efforts and impacted members – included in the meeting packet. There's much work being done with this program to help increase our ability to place individuals at different sites. We've partnered and are collaborating with Career Path Services to try to increase placements. We are contacting additional locations to discuss collaborating and meeting goals and missions. Hopefully, we can get additional placements, which will help us meet this program's targets.

Tri-Cities Futures Update

Cynthia Garcia shared the details of the August TC Futures report in the meeting packet. The report now includes a "Did you know?" Section. The intent is to bring awareness to some of the new services offered at TC Futures. The month of August was packed with great community and hiring events. Cynthia highlighted the following events: the Career Readiness Series at Juvenile Justice Center, Back-to-School Event, and the Lamb Weston Hiring Event.

Cynthia informed members that TC Futures leadership is working on implementing an intuitive and electronic sign-in system. Soon, youth customers will be able to sign in and out of TC Futures electronically and provide brief feedback on whether they were assisted appropriately during their visit. Once the new system has been integrated, site traffic reporting will resume. Cynthia asked all in attendance to read the report if they didn't have a chance to before the meeting today as there is valuable information within.

Liaison Report

David Chavey – Reynaud covered the Liaison report included in the meeting packet discussing WIOA program updates, TC Futures, and WorkSource Columbia Basin. David Chavey – Reynaud encouraged all to review the information if they didn't have the opportunity to before the meeting.

WorkSource Columbia Basin (WSCB) Operator Update

Crystal Bright discussed the WorkSource operator report and covered August highlights.

WSCB is adjusting its service delivery model to ensure we're accommodating the customer demand the way the customer needs us during peak season – more information to come.

In monitoring WSCB data, it was found that customer show rates for appointments were low; the front-end service team recognized the shortfall and jumped to action. They found a customer-friendly way to improve those reported numbers and, through their efforts of providing reminder calls, increased the show rate from 45% to 80%.

The WSCB Team worked collaboratively to rank our work in the areas identified within the annual Wagner Peyser Self-Assessment. An initial draft with staff and leadership feedback was completed and sent out for review. The final appraisal will be submitted before the end of September.

Next Meeting

- Adult & Employer Linkage Committee - Thursday, October 20, 2022, at 8:30 a.m. on Zoom
- Executive Committee - Tuesday, October 25th, at 3:00 p.m.
- Quarterly Board Meeting - Tuesday, October 25th, at 4:00 p.m.

Adjournment

Jim Smith gave a brief update on the Sheet Metal Union. The meeting adjourned at 9:11 am

Respectfully submitted:

Adolfo de León, Committee Chair Date

Cyndelle Wood, Admin. Assistant Date

Benton-Franklin Workforce Development Council (BFWDC)
PY22 Subrecipient Monitoring Schedule



Contract Name/ Grant CFDA Number	Contract Number	Grant Funding Agency	Subrecipient	Contract Period of Performance	Contract Amount	Revised Amount	BFWDC Annual Monitoring Period	State Monitoring Visit
Youth Program CFDA 17.259	BFWDC-PY22-OSY-CPS	ESD	CPS	7/1/22 - 6/30/23	\$668,455	N/A	1/2023-4/2023	May 22-26, 2023
Adult Program CFDA 17.258	BFWDC-PY22-ADULT-CPS	ESD	CPS	7/1/22 - 6/30/23	\$568,307	N/A	1/2023-4/2023	May 22-26, 2023
Dislocated Worker Program CFDA 17.278	BFWDC-PY22-DWP-CPS	ESD	CPS	7/1/22 - 6/30/23	\$759,763	N/A	1/2023-4/2023	May 22-26, 2023
One-Stop Operator CFDA 17.258 & 17.278	BFWDC-PY22-OSO-CPS	ESD	BFWC (CPS-Fiscal Agent)	7/1/22 - 6/30/23	\$160,000	N/A	1/2023-4/2023	May 22-26, 2023
Economic Security for All (WIOA) CFDA 17.258, 17.278 & 17.259	BFWDC-PY21-ECSA Round 2-CPS	ESD	CPS	4/1/22 - 6/30/23	\$245,372	N/A	1/2023-4/2023	Date TBD
Economic Security for All (STATE)	BFWDC-PY21-ECSA Round 3-CPS	ESD	CPS	7/1/22-6/30/23	\$371,204	NA	1/2023-4/2023	Date TBD
Community Development Block Grant (CDBG) CDFA 14.228	BFWDC-PY21-CDBG-CPS	WA State Dept. of Commerce	CPS	7/1/21-6/30/23	\$448,718	NA	7/2022-9/2022	Date TBD
Outreach to Historically Disadvantaged Communities	22-36704-001	WA State Dept. of Commerce	NA	3/1/2022- 6/30/2023	\$500,000	NA	NA	Date TBD
BFWDC Monitoring Team:	David Chavey-Renaud , Chief Operations Officer Jan Warren , Chief Financial Officer DeAnn Bock , Fiscal Manager			Jessie Cardwell , Workforce Programs Manager Cynthia Garcia , Youth Programs Manager/EO Officer			Becky Tuno , Community Programs Manager	

