

Adult & Employer Linkage (AEL) Committee Meeting

September 15th, 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 the PY22 Subrecipient Monitoring Schedule Jessie (Needs a vote)
- 6. Motion to Approve the PY22 Occupations in Demand (OID) List David (Needs a vote)
- 7. Washington Integrated Technology (WIT) Replacement Updates and LinkedIn Learning Updates Jessie
- **8.** Economic Security for All Becky
- 9. Together We Rise Outreach to Historically Disadvantaged Communities Isaac
- **10. Community Development Block Grant –** Becky
- 11. Tri-Cities Futures Update Cynthia
- 12. Liaison Report David
- 13. WorkSource Columbia Basin (WSCB) Update Crystal
- **14.** Other Business / Roundtable All
- 15. Next Meeting
 - Adult & Employer Linkage Committee Thursday, October 20, 2022, at 8:30 a.m. on Zoom
 - Executive Committee Tuesday, October 25th, at 3:15 p.m.
 - Quarterly Board Meeting Tuesday, October 25th, at 4:00 p.m.

16. Adjournment

Attachments

- July 21st, 2022 Adult & Employer Linkage Minutes
- August 18th, 2022 Adult & Employer Linkage Minutes
- PY22 Subrecipient Monitoring Schedule
- PY22 Occupations in Demand (OID) List
- August 2022 Program Performance Summaries
- August 2022 Layoff Profile
- August 2022 Tri-Cities Futures Report
- August 2022 Liaison Report
- August 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	Michael Lee	Jennie Weber	Cyndelle Wood
C. Vice Chair, Adolfo de Leon		Karl Dye	David Chavey-Reynaud
Jamie Rasmussen			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.

<u>Tri-Cities Futures Update - David Chavey-Reynaud (Cynthia absent)</u>

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

<u>Liaison Report - David Chavey-Reynaud</u>

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
<u>Adjournment</u>
The meeting adjourned at 9:26 am

Date

Cyndelle Wood, Admin. Assistant

Date

Adolfo de León, Committee Chair



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
			Guests & Partners
			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 21^{st,} 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Due to a lack of quorum, July meeting minutes will not be motioned for approval. This action item will be carried forward to the September committee meeting.

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.

Due to a lack of quorum, the PY22 Subrecipient Monitoring Schedule will not be motioned for approval. This action item will be carried forward to the September committee meeting.

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.

Due to a lack of quorum, the OID list will not be motioned for approval. This action item will be carried forward to the September committee meeting.

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 the 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.

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Adiournment

Adolfo de León, Committee Chair

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

Date

With no other	business to di	scuss, the me	eting adjour	ned at 9:26 a	am	

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 Officer Jan Warren, Chief Financial C DeAnn Bock, Fiscal Manager	·	Manager	dwell, Workforce Programs		_	uno, Community Pi	rograms Manager

29 10						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,



PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)								
Program Expenditures	YTD Spent	YTD Target	% Target Spent					
As of July 31, 2022	\$42,630	\$47,359	90%					
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target					
Total Served	70	73	162					
Exits								
Total Employed Exits	12	7	96					
Placement Rate	100%	85%	85%					
Median Wage	\$19.50	\$18.00	\$18.00					
Training Services								
Individual Training Account (ITA)	4	3	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.

Recruitment and Outreach:

- Referrals from the Front-End Services Team at WorkSource Columbia Basin (WSCB), community partners such as Opportunities Industrialization Center (OIC) of Washington, TC Futures, training providers, and self-referrals via JotForm, which asks questions to determine eligibility, continue to increase enrollments.
- Lisandra Valencia and Jasmine Sanchez presented at the Tri-Cities Hispanic Chamber of Commerce luncheon titled "Introduction to WorkSource Columbia Basin: One Stop Employment Center." Staff covered information about general WorkSource services, all available programs, rapid response services for employers, and an interactive Q&A. Approximately 30 members attended.

Strategic Partnerships:

- Mid-Columbia Library (MCL) Subrecipient met with Mona Gonzalez, Pasco Branch Manager, and developed a plan
 to have staff onsite at the library once a week in the afternoons to be available to meet with homeless, unemployed
 youth and adults, and general job seeker that they see consistently at the library to look for work.
- Department of Social and Health Services (DSHS) Subrecipient Leadership met with the Administrator and DSHS to
 discuss how to inform the Public Benefits Specialist at the local Community Service Office (CSO) of services at WSCB.
 Staff will be presenting at a DSHS team meeting in October and will share referral information that will help with the
 Adult program enrollments. Subrecipient may have staff at the local CSO in the future to be able to provide
 outreach to potential participants.
- Columbia Basin Truck Driving School (CBTDS) Staff has been working with this new training provider to alleviate barriers and issues they have seen with the first few participants. They worked with CBTDS to develop clear policies to help prevent these issues from happening again.

