



Adult & Employer Linkage (AEL) Committee Meeting

July 21, 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 – Jessie**
 - **Welcome Cyndelle Wood**
- 3. Motion to Approve Adult & Employer Linkage Minutes- June 16, 2022 (Needs a vote)**
- 4. WIOA Title IB PY22 Adult and Youth Sole Source Procurement – David Chavey-Reynaud**
 - Motion to approve Sole Source Procurement for PY22 Adult Contract utilizing Career Path Services as the sub-recipient **(Needs a vote)**
- 5. PY21 Adult, Dislocated Worker, Disaster & Employment Recovery Highlights - Jessie**
- 6. Economic Security for All – David**
- 7. QUEST DWG - Jessie**
- 8. Community Development Block Grant – David**
- 9. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac**
- 10. Tri-Cities Futures Update – Cynthia**
- 11. Liaison Report - David**
- 12. WorkSource Columbia Basin (WSCB) Update – Crystal**
- 13. Other Business / Updates – All**
- 14. Next Meeting**
 - Adult & Employer Linkage Committee - Thursday, August 18, 2022, at 8:30 a.m. on Zoom
 - Executive Board Meeting - Tuesday, July 26, 2022, at 3:15 p.m. on Zoom
 - Full Board Meeting - Tuesday, July 26, 2022, at 4:00 p.m. on Zoom
- 15. Adjournment**

Attachments

- Adult & Employer Linkage Minutes – June 16, 2022
- June 2022 Program Performance Summaries
- June 2022 Layoff Profile
- Tri-Cities Futures Report
- June 2022 Liaison Report
- June 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

June 16, 2022, at 8:30 a.m.

Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>BFWDC Staff Present</u>
Jamie Rasmussen	Adolfo de León-Chair	Lori Mattson	Tiffany Alviso
Todd Samuel	Jessie Cardwell	Michael Lee	Cynthia Garcia
Jennie Weber		Jim Smith	Diana Hamilton
		Karl Dye	David Chavey-Renaud
			Isaac Estrada
			<u>Presenters</u>
			Crystal Bright

Call to Order

Jamie started the meeting by welcoming everyone and called the meeting to order at 8:30 AM. Cynthia 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 May 19, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve May 19, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jamie Rasmussen. Motion carried.

PY22 WIOA Adult/Dislocated Worker Formula Allocation E-vote - Diana

Diana thanked the committee for approving the PY22 WIOA Formula Adult contract to Career Path Services in the amount of \$568,307 with that first quarter cap not to exceed \$142,077 as well as the PY22 WIOA Formula Dislocated Worker contract to Career Path Services in the amount of \$759,763 with the first quarter cap not to exceed \$189,941. These numbers reflect a 9% statewide cut in funding and local cuts of 13% for Adult and 17% for Dislocated Worker funding. We did receive \$95,713 in restoration funds for Dislocated Worker program, which will help mitigate the 17% cut. She also explained that the e-vote was necessary due to the quick turn around in getting contracts back to the state on time.

Economic Security for All (EcSA) – David

We are two months into round two of EcS which expanded the service area to include Benton and Franklin Counties. Round three will start in July. Coenrollment has been successful into round two, and will also be for round three. Exits remain a challenge but staff continue to work diligently to alleviate barriers for customers. We are 6.8% spent in round two of EcSA funding.

PY21 State Monitoring Update – Diana

Diana shared some of the observations made by the state monitors during their visit regarding Adult, Dislocated Worker, Disaster and Employment Recovery programs. The state annual monitoring lasted 2 weeks, with the first week on-site and the second week monitored virtually. They were impressed with how good the participant files

looked overall, especially with the amount of turnover our subrecipients experienced this year. The monitors felt the Back to Basics Refresher Training our subrecipient provided to their staff was a key factor in their ability to consistently adhere to eligibility requirements, maintain accurate data entry in ETO and document the services provided in case notes. The state monitors passed along kudos to Career Path Services and the Consortium on a job well done. Congratulations!

The monitors also reviewed the WDC's WIOA program policies, notices, and technical assistance and found all to be compliant. The Continuous Quality Improvement (CQI) Quarterly monitoring process was noted as a best practice because it identifies issues early on and allows the BFWDC to provide ongoing technical assistance throughout the year. They also recognized our Question & Answer Technical Assistance spreadsheet as an excellent tool for our service providers to reference the technical assistance provided by the BFWDC.