						WDC Edits
SOC	Occupational title	Base supply/demand adjusted definition 2021	Base supply/demand adjusted definition 2022	Compare 2021 Base with 2022 Base Same or Different	WDA	Type desired occupational definition (in_demand, not_in_demand, balanced) in this column.
11-1021	General and Operations Managers	not_in_demand	not_in_demand	Same	11	In-Demand
13-2020	Appraisers and Assessors of Real Estate	balanced	balanced	Same	11	In-Demand
13-2041	Credit Analysts	not_in_demand	not_in_demand	Same	11	In-Demand
13-2072	Loan Officers	balanced	not_in_demand	Different	11	In-Demand
15-1252	Software Developers	not_in_demand	not_in_demand	Same	11	In-Demand
15-1299	Computer Occupations, All Other	in_demand	not_in_demand	Different	11	In-Demand
17-2161	Nuclear Engineers	#N/A	not_in_demand	Different	11	In-Demand
17-2199	Engineers, All Other	in_demand	not_in_demand	Different	11	In-Demand
19-4051	Nuclear Technicians	balanced	not_in_demand	Different	11	In-Demand
29-1171	Nurse Practitioners	balanced	balanced	Same	11	In-Demand
31-1120	Home Health and Personal Care Aides	not_in_demand	not_in_demand	Same	11	In-Demand
31-1131	Nursing Assistants	not_in_demand	balanced	Different	11	In-Demand
33-3051	Police and Sheriff's Patrol Officers	not_in_demand	not_in_demand	Same	11	In-Demand
41-9021	Real Estate Brokers	not_in_demand	not_in_demand	Same	11	Balanced
41-9022	Real Estate Sales Agents	not_in_demand	not_in_demand	Same	11	Balanced
43-3071	Tellers	balanced	not_in_demand	Different	11	In-Demand
43-4051	Customer Service Representatives	not_in_demand	balanced	Different	11	In-Demand
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	not_in_demand	not_in_demand	Same	11	Balanced
47-2061	Construction Laborers	not_in_demand	not_in_demand	Same	11	In-Demand
47-2111	Electricians	not_in_demand	not_in_demand	Same	11	Balanced
51-4041	Machinists	not_in_demand	not_in_demand	Same	11	In-Demand
51-4121	Welders, Cutters, Solderers, and Brazers	not_in_demand	not_in_demand	Same	11	In-Demand
53-3032	Heavy and Tractor-Trailer Truck Drivers	not_in_demand	balanced	Different	11	In-Demand
53-3052	Bus Drivers, Transit and Intercity	not_in_demand	not_in_demand	Same	11	In-Demand
53-7051	Industrial Truck and Tractor Operators	not_in_demand	balanced	Different	11	In-Demand
53-7065	Stockers and Order Fillers	not_in_demand	not_in_demand	Same	11	In-Demand

¹DATA = Data Architecture Transformation and Analytics. Formerly LMEA and LMPA.

* An N/A in the "Base supply/demand adjusted definition 2021" column indicates that an occupation was not defined or was not included in the list, for this region in 2021, for various reasons (e.g. suppression, staffing patterns, new code-aggregations,

BUSINESS TEAM SECTOR TRAINING

BUSINESS SERVICES

"Connecting local businesses to no cost business services."

WHAT CAN WE OFFER?