ITA Training Services: There are seven (7) ITAs scheduled to complete in September 2022-November 2022.

5 Commercial Driver's License (CDL)

• 1 Nursing Assistant

Medical Assistant



PY22 Dislocated Worker Program Performance								
Summary (Cumulative) (Total contract amount \$756,763)								
Program Expenditures	YTD Spent	YTD Target	% Target Spent					
As of July 31, 2022	\$46,956	\$63,314	74%					
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target					
Total Served	51	60	177					
Exits								
Total Employed Exits	10	9	124					
Placement Rate	91%	85%	85%					
Median Wage	\$22.44	\$22.00	\$22.00					
Training Services								
Individual Training Account (ITA)	3	6	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.

Recruitment and Outreach:

• Lisandra Valencia and Jasmine Sanchez presented at the Tri-Cities Hispanic Chamber of Commerce luncheon titled "Introduction to WorkSource Columbia Basin: One Stop Employment Center." Staff covered information about general WorkSource services, all available programs, rapid response services for employers, and an interactive Q&A. Approximately 30 members attended.

Targeted Dislocated Worker Outreach:

- Business Card Included on the card are the WSCB phone number, website, social media tags, and a QR code linked to the JotForm Referral Form.
- Family/Friend Referral Subrecipient created an email template to share with current and former Dislocated Worker program participants to encourage them to refer family and friends that could benefit from services.
- Subrecipiend refreshed a flyer that targets Dislocate Workers and advertised resources available.

Strategic Partnerships:

- Columbia Basin College (CBC)/Worker Retraining partnership Subrecipient leadership is meeting with CBC's Worker Retraining Director to brainstorm ways to partner to serve customers attending classes at the campus. This is part of the long-term training pilot that will assist Dislocated Workers in obtaining more education.
- Mid-Columbia Library (MCL) Subrecipient met with Mona Gonzalez, Pasco Branch Manager, and developed a plan
 to have staff onsite at the library once a week in the afternoons to be available to meet with homeless, unemployed
 youth and adults, and general job seeker that they see consistently at the library to look for work.

Individual Training Account (ITA): There are ten (10) ITAs scheduled to complete in September 2022-January 2023.

- 2 Commercial Driver's License (CDL)
- 1 Medical Assistant
- 1 Massage Therapy
- 1 CompTIA Security
- 1 Real Estate

- 1 Nursing Assistant
- 1 Administrative Technician
- 1 UW Python Programming
- 1 Master's in Education



State and Federal EcSA Program Performance Summary								
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent					
Federal EcSA	\$245,372.00	\$87,596	35.7%					
State EcSA	\$371,204.00	\$16,755.43	4.5%					
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target					
Federal EcSA	121	105	150					
State EcSA	36	14	55					
Co-Enrolled	22	n/a	n/a					
Training Placements at/above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target					
Federal EcSA	46	25	40					
State EcSA	9	6	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	27	35	95					
Employed Exits Below Threshold	10	n/a	n/a					
State EcSA	0	10	35					
Employed Exits Below Threshold	0	n/a	n/a					
Co-enrolled	0	n/a	n/a					
Employed Exits Below Threshold	0	n/a	n/a					

Program Highlights:

- Leadership met with the Administrator at Department of Social and Health Services to discuss ideas on how to collaborate more effectively with the Public Benefits Specialists at the local Community Services Office of programs and services at WorkSource Columbia Basin. EcSA staff created marketing material to share with DSHS staff and created a unique referral QR code so staff can easily refer on a customers' behalf.
- Staff met with a new Amerigroup Community Relations Representative focused on SE Washington to review all the offerings available to Amerigroup members. Maternal meal programs, Boys & Girls Club memberships, Costco memberships, gas cards, and first aid kits are some of the supports that Amerigroup members can receive. Amerigroup can also assist with GED testing and even have supports to facilitate customer education and training for popular employment industries. EcSA staff shared information on program offerings, and referral systems were discussed for future references.
- Success Story: Oliver Brown is a 36-year-old resident of Franklin County and a single father of two who was struggling to get back on his feet after relocating from the state of Oregon. Oliver has been working as a Truck Driver for PM Farms as of August 2022. This full-time job has him hauling product from Tacoma, WA to Portland, OR and back. He is paid \$250 per trip which nets them \$500 a day, and with 12 hours workdays results in an hourly salary of \$41.66. He has options available to him when to comes to insurance packages and gets the weekends off to be with his children.