The virtual exit interview was held on Thursday, June 9th, and the BFWDC now has 30 days to submit any corrections needed. Once the state monitors issue our WIOA Management Letter, we will present the Monitoring Summary to this committee, which contains both the BFWDC Subrecipient Monitoring Report and the State Annual Monitoring Report identifying any findings, questioned costs, disallowed costs and best practices.

Community Development Block Grant (CDBG)– David

The figures for CDBG are the same as last month as these numbers are reported quarterly. WE have submitted a contract extension to the state requesting an additional five months and moving the end date from January 2023 to June 2023. CDBG started later due to waiting for Disaster Recovery to be transitioned to CDBG, the extension will allow contract obligations to be met.

Disaster and employment Recovery spending- Diana

Diana stated that the state grant managers are very happy with the spending in both programs, and pass along congratulations. We are on track expend both contract and begin the close out process in the next couple of months as both contracts end June 30th. Todd asked why the cost per participant was higher for the recovery funds. Diana stated it is because these programs had different deliverables than the WIOA programs as they were awarded to mitigate the impacts of COVID-19. She also explained that with costs for things like gas, clothing, wages, etc. going up we will see costs per participants in the formula programs going up. Diana shared the higher costs per participant was discuss during the BFWDC's quarterly performance meeting and the state grant managers are well aware costs are increasing in conversations with WDAs around the state.

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

Isaac shared we are currently in phase on which is the research phase. We are gathering information from partners, workforce providers, vendors and stake holders to identify optimal communication channels to serve the demographics of this grant. WE want to include focus groups and interviews to the populations and demographics we want to serve to be able to understand their needs and how to communicate with them the best. As we gather more information we will continue to update and adjust our outreach strategy.

Tri-Cities Futures Update – Cynthia

The traffic numbers went down from last month at TC Futures, but the enrollments into Open Doors and Out of School Youth (OSY) increased by 51! The numbers of GED's nearly doubled, this is due to the second GED testing room. She highlighted a customer and outlined the power of partnership that served the customer. ESD123 on behalf of TC Futures has a fully executed contract with the Department of Human Services to receive support service dollars to help end homelessness in Benton and Franklin Counties. These dollars can assist with emergency housing, moving costs, rental assistance and utilities fees at the time of move-in. Another great opportunity that came to TC Futures was a grant by the Legal Counsel for Youth and Children- specific to housing. There were 4 finalists and TC Futures was one of them. Unfortunately, we were not awarded the grant. However, Melanie continues

to look for opportunities to expand the services offered at TC Futures, and is doing a fantastic job at making important connections.

Cynthia informed members that a case manager at TC Futures was recently promoted to Lead Practitioner and is now partnering with WSCB Business Services team to bring more business connections to TC Futures.

Cynthia and Melanie are working together to make a couple of fixes to the facility that were identified by the Equal Opportunity Officers from the state.

TC Futures has a graduation today, the ceremony begins at 5:30 PM. All are invited.

Liaison Report – David

David shared details of the Liaison Report:

WorkSource Columbia Basin (WSCB)

- Our month-to-month numbers have gone up gradually across all areas.

WIOA Programs

- We are at 96% of the monthly total served participant target and 73% employed monthly exit target.

Unemployments for Benton County is down 0.0% to 4.5% and for Franklin County is down 1.6 % to 5.8%. We are sitting pretty compared to previous years.

Todd asked for the top one or two reasons why our exit numbers are down. Heather responded by saying that for EcSA it is the wage threshold, and for the other programs Covid-19 has created a lot of barriers that she hasn't seen such as child care scarcity, food insecurity and housing insecurity. She is seeing longer program participation and a higher need for support services.

David said that last year at this time our exit percentage was 54% so it is getting better.

WorkSource Columbia Basin (WSCB) Update – Crystal

Crystal shared some of the highlights from WSCB:

- WSCB was one of six American Job Centers to receive the Jobs for Veterans Grant incentive award. This is due to all staff working together to serve veterans, not just veteran's staff. (They are not sure what the award looks like and if there is money attached)
- Equal Opportunity (EO) Monitoring was completed at WSCB. Huge thank you to Cynthia and Mari, corrections are being worked on.
- RESEA, TAA, Wagner/Peyser monitoring went very well and they received a lot of kudos from the state \. They received high praise for front end services, and for being an integrated group.
- New Grow with Google certification will be available in June.
- We continue to trend ahead of the rest of the state for LinkedIn licenses used.

