



## Adult & Employer Linkage (AEL) Committee Meeting

March 16<sup>th</sup>, 2023, at 4:00 p.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

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### AGENDA

1. Call to Order – Adolfo de León
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- February 16<sup>th</sup>, 2023 (Needs a vote)
4. **Motion to award the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023.** – Becky (Needs a vote)
5. Motion to award RFP #2023-01 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1, 2023, to June 30<sup>th</sup>, 2024 – David (Needs a vote)
6. Guest Speaker: Sarah Goedhart, Head Wine Maker, Hedges Winery – Carya
7. WIOA Adult and Dislocated Worker Updates –Jessie
8. Community Development Block Grant – Becky
9. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
10. QUEST Update - Jessie & Carya
11. Economic Security for All – Becky
12. WorkSource Columbia Basin (WSCB) Update - Crystal
13. Agency Updates – Business Updates, Challenges, Successes, and Upcoming Events.
  - Employment Security Department – Rebecca Williamson
  - Board Retreat Summary – Todd Samuel
14. Next Meeting
  - Adult & Employer Linkage Committee - Thursday, April 20<sup>th</sup>, 2023, at 4:00 p.m. on Zoom
  - Executive Committee - Tuesday, March 21, at 4:00 p.m. on Zoom
15. Adjournment
16. Attachments
  - Adult & Employer Linkage Minutes: February 16<sup>th</sup>, 2023
  - Memo – EcSA Round 3 Subrecipient Contractor
  - February 2023 Program Performance Summaries
  - February 2023 Layoff Profile
  - February 2023 TC Futures Report
  - February 2023 Liaison Report
  - February WSCB System Coordinator Report

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

*The Benton-Franklin Workforce Development Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service 71*



**Benton-Franklin Workforce Development Council (BFWDC)**  
Adult & Employer Linkage (AEL) Committee  
February 16<sup>th</sup>, 2023, 4:00 p.m. – Zoom.

**Present**

Adolfo de Leon  
Todd Samuel  
Jennie Weber  
Kate McAteer  
Michael Lee

**Excused**

Karl Dye

**Guests**

Crystal Bright  
Israel Delamora  
Heather Woodruff  
Mindy Jepson  
Jessica Rusch

**BFWDC Staff**

Tiffany Alviso  
David Chavey-Reynaud  
Jessie Cardwell  
Becky Tuno  
Isaac Estrada  
Cyndelle Howell  
Carya Bair

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**Call to Order**

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 4:01 p.m.

Cyndelle Wood read the roll call while everyone responded. The meeting quorum was met. She asked guests and system partners to put their names and organization in the chat and thanked everyone for joining the meeting.

**Motion to approve AEL Committee Meeting Minutes**

The January 19<sup>th</sup> Adult & Employer Linkage Committee meeting minutes were provided for members to review.

*Todd Samuel motioned to approve the January 19<sup>th</sup>, 2023, AEL Committee Minutes as presented, seconded by Jennie Weber; the motion was carried unanimously to approval.*

**Motion to Approve the contract for Outreach to Historically Disadvantaged Communities (OHDC) funds to Subrecipient Contractor, Career Path Services, in the amount of \$133,000, utilizing sole-source procurement, Effective February 1, 2023.**

*Todd Samuel motioned to approve the contract for Outreach to Historically Disadvantaged Communities (OHDC) funds to Subrecipient Contractor, Career Path Services, in the amount of \$133,000, utilizing sole-source procurement, Effective February 1, 2023, as presented, seconded by Adolfo de Leon; the motion was carried unanimously to approval.*

*Board Member Jennie Weber recused from the motion.*

**Motion to Approve the Employment Security Department (ESD) Outreach to Historically Disadvantaged Communities (OHDC) contract for SNAP Basic Food, Education & Training (BFET) Program in the amount of \$20,000 utilizing sole-source procurement.**

*Todd Samuel motioned to approve the Employment Security Department (ESD) Outreach to Historically Disadvantaged Communities (OHDC) contract for the SNAP Basic Food, Education & Training (BFET) Program in the amount of \$20,000 utilizing sole-source procurement as presented, seconded by Kate McAteer; the motion was carried unanimously to approval.*

*Board Member Jennie Weber recused from the motion.*

**Motion to award the EcSA Round 2 Subrecipient Contractor, Career Path Services**, an additional \$53,381, bringing the total contract amount to \$293,753, Effective January 1, 2023.

*Adolfo de Leon motioned to approve the award of the EcSA Round 2 Subrecipient Contractor, Career Path Services, an additional \$53,381, bringing the total contract amount to \$293,753, Effective January 1, 2023, as presented, seconded by Michael Lee; the motion was carried unanimously to approval.*

*Board Member Jennie Weber recused from the motion.*

**Motion to Approve reducing the CDBG Hunger Relief contract with Subrecipient Contractor, Career Path Services**, by \$84,887 for a revised contract total of \$363,831, Effective February 9, 2023.