Services

- Workforce Planning
- Labor Market Data
- Online Recruitment Tools
- Worker Training
- Staffing Resources
- Access to Job Fairs & Hiring Events
- Tax Incentives
- Layoff Aversion and/or Assistance



7 Key Industry Sectors We Impact



Healthcare



Entry Level



Government



Manufacturing



Construction



Transportation &
Warehousing



Agriculture & Food
Processing

MEET YOUR BUSINESS SERVICES TEAM



Ruby Aleman

*Migrant and Seasonal
Farmworker
Outreach Specialist*

WorkSource Columbia Basin

Email: Raleman@esd.wa.gov

Cell phone: 509-405-5217



Carya Bair

*Business Services Specialist
ESD Universal Case Manager
Healthcare Lead*

WorkSource Columbia Basin

Email: cbair@esd.wa.gov

Phone: (509) 734-5894



Jose Sandoval

*Local Veteran Employment
Representative, CBEP*

WorkSource Columbia Basin

Cell phone: 509-579-6668

Email: jose.sandoval@esd.wa.gov

Phone: (509) 734-5298



Marla McMackin

*WIOA Youth Employment
Practitioner Lead*

TC Futures

Email: marla@tcfutures.org

Phone: (509) 537-1716

Cell Phone: (509) 342-5129

Government & Hanford

- **Government Employers could include:**

- *City of Kennewick*
- *City of Pasco*
- *City of Richland*
- *Federal Agencies*
 - *Dept. of Energy*
 - *USDA*
 - *TSA*
- *State and Local agencies*
 - *Department of Corrections*
 - *DSHS*
 - *BFT*

Local Employment Veteran Representative: Works with employers and associations to promote the advantages of hiring Veterans.

MOST EMPLOYERS ASK TO HAVE A TARGETED RESUME TO SCREEN IN!

- **Hanford Contractors could include:**

- *Hanford Mission Integration Solutions*
- *Central Plateau Cleanup Company*
- *Amentum*
- *Bechtel National Inc*
- *Department of Energy*
- *HPMC Corporation*
- *Washington River Protection Solutions (WRPS)*

WorkSource Columbia Basin

Business Services Phone: (509) 574-5959

Business Services Email:
wscbemployers@esd.wa.gov

Manufacturing –

Manufacturing involves the mechanical, physical, or chemical transformation of materials/substances/components into new products.

Popular Employers in Benton/Franklin:

- *Food Manufacturing*
- *Metal Manufacturing*
- *Medical Manufacturing*

Pay Range

- *\$16.56 - \$51.52*

Types of Positions:

- *Manufacturing Operator*
- *Manufacturing Technician*
- *Supervisor*
- *Manufacturing Engineer*

WorkSource Columbia Basin
Business Services Phone: (509)
574-5959

Business Services Email:
wscbemployers@esd.wa.gov

Agriculture/Food Processing- Ruby Aleman

- As the Outreach Specialist, I focus on bringing readily resources to *both* farmworkers and employers. While conducting outreach, I ensure I support local employers with our business services.
- Agriculture is vital to our area and WA is the leading producer of apples, blueberries, hops.
- Top 5 commodities in the Columbia Basin include apples, potatoes, wheat, hay and onions.
- The annual income in agriculture ranges from \$18,655- \$64,418
 - *Average wage: \$15.30-\$27.86*
- Top agriculture employers include
 - *Lamb Weston*
 - *Tyson Foods*
 - *Simplot*

Ruby Aleman

*Migrant and Seasonal Farmworker
Outreach Specialist*

WorkSource Columbia Basin

Email: ruby.aleman@esd.wa.gov

Cell phone: 509-405-5217

Transportation/Warehousing –

Employment Opportunities

- Possible job titles: warehouse worker, laborer, forklift operator, truck driver, CDL driver, sanitation technician, maintenance technician, operator, shipping/receiving clerk
- Average wage ~\$45,000/yr.
- Some major employers: Lineage Logistics, Americold Logistics, AutoZone Distribution Center, Home Depot, Lowe's
- Opportunities for advancement with short-term training certifications such as forklift or Commercial Driver's License (CDL Class A)
- Open to hiring individuals with backgrounds (case by case basis)

Typical Minimum Requirements

- Age 18+
- Full-time hrs (Available for OT)
- Stand 8-12 hrs/day
- Lift 40-50 lbs.
- Work in hot/cold temperatures
- Pass drug test
- 2+ yrs. experience for CDL drivers

WorkSource Columbia Basin

Business Services Phone: (509) 574-5959

Business Services Email: wscbemployers@esd.wa.gov

Healthcare

- **The top 5 healthcare jobs in demand (June 2022) include:**
 - *Registered Nurses*
 - *Nursing Assistants*
 - *Medical Dosimetrists, Medical Record Specialist and Health Technologists*
 - *Medical and Health Services Managers*
 - *Licensed Practical and Licensed Vocational Nurses*
- **Pay Range for community Health Workers:**
 - *Annual - \$48,130 & Average \$23.14 per hour)*
- **The three top healthcare employers in Benton/Franklin counties include:**
 - *Kadlec Regional Medical Center*
 - *Trios Health*
 - *Lourdes Health Network*
- **Projected Job Growth**
 - *2.1 – 2.2%*
- **SOURCE:** [ESDWAGOV - Employer demand & 2022 Occupational Employment and Wage Estimates](#)