Other Business - All

Next Meeting: The next Adult & Employer Linkage Committee meeting is Thursday, July 21, 2022, at 8:30 AM via Zoom.

Adjournment

The meeting adjourned at 9:27 AM.

Jamie Rasmussen, Board Member, Date

Jessie Cardwell, Programs Coordinator Date

June 2022

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of May 31, 2022	\$580,264	\$570,115	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	204	187	187
Exits			
Total Employed Exits	93	105	105
Placement Rate	67%	85%	85%
Median Wage	\$19.71	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	30	41	41
On-the-Job Training (OJT)	0	4	4
Work Experience (WEX)	3	4	4
Entrepreneurial Training	0	0	1

These are the final numbers for the PY21 Program year. New goals begin July 1.

Program Highlight:

- 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.

Success Story:

Malisa, 44, entered the Adult program in September 2021 after losing her job at Chaplaincy. She has a master's degree in Social Work and her goal was to stay in the same field. Due to the lack of unemployment benefits, Malisa had many financial barriers to employment and requested assistance with rent, gas, and automotive repairs, utilities, hygiene items, and clothing. Malisa was co-enrolled with BFET to braid resources with multiple programs to help her into self-sufficiency. Malisa received re-employment support through job leads and was referred to job readiness workshops. Malisa was interviewed often and would proceed to the next rounds. However, she struggled to secure employment due to contracts not being extended, positions closing, or due to not meeting pre-employment screening. Malisa and her Employment Specialist kept searching, and she was contacted by Comprehensive Mental Health, whom she had applied to and interviewed. She was offered a position as a Designated Crisis Responder in late April and began her employment and orientation on May 16, 2022. She is earning \$25.00 per hour during her 90 days of training and will move to a salaried rate of \$29.33 per hour with full benefits including medical, dental, sick, vacation, and retirement.

June 2022

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of May 31, 2022	\$791,464	\$879,340	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	145	223	223
Exits			
Total Employed Exits	78	134	134
Placement Rate	74%	85%	85%
Median Wage	\$22.20	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	47	50	50
On-the-Job Training (OJT)	0	4	4
Entrepreneurial Training	0	1	1

These are the final numbers for the PY21 Program year. New goals begin July 1st.

Program Highlight:

- 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.

Success Story:

Chris (51) entered Dislocated Worker program in January 2022. He faced the barrier of not having employment and seeking assistance obtaining a career as a CDL driver. He was interested in pursuing this endorsement as he knew he needed a short-term certification to help him become more employable as he always had a passion for driving. He realized that he was facing many barriers at the time. While enrolled in the program, Chris received assistance in paying for his CDL training and was provided with interview clothing, fuel, and rent assistance. The Dislocated Worker Program paid for this training, and he completed the course in March. He also received assistance with resume review, job referrals, and career guidance. Chris started work in June at Auto Zone, making \$25.00 an hour as a Yard Worker. After 90 days, he is eligible for full benefits, and a 401k is available after one year of employment.

June 2022

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	June Quarterly Target	Total Contract
As of May 31, 2022	\$420,810	\$437,575	\$437,575
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	43	32	32
# Of Participants in Training Services (excluding	17	15	15
# Of Participants Placed in Disaster-Relief Employment	26	23	23
# Of Participants Receiving Supportive Services	22	25	25
# Of Participants entered unsubsidized employment at exit	26	22	22

These are the final numbers for the Disaster Recovery program.

Program Highlights:

- 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.

Success Story:

Richard entered the Disaster Recovery program in October 2021, a referral from the Disabled Veterans Case Manager (DVOP). Upon entering the Disaster Recovery program, Richard had his Class A Truck Driving Permit, yet he struggled to obtain self-sufficient employment or get interviews. While enrolled in the program, he received re-employment services and employment referrals along with rental assistance, work clothing, and utility assistance. Richard was placed in a Disaster Relief Employment Opportunity with Career Path Services at WorkSource Columbia Basin as a Cleaner/Screeners. This position was aimed toward the prevention of spreading COVID-19 while maintaining the mandated regulations and precautions as dictated by local, state, and federal levels. He worked with customers and staff to achieve sanitation services for disinfecting public and private spaces within the building. This opportunity provided the ability to gain transferrable skills to reenter the workforce. After his Disaster Relief Employment Opportunity, Richard received an employment referral from his case manager for an Apprentice Driver with FedEx. Richard came into the office for assistance with his application. Richard secured an interview and was offered employment. Richard was hired by FedEx and started on June 6th, 2022, as an Apprentice Heavy and Tractor Trailer Truck Driver. He earns \$22.50 per hour during training and will earn mileage pay once he is on his own. After 90 days, he is eligible for full benefits, and a 401k is available after one year of employment.