Total Employed Exits:

• Employed exit outcomes are currently behind target as customers are working through training courses and have not yet entered into employment. Clients are experiencing extreme barriers to job search such as homelessness, lack of childcare, etc. Currently, there are nine customers participating in training services in Federal and State EcSA with many more planned for September. Outcomes will be reported in future months.



PY22 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)							
Program Expenditures	Program Budget Year to Date Spent % Spent						
As of July 31, 2022	\$448,718.00	\$448,718.00 \$97,487.69					
Placement at Sites	Actual Outcomes	Actual Outcomes Monthly to Date Target					
Participants	6	8	12				
Low-to-Medium (LMI) Individuals	Quarterly Outcomes Progran						
Community Members Impacted	37	7,438	40,000				

Outreach Efforts:

- Continued outreach efforts have been made by reaching out to the provided list of possible sites within the Benton-Franklin area. Current sites have also been reached out to regarding potential additional participant placements.
- Recently, we discovered that Americorps also holds a CDBG grant with a focus on the Benton and Franklin communities, including current placement at 2nd Harvest. Due to this dual oversight of the CDBG grant within the same communities, there will be a decrease in possible sites and positions available for both grant holders.

Community Members Impacted:

• From April through June 2022, these sites have served an additional 19,175 LMI community members and have provided access to food security efforts. The total cumulative community members served to date is 37,438 which is 94% of the Program Target. This number is updated on a quarterly basis and the next update will be reported out during September's reporting period.



PY22 Dislocated Worker Lay-off Profile Benton-Franklin Counties August 2022

Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
3/1/2021	Manufacturing	Kennewick	12/31/2021	No		33
impacted workers we	re enrolled in eithe	er TAA or Dislocated	Worker.			
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	3/1/2021	3/1/2021 Manufacturing	3/1/2021 Manufacturing Kennewick		3/1/2021 Manufacturing Kennewick 12/31/2021 No	3/1/2021 Manufacturing Kennewick 12/31/2021 No



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

August 2022

Total program (OSY/Open Door) enrollments: 283 (including carry-ins)

GED month-to-date: 9
GED YTD: 14
Co-enrollment month-to-date: 0
Co-enrollment YTD: 0

NOTE: Open Door numbers are now in alignment with the OSY program year.

Did you know?

- Open Doors serves customers beyond the GED. As a GED+ program, Open Doors continue working with the youth after the GED is earned if they prepare to enter the workforce.
- TC Futures has a dedicated GED tutor who can work with customers one-on-one or in a group setting.
- TC Futures provides financial literacy workshops to customers ages 16-24.
- HAPO presents monthly workshops with topics ranging from budgeting to improving credit scores.

Customer Profile

A person aged out of Open Doors before completing his GED was co-enrolled with the OSY Program. He was homeless and about to be a father. He was losing hope until he reached out to his OSY Case Manager for help. The customer and his girlfriend have been couch-surfing and living in his vehicle. The OSY Program provided him with a Work Experience opportunity at Novus Glass. With his income, he paid for a hotel room to get him and his pregnant girlfriend out of the heat. Through teamwork, he was able to resolve his housing issue. He was referred to Community Action Committee and The Housing Resource Center, where he secured an apartment subsidy. He could not move in immediately. Through teamwork at TC Futures, he was provided emergency housing to keep him housed until his apartment was available. These funds came directly from TC Futures and were provided immediately. His Work Experience concluded, and Novus Glass was so impressed by this person that they offered him a full-time, permanent job paying \$17.50/hr. He continues to work on his GED, and with self-sufficient wages, he will be able to pay for his rent when his subsidy ends.

Community and Hiring Events

- TC Futures attended the Compass Community Resources Fair at Volunteer Park in Pasco. Community Resource Fair consisted of about 30 community partners and vendors.
- TC Futures participated in the Back-to-School Bash school supply distribution and community resource fair at the HAPO Center in Pasco. This event featured 45 community partners and vendors.
- Staff presented to the Three Rivers Soroptimist Chapter. They would like to partner with TC Futures and provide philanthropic services to Youth in need.

- Staff partnered with Juvenile Justice Center (JJC) to host Career Readiness Series for youth in JJC detention. This was a three-part series: Resume Building and Interview Technique workshop, Employer Roundtable and Career Fair.
- TC Futures hosted a hiring event for Lamb Weston in partnership with the WorkSource Columbia Basin/TC Futures Businesses Services team. This was a one-day hiring event, hiring entry-level production workers and technical positions. One hundred one job seekers attended the event, 92 applied, 33 were hired on the spot, and 15 more candidates are under review for potential hire offers. Representatives from Lamb Weston were very pleased with the event, venue, and assistance from TC Futures and WorkSource teams.