Carya Bair

*Business Services Specialist
Healthcare Sector Lead
Universal Case Manager*

WorkSource Columbia Basin

815 N Kellogg St, Suite D
Kennewick, WA 99336

P. (509)734-5894

E. carya.bair@esd.wa.gov



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ENTRY LEVEL & CONSTRUCTION

ENTRY LEVEL

- Entry level jobs are for newer professionals
 - *Minimal or Varying Work Experience*
 - *Varying Education Levels*
- ***Employer's span across all sectors***
- Average wage \$14.49 - \$19.49 per hour
 - *Part Time & Full Time*
- Apprenticeships and internships

Marla McMackin

Phone: (509)537-1716

Email: marla@tcfutures.org

CONSTRUCTION

- Construction is the building of commercial, industrial and residential projects
- Typical requirements:
 - *Physical Strength & Endurance*
 - *Building Experience 1-3 years*
 - *Provide your own basic tools*
 - *Familiarity with tools and materials*
- How do you start a career in Construction?
 - *Enroll in trade school*
 - *Complete an apprenticeship*
 - *Start from the bottom up*
- General Laborers - \$17.84 – \$29.78
- Construction Managers - \$30.71 – \$63.40

Employer Services

- Workforce Planning
- Labor Market Data
- Online Recruitment Tools & Assistance
- Tax Incentives
- Worker Training
- Access to Job Fairs & Hiring Events
- Layoff Aversion and/or Assistance
- Coordination of free services for workers
- Customized business solutions

Employer Incentives

- Worker Opportunity Tax Credit (WOTC)
- Incentives for hiring a Veteran
- Federal Bonding
- On the Job Training (OJT)
- Work Experience (WEX)
- Referral to other resources and agencies

Staffing Resources

- Advertise your jobs at no cost
- Search for talent
- Hire a Veteran
- Assessments (pre-employment)
- Pre-layoff services designed to help workers shorten transition to employment
- Help understanding WARN requirements



WHAT DID WE DO DURING PY 2021-2022?

Services Provided

	Number of Services Provided	Number of Businesses Serviced
Actual: Unique Number of Businesses Served	1331	
Goal: Unique Number of Businesses Served	1272 105% of goal met	
Actual Number of Services Provided		2302
Goal Number of Services Provided		1759 131% of goal met

Event Data

9 Virtual Job Fairs

11 In-Person Job Fairs

Partnered with 6 Partner Events

WEX & OJT

20+

Opportunities Initiated
with a warm handoff

What is the BS Team Up to NOW?

August 25

Lamb Weston Hiring Event: Outcomes 101 Attendees. 30 + Job Offers Made on the Spot

September 15 & 16

USDA Hiring Event at TC Futures – Food Inspectors for Wallula Wa. 3 offers were made

October 12

Local Police and Correctional Officers Hiring Event at Richland Public Library

November 10

Wage and Hourly Requirements/No Cost Consultation Services for Food and Safety via Shared Work





Paid FOCUS GROUPS

We want to hear from **YOU!**



OUR WORK

The Benton Franklin Workforce Development Council is **PAYING** participants to assist in our research efforts to find the best ways to communicate, connect, and serve diverse communities on employment, job training, and other state benefits.

WE WANT TO KNOW...

- What challenges you face when looking for a job?
- What do YOU want from an employer?
- How are you looking for help here locally?
- What barriers you experience searching for government benefits, local resources, and receiving job training?

WHO WE ARE LOOKING FOR:

- Spanish Speakers
- Single Parents
- BIPOC (Black, Indigenous, People of Color)
- LGBTQIA2+
- Individuals with Disabilities

Scan me



FOCUS GROUP PARTICIPANTS GET \$50!