June 2022

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	June Quarterly Target	Total Contract
As of May 31, 2022	\$448,661	\$ 456,253	\$456,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	60	55	55
# Of Participants Enrolled in Training Services (excluding OJT)	52	40	40
# Of Participants Receiving Support Services	32	40	40
# Of Participants entered unsubsidized employment at exit	41	44	44

These are the final numbers for the Employment Recovery program.

Program Highlights:

- 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.

Success Story:

Allen (59) entered the Dislocated Worker and Employment Recovery programs in March 2022. He had been permanently terminated from his position as a Machinist IV at Sign Fracture Care in February 2022. He identified that he had some financial barriers, but savings and family support during this period. He wanted to obtain a CDL to alleviate his financial barriers. To assist with training costs, Allen was co-enrolled in the Dislocated Worker and Employment Recovery programs. He chose T Enterprise and began his CDL training on 4/18/22. Allen completed training earning his certificate on 5/18/22, and then Allen began job searching. He informed staff on 5/25/22 that he accepted a job offer at American Rock. His first day was 6/6/22. He works as a Tanker Truck Driver, earning \$22 an hour. His hourly wage will increase, and he will obtain medical benefits after 90 days.

June 2022

PY21 EcSA Program Performance Summary (Cumulative from September 2019 - June 2023)			
Program Expenditures	Budget Total	Contract Spent	% Spent
Through May 31st, 2022	\$245,372	\$36,6976.11	15.1%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	105	95	150
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	43	23	40
Exits			
Total Employed Exits (at or above \$34,480)	23	30	95
Total Employed Exits (Below wage threshold)	9	n/a	n/a

Total Employed Exits:

- Exits remain a challenge for the EcSA program. Some customers have obtained employment and stop responding to the Case Manager to verify employment details and others have so many barriers that it is difficult for them to find employment without extensive time and participation in services.
- Some customers have entered employment that is satisfactory to themselves but doesn't meet the wage threshold for the EcSA contract.

Successes:

- One major success for June 2022 has been the onboarding of 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 of services between both entities.

Challenges:

- The challenges with partnerships and training allocations were at an all-time high for June 2022 as funding has become almost completely depleted. At this point EcSA staff are holding off on customer trainings until July 2022 as new funding should be rolling out as part of the new State EcSA grant. Basic and individualized services continue to be provided while monetary services are being put on hold unless it's an absolute emergency.

June 2022

PY21 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of June 30th, 2022	\$448,718.00	\$71,147.65	15.9%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	3	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	37,438		40,000

Participant Placements:

- Second harvest: hosting three (3) participants
 - All of the Second Harvest placements started on January 17, 2022. The Bite2Go Manager vacated their position at the end of March.
- Pasco Community Services (PCS): hosting three (3) participants

Community Members Impacted:

- From April through June 2022, these sites have served 19,175 LMI community members and have provided access to food security efforts. The total cumulative community members served to date is 37,438. This number is updated on a quarterly basis and the next update will be reported out on during September's reporting period.



**PY21 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
June 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Prosser Food Depot	5/24/2022	Food Retail	Prosser	5/26/2022	No	5/26/2022	24
6/6/2022: Staff received contact information and surveys for Food Depot impacted workers and will begin to connect with each worker to provide services. Nine impacted workers requested further information.							



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

June 2022

Traffic: 479 (Number of visits, not unique customers)
Monthly GED: 10 (This is a record)
YTD GED: 63 (Number of GEDs obtained since August)
Co-enrolled: 78 (Enrolled in both Open Doors and OSY)
Total Served: 580 (Total combined served, including exited customers)

Open Doors' numbers begin at the start of the school year calendar which is August 1st. Beginning July 1st, 2022, Open Doors will begin reporting numbers in alignment with Out-of-School Youth (OSY) program year.