Center Updates

• Staff is working on implementing a new sign-in system that is intuitive and electronic. 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.

A year in reflection

TC Futures has experienced tremendous growth over the past year. We now have a team of 13 highly motivated, passionate personnel. In addition, we increased our footprint by adding a new suite of offices. The number of customers we serve continues to grow. We have added individual and group tutoring and workshops and doubled our capacity for GED testing. There have been several personnel adjustments made to meet our growing needs.

- Marla McMackin was promoted to Lead and served as our liaison to the Business Service Team at WorkSource. As a result, we have hosted several job fairs at TC Futures, with positive results for TC Futures and WorkSource customers.
- Matthew Russel has moved into the position of Employment Practitioner, taking on a caseload to contribute to the overall work of the OSY Program.
- Customer Service Specialist is a new position. This was created to support the demands of
 operating a facility with two sites and allow the new TC Futures Specialist to concentrate on
 her duties relating to Open Doors and management of information systems. Gabriella Clark,
 the Customer Service Specialist, is responsible for ensuring the facilities and inventory are
 maintained while engaging with visitors to ensure their needs are met while they are
 here. Amy Baxter, the TC Futures Specialist, maintains the software for GED Testing and
 GED Prep and administrative support for the Open Doors contract.
- Housing Support-Augie Gonzales is responsible for the Housing Support contract and his Open Doors Case Management duties.
- Josh Guajardo has left the team. However, he has taken a position with the Community Health Plan of Washington, which allows him to continue their support of TC Futures.

TC Futures has seen much more community exposure by attending numerous events and giving presentations at many committees and community meetings. Partnerships with other organizations to support our youth are in the works.

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

August 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the American Job Center network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 587 (+68)

Total Staff Assisted Services to Job Seekers: 1500 (+247)

Unique Number of Businesses Served: 99 (+4) Staff Provided Business Services: 189 (+54)

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): 293 (+198)

Out-of-School Youth (OSY) Program (YTD): 108 (+13)

Co-enrolled in Both Programs: 0 (+0)

Total Youth attained GED: 14 (+9)

Total OSY Employed and/or Post-Secondary Exits: 9 (+3)

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): 229 Total Employed Exits (YTD): 31

Monthly-to-Date Target: 233 (98%) Monthly-to-Date Target: 31 (100%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 121 Monthly-to-Date Target: 105
Total Employed Exits: 27 Monthly-to-Date Target: 35

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Economic Security for All (STATE EcSA)

Participants Served (YTD): 36 Monthly-to-Date Target: 14
Total Employed Exits: 0 Monthly-to-Date Target: 10

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 8 Low/Middle Income Served: 37,438 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 0 Monthly-to-Date Target: 0

Monthly-to-Date Target: 0
Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit <u>WorkSourceWa.com</u> or <u>TCFutures.org</u> 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 (July)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 3.8%

Franklin County Unemployment: 4.5%

						COVID
Tri-Cities Employment (July 2022)	Jobs	MoM	% Change	YoY(21)	% Change	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%	ı	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	1	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

- The State has renewed the LinkedIn Learning Contract June 2023, with optional annual extensions, and has
 made licenses available again to Workforce Systems Statewide. Licenses that were previously issued have
 been re-instated.
- The Front End Services Team consistently monitors and adapts service delivery based on customer need. They do this through analysis of data. One area of improvement they identified was low appointment show rates. In response, they implemented reminder calls. This best practice has increased appointment show rates from 45% to 80%.
- Services highest in demand include deskside job seeker assistance, basic assessment, and provision of workforce information. During August WSCB provided 127 group services to 44 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation were our most attended group services.
- On August 25th the Business Services Team hosted a job fair for Lamb Weston at TC Futures. There were 101 attendees; 33 job offers; and 15 follow-up interviews scheduled.
- Customer Feedback: 55 survey responses were received via Survey Monkey and QTRAC (9% response rate)
 - o Of the customers who responded, 86% will refer family and friends
 - o Top 3 services received: job search, resume help, and Unemployment Insurance assistance

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

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Contact us at 509-734-5988



WorkSource Operator Report

Benton Franklin Workforce Consortium

August 2022

August Highlights:

- The Front End Services Team consistently monitors and adapts service delivery based on customer need. They do this through analysis of data. One area of improvement they identified was low appointment show rates. In response, they implemented reminder calls. This best practice has increased appointment show rates 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.