*Must be 18 years or older to be eligible to participate.**

The Benton Franklin Workforce Development Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay

Service: 711



Vision

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



Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

September 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the [AmericanJobCenter](#) network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 650 (+63)
Total Staff Assisted Services to Job Seekers: 1469 (-31)
Unique Number of Businesses Served: 97 (-2)
Staff Provided Business Services: 189 (+0)

For More information contact 509-734-5900 or visit [WorkSourceWA.com](#)



Creating Pathways to Success for Youth and Young Adults 16-24

TC Futures Traffic: New System Being Installed
TC Futures Total Youth Enrolled (YTD): 345 (+52)
Out-of-School Youth (OSY) Program (YTD): 121 (+13)
Co-enrolled in Both Programs: 6 (+6)
Total Youth attained GED: 22 (+8)
Total OSY Employed and/or Post-Secondary Exits: 19 (+10)

For more information contact 509-537-1710 or visit [TCFutures.org](#)

Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

Youth * Adult * Dislocated Worker/Rapid Response

Total Participants Served (YTD): 259
Monthly-to-Date Target: 262 (99%)

Total Employed Exits (YTD): 50
Monthly-to-Date Target: 49 (102%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 125 Monthly-to-Date Target: 110
Total Employed Exits: 34 Monthly-to-Date Target: 40

Economic Security for All (STATE EcSA)

Participants Served (YTD): 55 Monthly-to-Date Target: 22
Total Employed Exits: 3 Monthly-to-Date Target: 14

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 10
Low/Middle Income Served: 60,002 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 224 Monthly-to-Date Target: 150
Customers Reached: 471 Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services and/or to schedule an appointment.

The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (August)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.3%

Tri-Cities Employment (July 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	123500	-	0.0%	3,600	3.0%	148%
Total Private	105000	400	0.4%	3,400	3.3%	163%
Goods Producing	19900	200	1.0%	300	1.5%	173%
Mining, Logging, and Construction	11400	100	0.9%	600	5.6%	173%
Manufacturing	8500	100	1.2%	(300)	-3.4%	175%
Service Providing	103600	(200)	-0.2%	3,300	3.3%	144%
Private Service Providing	85100	200	0.2%	3,100	3.8%	162%
Trade, Transportation, Warehousing and Utilities	20900	(200)	-0.9%	200	1.0%	207%
Retail Trade	14100	(200)	-1.4%	-	0.0%	163%
Financial Activities	4200	(100)	-2.3%	100	2.4%	67%
Professional and Business Services	22300	200	0.9%	100	0.5%	267%
Administrative and Support Services	11600	-	0.0%	(900)	-7.2%	267%
Educational and Health Services	19800	100	0.5%	1,300	7.0%	236%
Leisure and Hospitality	13300	200	1.5%	1,200	9.9%	133%
Food Services	10400	100	1.0%	900	9.5%	148%
Government	18500	(400)	-2.1%	200	1.1%	9%
Federal Government	1200	100	9.1%	-	0.0%	100%
Total State Government	2700	(100)	-3.6%	100	3.8%	-150%
Total Local Government	14600	(400)	-2.7%	100	0.7%	44%

Other News

- WorkSource was featured in a September article in the Tri-Cities Journal of Business titled "WorkSource: Where Employers and Job Seekers Connect". You can read the article at tricitiebusinessnews.com
- On September 21st WorkSource Columbia Basin participated in the third of three live interviews on La Raza 100.1 to share information about Seasonal Employment and how WorkSource can help. This is a collaboration with Eagle Media, made possible in partnership with ESD and OIC, and designed to better engage our Spanish speaking community members. Data will be reviewed in October to determine the return on investment and whether additional radio shows will be contracted with La Raza.
- During September WSCB provided 96 group services to 52 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation continue to be our most attended group services. One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- 75 survey responses were received via Survey Monkey and QTRAC (12% response rate):
 - Of the customers who responded, 92% will refer family and friends
 - Top 3 services received: job search, training, and resume help.

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

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988

Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5988



The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711



Transforming the futures of youth and young adults through inclusive access to equitable and holistic services

September 2022

Total program (OSY/Open Door) enrollments: 345 (including carry-ins)

GED month-to-date: 8

GED YTD: 22

Co-enrollment month-to-date: 6

Co-enrollment YTD: 6

Did you know?

- TC Futures provides emergency housing funds to individuals who are experiencing homelessness.
- TC Futures provides food for people who come into the Center.
- TC Futures provides a place for people to shower and do their laundry.
- Through our partnership with the Community Health Plan of Washington, we connect people to healthcare.
- TC Futures offers math tutoring sessions for GED customers.