Partnerships

- **Columbia Basin College (CBC):** Staff partnered with WSCB and Opportunities Industrialization Center (OIC) to present to CBC Medical Assistant students how programs can assist as they transition out of college. TC Futures hosted this program overview event to inform medical assistant graduates about program eligibility and assistance. Featured programs were: OSY, Adult, Dislocated Worker, Economic Security for All, Basic Food Employment and Training, and the National Farmworkers Jobs Program.
- **Division of Vocational Rehab (DVR):** Staff partnered with the Division of Vocational Rehab (DVR) to discuss respective programs, future partnerships, and referral systems. Staff presented to the DVR team on TC Futures resources and program services. TC Futures and DVR would like to work together more effectively in the future on referrals and co-enrollments to better assist youth and young adults in our communities.
- **Community Health Plan of Washington (CHPW):** Staff continues to partner with Community Health Plan of Washington to be at the center twice a month helping youth get connected to health benefits and state phones. The Community Health Plan of Washington continues to donate items for events.
- **Department of Human Services (DHS)-** ESD123 executed a contract with the Department of Human Services (DHS) for support service dollars earmarked to end homelessness in Benton and Franklin counties. A .5 FTE has been designated to assist with emergency housing and related support services.

Events

- In partnership with the WorkSource Columbia Basin (WSCB) Business Services Team (BST), TC Futures hosted a hiring event for the United States Department of Agriculture (USDA) Food Safety Inspection Service. USDA staff traveled from Colorado to recruit for their open Food Inspector positions. USDA was highly satisfied with their experience at TC Futures and awarded the center the following Certificate of Appreciation.
- In partnership with the WSCB BST, TC Futures hosted a hiring event for the Transportation Security Administration (TSA). TSA is hiring airport security officers. Representatives from TSA held a one-day event that led to 28 attendees. The outcome of hires will be reported next month.

- In partnership with the WSCB BST, TC Futures hosted, a hiring event for United States Postal Services (USPS). USPS is hiring for all positions throughout the region. Representatives from USPS held a one-day hiring event that led to 30 attendees, the outcome for hires is not yet known.
- Upcoming Hiring Events: Popeye's Louisiana Kitchen Hiring Event and Senior Life Resources Hiring Event.

Center Updates

- Pearson Vue has approved the second GED testing room. GED completions have doubled since the opening of this second GED testing room.
- State Equal Opportunity Officers completed their monitoring review of TC Futures. They conducted a facility walkthrough and interviewed staff and customers to ensure compliance with the equal opportunity and nondiscrimination requirements. A few facilities-related items were identified for correction and were corrected accordingly.
- TC Futures is growing- we will be hiring two Open Doors Case Managers and a Customer Service Specialist.
- Congratulations TC Futures for the recognition from the United States Department of Agriculture:



United States
Department of Agriculture
**Certificate of
Appreciation**
Awarded to

TC Futures

Kennewick, WA

**In recognition of their collaborative effort with the
USDA Food Safety Inspection Service in their
hiring efforts**

6/23/2022
Date

TC Futures 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

June 2022 Liaison Report

Program Year July 2021-June 2022



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

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 622 (-19)
Total Staff Assisted Services to Job Seekers: 1555 (-27)
Unique Number of Businesses Served: 97 (-26)
Staff Provided Business Services: 171 (-83)

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: 479 (+26)
TC Futures Total Youth Enrolled (YTD): 580 (+25)
Out-of-School Youth (OSY) Program (YTD): 229 (+9)
Co-enrolled in Both Programs: 78 (+1)
Total Youth attained GED: 63 (+10)
Total OSY Employed and/or Post-Secondary Exits: 108 (+21)

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 * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 681
Monthly-to-Date Target: 727 (94%)

Total Employed Exits (YTD): 355
Monthly-to-Date Target: 435 (82%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 105 Monthly-to-Date Target: 95
Total Employed Exits: 23 Monthly-to-Date Target: 30

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 3
LMI Served: 37,438 Program Target: 40,000
(Low-Moderate Income)

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 (May)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.4%