WorkSource Site Operations:

Customer Counts 8/1 - 8/31/2022						
Total Staff Assisted Seekers		587				
Total Staff Assisted Services	1	1500				
Basic Career Services	1344					
Individualized, Training, and Support Services	109					
Unique Number of Businesses Served	99					
Staff Provided Business Services	,	189				
	Services Provided	Businesses Served				
Business Assistance	15	15				
WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.						
Employee Training	34	18				
Assessment, referral, enrollment, etc.						
Other	57	45				
Employer outreach visit, marketing business services, etc.						
Recruitment	77	49				
Hiring events, referrals, etc.						
	6	6				
Wage & Occupation Information	0	0				

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (9/9/22).



August 2022 Customer Feedback:

- 55 survey responses were received via Survey Monkey and QTRAC (9% response rate):
 - o Of the customers who responded, 86% will refer family and friends
 - Top 3 services received: job search, resume help, and Unemployment Insurance assistance
- WSCB Team members engage customers to ensure their needs were met and to identify
 actionable feedback. A total of 13 comments were collected to include areas we exceeded
 expectations and suggested improvements.
- Customer Feedback What we did well:
 - "Michele D Brown was great and Is capable of helping someone navigate the system to look for work."
 - "My counselor Bessie was so good."
 - "My case managers are already a blessing and I couldn't ask for anything better then the help already provided."
- Customer Feedback What we can do better:
 - We received the following actionable, specific feedback in August to be addressed in August:
 - "More in person workshops."
 - "WSWA employer portal is not user friendly, they do not have time to go through a workshop."

Service Delivery

Career Services:

- Our Front End Service Team continues to find ways to customize customer experiences, including during one on one appointments.
- Services highest in demand include deskside job seeker assistance, basic assessment, and
 provision of workforce information. During August WSCB provided 127 group services to 44
 individuals through our locally offered workshops and group sessions. Strategies for Success and
 WorkFirst Orientation were our most attended group services.
- Business Services and Employment Specialists continue to collaborate to unite businesses with qualified candidates. Successful connections for employment and workbased learning opportunities are made through warm handoffs to introduce businesses and job seekers as needs are identified.
- LinkedIn Learning We received confirmation of the state contract reneweal, allowing us to continue offering online learning to customers who are interested and can benefit. Here are our engagements to date:



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A proud	partner of	the /	1meric	anlo	hCenter	network

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 9/9/22	129	126	119	43	858	777

Business Services:

- Work is happening within the partnership to ensure coverage of four sectors, including transportation, warehousing, manufacturing, and construction.
- August Events (with outcomes where available)
 - 8/17 WorkSource Open House for Businesses at WSCB
 - 8/25 Lamb Weston at TC Futures: 101 attendees; 33 job offers; 15 follow ups scheduled
- Upcoming Events
 - Yakima Valley Farm Workers Clinic Job Fair 9/6 from 4-7pm at Miramar

Community Connections:

- 8/11: Attended the Compass Career Solutions and Community Resource fair to network and share our resources with community members.
- 8/13: Attended the Back to School Health & Safety Resource fair sponsored by the Benton Franklin Department of Health. This was an opportunity to connect families to WorkSource services.
- 8/16: 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.
- 8/17: We participated in the second of three live interviews on La Raza 100.1 to share
 information about Career Transitions 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.
- 8/19: Connected with Josh Guajardo of Community Health Plan of Washington to discuss deepening our partnership to ensure whole person services/referrals.
- 8/30: Provided a tour and introduction to WorkSource services to Wendy Culverwell, Editor of the Tri Cities Journal of Business. WorkSource will be featured in an upcoming employment and training article to help connect community members to services.

Staff Training & Development:

Training/Development Attended:

- 8/3: Heat Safety; June Customer Feedback Improvements
- 8/10: Community Partner Cross Training CBC Training Options; Cross Training: DVR Services
- 8/17: Cross training Dislocated Worker Program; July Data Review
- 8/24: Wagner Peyser Self Appraisal



8/31: How to Apply at Amazon (Amazon Community Engagement Specialists)

Upcoming Training/All Staff Meetings:

- 9/7: Getting to know the BFWDC; Cross training Business Services; July Customer Feedback Improvements; WSCB Business
- 9/14: DEI Following the Customer's Lead; Policy Training: WIN0090
- 9/21: August Customer Kudos; Cross Training Basic Career Services; August Data Review
- Week of 10/3-10/7: Human Centered Design (HCD), Bird Styles, Motivational Interviewing, and Navigating Change

Facilities:

- 8/19: Front entryway menu of services signage EO tagline updated by Mustang Signs
- Received notification that ADT will be taking over the silent alarm system contract in September. The current contractor is Stanley. This system is paid for/sponsored by our partners with ESD.

Respectfully submitted by C. Bright on 9/9/22