Customer Profile

A 20-year-old youth began services with TC Futures through Open Doors. At enrollment, the youth struggled with serious behavioral health issues and had difficulty engaging with her case manager. Initially, she would contact her case manager only through text. As trust developed, communication grew from video meetings to in-person, offsite meetings. As the relationship developed with the case manager, so too did the confidence of this young person. Eventually, this youth completed 3 of the 4 GED tests and is now co-enrolled with the OSY program preparing to enter the workforce! The journey has taken over two years, and many partners have been involved with wrap-around services. When this youth enrolled, she and her family struggled with food insecurity. She also had trouble viewing her computer screen. Her case manager recognized these issues and connected her with agencies that were able to provide food and a vision exam so she could get glasses. Community in Schools played a big role in assisting with needs beyond the reach of TC Futures. Work continues to prepare her for her last GED test and to develop work readiness skills. This is the embodiment of our mission. Transformation of her future through her transformation with the help of an amazing team and network of caring community organizations!

Community/Hiring Events/Workshops

- Staff participated in the Immigrant Resource Fair in Pasco. TC Futures had a booth for community members to receive information on TC Futures programs, resources, and services.
- Staff met with the Human Service Planning Transportation Committee to discuss peer review for Dial-a-Ride applications, lower cost of public transit, transportation to and from food banks, transit service to Burbank, and expanding door-to-door service for people with mobility issues. This could

help mitigate transportation barriers for youth and young adults in the Tri-Cities and surrounding areas.

- Staff has implemented a twice-weekly Financial Literacy workshop focusing on budgeting, saving money, and creating good spending habits.

Center Updates

- The Benton-Franklin Workforce Development Council (BFWDC) provided a Microsoft Surface Pro for self-check-in. We are preparing to test an application that will give us a better way to monitor Center traffic
- The entire team is certified to proctor GED exams. The number of testers and GED completions continues to rise.
- Construction continues in the suite between the main building and the annex. Minor disruptions occur with some accommodations for testers and those who need to study in a quiet environment.
- TC Futures has added Computer Essentials to our Essential Education software. Computer Essentials is an online, self-paced digital literacy course that teaches computer and internet skills. This teaches skills for testing on a computer, taking college-level courses, performing in today's workplace, and staying safe online. Using built-in assessments, the adaptive learning system creates a personalized learning plan, bypassing skills they have already mastered.

References: TC Futures Director/OSY Program Monthly Report

TC Futures is an equal-opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service: 711

September 2022

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of September 30, 2022	\$145,347	\$142,077	102%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	79	82	162
Exits			
Total Employed Exits	18	10	96
Placement Rate	82%	85%	85%
Median Wage	\$28.04	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	8	5	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

The strategies below were implemented to keep performance outcomes on track.

Strategic Partnerships:

- Mid-Columbia Library (MCL) – Subrecipient staff has been providing services to job seekers at the Pasco Branch who do not have the means to travel to WSCB. Services provided include resume review, appointment set up at WorkSource, interpreting for job seekers that needed assistance calling employers, flyer distribution, giving information about WorkSource and the programs offered, etc.

Recruitment and Outreach:

- Throughout September, staff partnered with different sectors in the community to help expand outreach and increase recruitment. There has been an influx of referrals from the Department of Social and Health Services (DSHS) and Columbia Basin College (CBC). DSHS and CBC now have direct referral links to send in referrals, which are then dispersed to staff for timely program screening.
- Subrecipient staff attended a live Spanish radio interview to share the resources and services available at WorkSource Columbia Basin (WSCB). Information about WorkSource services was shared and how a customer can reach team members for assistance. Staff also shared information and eligibility requirements for WIOA programs. Staff received live calls from potential customers, including how to access WorkSource services if they were undocumented. The interview went well and provided much information shared with the public.
- Subrecipient staff created and posted a flyer highlighting (Commercial Drivers License) CDL Training on the WorkSource Facebook page, which resulted in increased referrals.



September 2022

PY22 Dislocated Worker Program Performance Summary (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of September 30, 2022	\$158,794	\$189,941	84%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	59	70	177
Exits			
Total Employed Exits	14	15	124
Placement Rate	93%	85%	85%
Median Wage	\$22.00	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	3	10	37
On-the-Job Training (OJT)	0	0	3
Entrepreneurial Training	0	0	1

The strategies below were implemented to increase performance outcomes currently behind monthly targets.

Strategic Partnerships:

- Mid-Columbia Library (MCL) – Subrecipient staff has been providing services to job seekers at the Pasco Branch who do not have the means to travel to WSCB. Services provided include resume review, appointment set up at WorkSource, interpreting for job seekers that needed assistance calling employers, flyer distribution, giving information about WorkSource and the programs offered, etc.
- Long-term training Pilot: In partnership with Columbia Basin College (CBC), subrecipient leadership is meeting with the Worker Retraining program at CBC to assist those students who need assistance to complete their training. Leadership is attending a quarterly funding meeting with CBC staff to discuss student needs requests and how the Dislocated Worker may be able to help.