Franklin County Unemployment: 5.3%

Tri-Cities Employment (May 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	122600	900	0.7%	3,700	3.1%	140%
Total Private	103400	800	0.8%	3,100	3.1%	148%
Goods Producing	19500	300	1.6%	200	1.0%	147%
Mining, Logging, and Construction	11300	100	0.9%	100	0.9%	164%
Manufacturing	8200	200	2.5%	100	1.2%	100%
Service Providing	103100	600	0.6%	3,500	3.5%	139%
Private Service Providing	83900	500	0.6%	2,900	3.6%	148%
Trade, Transportation, Warehousing and Utilities	21000	-	0.0%	(200)	-0.9%	213%
Retail Trade	14300	-	0.0%	400	2.9%	175%
Financial Activities	4200	(100)	-2.3%	200	5.0%	67%
Professional and Business Services	21500	-	0.0%	-	0.0%	133%
Administrative and Support Services	11500	200	1.8%	(200)	-1.7%	233%
Educational and Health Services	19700	100	0.5%	1,000	5.3%	227%
Leisure and Hospitality	12900	400	3.2%	1,500	13.2%	123%
Food Services	10100	200	2.0%	1,000	11.0%	137%
Government	19200	100	0.5%	600	3.2%	73%
Federal Government	1200	-	0.0%	-	0.0%	100%
Total State Government	3000	-	0.0%	300	11.1%	0%
Total Local Government	15000	100	0.7%	300	2.0%	89%

Other News

LinkedIn Learning Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 7/11/22	196	122	889	204	4,916	4,059

- TC Futures, in partnership with the WSCB business services team, hosted a hiring event for the United States Department of Agriculture (USDA) June 14th-June 16th. There were 18 attendees, and 1 known hire so far. USDA were highly satisfied with their experience at TC Futures and awarded the center a Certificate of Appreciation.
- Services highest in demand included basic assessment, deskside job seeker assessment, basic assessment, and workshops. During June, WSCB provided 135 group services to 38 individuals through our locally offered workshops and group sessions. Strategies for Success was the most attended workshop.
- June customer feedback included 43 responses via Survey Monkey and QTRAC (8% response rate). 88% of customers reported they would refer family and friends. The top 3 services received were unemployment, job search, and training.

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

Questions about this report?
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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



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WorkSource Operator Report

Benton Franklin Workforce Consortium

June 2022

June Highlights:

- WSCB hosted a visit from Nikkol Wymer from 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. Next steps include creation of an action plan and roll out to the team.

WorkSource Site Operations:

Customer Counts 6/1 - 6/30/2022		
Total Staff Assisted Seekers	622	
Total Staff Assisted Services	1555	
Basic Career Services	1256	
Individualized, Training, and Support Services	167	
Unique Number of Businesses Served	97	
Staff Provided Business Services	171	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	17	16
Employee Training Assessment, referral, enrollment, etc.	15	8
Other Employer outreach visit, marketing business services, etc.	64	47
Recruitment Hiring events, referrals, etc.	74	55
Wage & Occupation Information Labor Market Info, etc.	2	2

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 (7/11/22).



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June 2022 Customer Feedback:

- 43 survey responses received via Survey Monkey and QTRAC (8% response rate):
 - Of the customers who responded, 88% will refer family and friends
 - Top 3 services received: unemployment, job search, and training.
- WSCB Team members engage customers to ensure their needs were met and to identify actionable feedback. A total of 14 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Lisandra has done an amazing job, from communication, how fast she got everything done and being a great person. She’s a superstar and what you guys do there is a blessing.”
 - “Customer wanted to thank AnJanet and Marissa for all of the help they provided while he was in WorkFirst. He was hired and said it was all thanks to the help from his job coaches and the resources that they provided.”
 - “I just wanted to reach out to you and let you know what an outstanding job Chante does! I am so thankful for all of her help! She has been so supportive, encouraging and extremely kind to me throughout my journey of re employment...”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in June to be addressed in June:
 - “Exceeded expectations, but would like automated appointment reminder at least a week in advance so I can schedule accordingly, reschedule appointment, arrange childcare, etc.”
 - “Signing into the systems was very difficult.”

Service Delivery

- State EO monitoring was completed in April and an official report received in May. All facility items identified have been addressed.
- Ag monitoring was completed in June with best practices shared during the exit interview. Additional details will be shared when the formal report is received.