Recruitment and Outreach:

- Throughout September, staff partnered with different sectors in the community to help expand outreach and increase recruitment. There has been an influx of referrals from the Department of Social and Health Services (DSHS) and Columbia Basin College (CBC). DSHS and CBC now have direct referral links to send in referrals, which are then dispersed to staff for timely program screening.
- Subrecipient staff attended a live Spanish radio interview to share the resources and services available at WorkSource Columbia Basin (WSCB). Information about WorkSource services was shared and how a customer can reach team members for assistance. Staff also shared information and eligibility requirements for WIOA programs. Staff received live calls from potential customers, including how to access WorkSource services if they were undocumented. The interview went well and provided much information shared with the public.

Individual Training Account (ITA): There are fifteen (15) ITAs scheduled to complete in October 2022-January 2023.

- | | | |
|--------------------------|---------------------------|-------------------------------|
| • 1 Real Estate | • 5 CDL | • 1 Nursing Assistant |
| • 1 Computer Occupations | • 1 Medical Assistant | • 1 Administrative Technician |
| • 1 CompTIA Security | • 1 Massage Therapy | • 1 UW Python Programming |
| • 1 Project Management | • 1 Master's in Education | |

September 2022

State and Federal EcSA Program Performance Summary			
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent
Federal EcSA	\$245,372.00	\$107,215.00	43.7%
State EcSA	\$371,204.00	\$134,531.23	36.2%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	125	110	150
State EcSA	55	22	55
Co-Enrolled	24	n/a	n/a
Training Placements at/above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	46	32	40
State EcSA	16	10	24
Co-Enrolled	0	n/a	n/a
Exits at or above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	34	40	95
Employed Exits Below Threshold	10	n/a	n/a
State EcSA	3	14	35
Employed Exits Below Threshold	0	n/a	n/a
Co-enrolled	3	n/a	n/a
Employed Exits Below Threshold	0	n/a	n/a

Program Highlights:

- Staff have been doing outreach at the Mid-Columbia Libraries Pasco branch with the purpose of reaching more customers in the community. The focus of this outreach is to target outreach to underrepresented communities and those job seekers who might qualify for WIOA programs but don't have the resources to travel to the WorkSource office in Kennewick.
- Leadership has been working closely with Columbia Basin College to develop a mutually beneficial partnership and reach students in need of WorkSource supports. WorkSource leadership has also been invited to participate on the Quarterly Workforce Collaboration Committee which will meet in October.

Total Employed Exits:

- Employed exit outcomes are currently behind target as customers are working through training courses and have not yet entered into employment. Currently, there are 15 customers participating in training services in Federal and State EcSA5. Outcomes will be reported in future months.

September 2022

PY22 CDBG Program Performance Summary (Cumulative from July 1, 2021 – June 30, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of September 30, 2022	\$448,718.00	\$127,856.15	28.5%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	10	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	60,002		40,000

Outreach Efforts:

- Staff continue to reach out to various food service sites within the area as a way to increase the number of placements possible under this grant.

Community Members Impacted:

- The total cumulative community members served to date is 60,000 which is 1.5 times the original program target of 40,000. This number is updated on a quarterly basis with the next update occurring during December's reporting period.



**PY22 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
September 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021	No		33
9/9/2022: All four plans for impacted workers enrolled in TAA were approved and will begin their training in September and October.							



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WorkSource Operator Report

Benton Franklin Workforce Consortium

September 2022

September Highlights:

- The WSCB Business Services Team is collaborating with local law enforcement agencies for a hiring event in October. The event will be focused on careers as a police or correctional officer. In preparation, the team is leading community engagement efforts through development of media and networking strategies, such as PSAs, social media posting, etc.
- The WSCB Wagner Peyser Self Appraisal was submitted on September 28th following a collaborative team effort to complete and review the assessment.

WorkSource Site Operations:

Customer Counts 9/1 - 9/30/2022		
Total Staff Assisted Seekers	650	
Total Staff Assisted Services	1469	
Basic Career Services	1298	
Individualized, Training, and Support Services	100	
Unique Number of Businesses Served	97	
Staff Provided Business Services	189	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	15
Employee Training Assessment, referral, enrollment, etc.	9	5
Other Employer outreach visit, marketing business services, etc.	106	54
Recruitment Hiring events, referrals, etc.	63	47
Wage & Occupation Information Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED, & external partner MIS (DVR); & Business Services: ETO Staff Provided Business Services (10/8/22).



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September 2022 Customer Feedback:

- 75 survey responses were received via Survey Monkey and QTRAC (12% response rate):
 - Of the customers who responded, 92% will refer family and friends
 - Top 3 services received: job search, training, and resume help.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 20 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “I’m totally impressed - you do amazing things for people! Unemployment was confusing at first, but Ashley clarified a lot of things for me.”
 - “I’m from an older generation and this job search is all new to me, I have had appointments with Brenda and your staff there is exceptional.”
 - “Worksource has been extremely helpful, my Workfirst coaches have all helped me a ton in returning to work and helping me navigate job search, they connected me to resources and guided me through each step.”
 - “You were helpful with everything, Lisandra was amazing she help me every step of the way and made sure I had all the help I needed to succeed with my new career change and receive the right training.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in September to be addressed in October:
 - “Branding policy for multiple agencies took too long. Any way WorkSource could use generic EEO clause?” (From a business regarding event materials)

Service Delivery

Career Services:

- One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- During September WSCB provided 96 group services to 52 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation continue to be our most attended group services.
- To increase staff knowledge of the Myer’s Briggs Type Indicator (MBTI) career assessment, staff had an opportunity to take the assessment and attend a training led by the WSCB Assessment Team. This experience increased awareness of what it is like to complete the assessment and the value of the results to our customers, including career pathway recommendations.



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- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 10/8/22	134	130	172	69	1205	1077

Business Services:

- The team continues to assist local businesses in assessing their current needs and to provide transformational service. This includes identifying services which are most value added, for example review of resumes to provide direct referral of qualified candidates and streamlining of hiring events to increase talent turnout.
- September Events (with outcomes where available) –
 - 9/6: Yakima Valley Farm Workers Clinic Job Fair at Miramar
 - 10 attended, applied, and were interviewed; 2 hired
 - 9/13 & 9/14: USDA Hiring Event
 - 11 attended and applied, 5 were interviewed, and 3 were hired
- Upcoming Events –
 - 10/6: Lamb Weston Hiring Event from 10am-4pm at TC Futures
 - 10/12: Local Police & Correctional Officers Hiring Event from 10am-2pm at Richland Public Library
 - 10/27: Brookdale Hiring Event from 10am-4pm at TC Futures

Community Connections:

- 9/14: Attended the Tri-Cities Regional Chamber Business Builders meeting to present on WSCB resources and to network.
- 9/15: WSCB was featured in the Tri-Cities Journal of Business. Read the article here: [WorkSource: where employers and job seekers connect \(tricitiebusinessnews.com\)](https://tricitiebusinessnews.com/worksource-where-employers-and-job-seekers-connect/)
- 9/15: Attended the annual Vista Elementary Open House to connect with families interested in employment/training resources.
- 9/21: We participated in the third of three live interviews on La Raza 100.1 to share information about Seasonal Employment and how WorkSource can help. This is a collaboration with Eagle Media, made possible in partnership with ESD and OIC, and designed to better engage our Spanish speaking community members. Data will be reviewed in October to determine the return on investment and whether additional radio shows will be contracted with La Raza.



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Staff Training & Development:

Training/Development Attended:

- 9/7: Getting to know the BFWDC; Cross training – Business Services; July Customer Feedback Improvements; WSCB Business
- 9/21: August Customer Kudos; Cross Training – Basic Career Services; September Data Review; Policy Training: WIN0090
- 9/21: Meyer's Briggs Type Indicator (MBTI) training following staff completion of the career assessment
- 9/28-9/29: Career Path Services Annual Staff Conference

Upcoming Training/All Staff Meetings:

- Week of 10/3-10/7: Human Centered Design (HCD), Bird Styles, Motivational Interviewing, and Navigating Change
- 10/12: Cross Training – MSFW Services, August Customer Feedback Updates, Inclement Weather Process
- 10/19: BFWDC Concern & Complaint Resolution Process
- 10/26: September Customer Kudos, Cross Training: Voc Rehab for Injured Workers (L&I); September Data Review, Ice/Cold Weather Safety

Facilities:

- 9/5: WSCB closed in observation of Labor Day
- 9/12: Onsite blue light alarm contractor switch from Stanley to ADT completed.

Respectfully submitted by C. Bright on 10/10/22