Career Services:

- Services highest in demand included basic assessment, deskside job seeker assessment, basic assessment, and workshops. During June WSCB provided 135 group services to 38 individuals through our locally offered workshops and group sessions. Strategies for Success was our most attended workshop.
- WSCB case managers continue to collaborate to identify how to streamline services for customers. Dislocated Worker and Trade Act staff met in June to revisit the DW/TAA co-enrollment policy to gain shared understanding of expectations and open a dialogue to address concerns. Staff have agreed to meet monthly to review customer status, share updates, discuss expenditures, training progress, etc. Staff have committed to customer meeting times to one appointment with both case managers.



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- Grow with Google Pilot - Customer enrollment held steady at 24 enrollments. An additional option was added during the month of June: Digital Marketing & Ecommerce. Here is our cumulative customer engagement to date:

2/1-6/30/22	Project Management	UX Design	IT Support	Data Analytics	Ecommerce & Digital Marketing
Enrollments: 24	10	2	9	3	0

- LinkedIn Learning - We saw license activations and course views/completions continue to increase during the month of June. Staff completed a course around cultural awareness and attended a facilitated training/conversation in June. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 7/11/22	196	122	889	204	4,916	4,059

Note: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

Business Services:

- We held a 2-day Health Care hiring event on Brazen June 1st and 2nd. There were 12 job seekers in attendance each day with an 80% attendance rate the first day and a 58% attendance rate the second day. There were a total of 4 employed outcomes from the fair.
- Simplot was available in the WSCB computer lab twice weekly during the month of June to support onboarding of monolingual Spanish Speaking employees. They have assisted 45 individuals since April.
 - 5/19: Lamb Weston Hiring Event – outcomes pending
 - USDA 6/14-6/16: 18 attendees (which they were thrilled about!) and 1 hire so far. USDA expressed how well the event went, how accommodating the facility was, and how nice everyone they met from both TC Futures and WSCB was.
 - TSA 6/21: 25+ attendees; hiring outcomes pending.
 - USPS 6/29-6/30: 28 attendees, feedback was great from the employer!

Note: Getting outcomes from employers has been difficult in the past as they are busy after the event with hiring and onboarding. The team has committed to engaging the employer in understanding the importance of tracking employed outcomes as a way to demonstrate success.

- Upcoming Events –
 - Popeye's: 7/12 from 10am-4pm at TC Futures
 - Oregon Department Of Corrections: 7/13 & 7/20 from 9am-12:30pm at WSCB
 - Senior Living Resources 7/27 & 7/28 from 10am-4pm at TC Futures



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Community Connections:

- The outreach committee continues to create new community connections, sharing resource information and making flyers available to those who could benefit from our services. During the month of June, the group dropped 'WSCB Now Open' flyers at Biolife Plasma Services (Kennewick), Grace Kitchen, and Sozo Food Bank. The focus was on informing the community that WSCB is open and how to connect with us. Staff also met with Tri Cities Hispanic Chamber to discuss speaking about WSCB resources at the next luncheon.
- 6/21: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 6/21: Met with Norma Stewart of Eagle Media to coordinate a 3-month radio pilot designed to engage Spanish community members. The campaign will run July-September, including 80 pre-recorded ads per month and 3 live interviews. If the pilot is successful, we will move forward with a 1-year contract. This opportunity is made available in partnership with ESD & OIC.

Staff Training & Development:

Training/Development Attended:

- 6/1: Cross training – Adult; UI Work Test; June Customer Feedback Improvements
- 6/15: Cross training – Re Entry; May Data Review
- 6/21 & 6/22: Facilitated Conversations on Working Across Cultures: A Path of Discovery LinkedIn Learning Course (*Community Colleges of Spokane*)
- 6/28: CPR/First Aid/AED training (*Columbia Safety*)
- 6/29: End of Year Celebration

Upcoming Training/All Staff Meetings:

- 7/6: Community Partner Cross Training – Office of Deaf & Hard of Hearing
- 7/13: Cross training – Unemployment Insurance; June Customer Feedback Improvements
- 7/20: Cross training – Digital Literacy Resources; June Data Review
- 7/27: Community Partner Cross Training – Behavioral Health Apprenticeship Pathways with Washington Association for Community Health

Facilities:

- 6/4: Zerorez completed annual carpet cleaning
- 6/11: Zerorez completed follow up spot cleaning
- 6/21: Jeff from Finish the List Handyman completed multiple tasks, including items identified in the EO monitoring, fire door adjustment, and removing/replacing light bulbs.
- 6/28: Partial clean out of the WSCB offsite storage in preparation to close the unit.

Respectfully submitted by C. Bright on 7/11/22