*Todd Samuel motioned to approve reducing the CDBG Hunger Relief contract with Subrecipient Contractor, Career Path Services, by \$84,887 for a revised contract total of \$363,831, effective February 9, 2023, as presented, seconded by Kate McAteer; the motion was carried unanimously to approval.*

*Board Member Jennie Weber recused from the motion.*

**Introduce New BFWDC Team Member, Carya Bair - David**

David Chavey-Reynaud introduced the Benton-Franklin Workforce Development Council's Business Engagement Manager, Carya Bair. Carya has ten years of experience in the Benton – Franklin workforce system, including Career Path Services, Employment Security Department, and WorkSource Columbia Basin.

**WIOA Adult and Dislocated Worker Update - Jessie**

Jessie Cardwell provided an overview of the Adult and the Dislocated Worker programs. Jessie provided information on strategic partnerships to keep performance outcomes on track, including recruitment and outreach, covering program expenditures and targets, and placement rates. She encouraged all to read the Program Performance Summary for the Adult and Dislocated Worker Program, included in the meeting materials.

**Community Development Block Grant - Becky**

Becky provided an overview of the cumulative program performance summary, including outreach and program efforts. Becky shared the to-date community members impacted (85,553), which is over two times the original program target of 40,000. This number is updated on a quarterly basis, with the next update occurring during March's reporting period. Becky discussed the difficulty in finding local placements to meet this program's targets as the funding for this grant is fiscally restricted and strictly intended to pay for staffing at food Service sites. Program leadership contacted the Jubilee Ministry, Restoration Community Impact, Church of the Nazarene, Harvest Outreach, and Day Spring Ministries to inquire about possibly becoming host sites.

Board Chair Todd Samuel asked a clarifying question about the possibility of additional host sites.

Becky shared that when they ultimately had to decide to return funds to commerce, they were in the process with, specifically, Jubilee Ministries and were trying to onboard that site. They were just not in alignment. Several identified barriers to this funding were identified as multiple community partners also received these funds.

Heather Woodruff continued that there was little interest, and they were competing with other agencies that already had this funding, specifically the food distribution sites. This unique grant targeted the pandemic (Covid-19) and hunger relief. Many lessons were learned in how they might do it differently in the future.

### **Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac**

Isaac provided an overview of January's OHDC cumulative program summary included with the meeting materials. Isaac covered outreach, including resource fairs and campaigns to reach more individuals and increase enrollments. Isaac shared the progress of the research piece of the grant, together with the research goals and community survey. To support the findings from the focus groups, a community survey with questions regarding key findings was released in the week of January 16 to validate and form conclusions based on preliminary data from our focus groups. At least 150 qualified responses with a goal of 20% of responses from each identified target population. The survey is anticipated to end in the second week of February. It has been boosted through community groups and social media channels. The survey format is offered in both English and Spanish, and for accessibility, a QR code and link were also provided.

### **QUEST Update – Jessie & Carya**

Jessie discussed that next month there will be a performance report for QUEST. On the program side, work to develop an outreach plan is underway. The focus of the Outreach will describe how work will be done to identify target populations and why they are a target, identify how they know the outreach is working, what the key partners in this outreach will be, what methods of outreach will be used and how the methods will be culturally and linguistically appropriate. Their business engagement plan and outreach plan are due to the state on February 28th.

Carya shared that the business engagement plan has been submitted to David, COO, for review before submission to the state. Carya discussed that she is working on expanding partnerships she already has and strengthening them to build their business pipeline.

### **Economic Security for All - Becky**

Becky Tuno discussed the State and Federal cumulative EcSA program performance summary included within the meeting packet covering program highlights and total employed exits for January 2023. Becky provided program challenges as well as outreach and partnership efforts.

### **WorkSource Columbia Basin (WSCB) Update – Crystal**

Crystal Bright shared the WorkSource operator report details, which were included in the meeting materials. She highlighted January WorkSource site operations and customer feedback. Crystal summarized service delivery, discussing career and business services and community connections.

### **BFWDC Request for Proposal - David**

David shared that on January 19<sup>th</sup>, the request for proposal (RFP) was released for the WIOA Youth, Dislocated Worker, and Adult grants. The Bidder's Conference was held on January 30<sup>th</sup> from 10:00 am – 11:30 am. For proposal information, including deadlines and full RFP details, David provided a link to [www.bentonfranklinwdc.com/rfp](http://www.bentonfranklinwdc.com/rfp). For clarification, this RFP will include Adult, Youth, and Dislocated Worker as all part of the same contract with a business services section outlined within. Because of how closely all three contracts work together, they decided they'd like the bidder to apply for all three of them. The RFP has been distributed to board members, community partners and placed on social media platforms; if you have any questions, please reach out to a BFWDC Team Member, and they'll be able to point you in the right direction. The proposal deadline is Monday, February 27<sup>th</sup>, 2023, at 4:00 p.m. David informed Board Members of the need for a standing committee to review the proposals that have been submitted and asked for volunteers to please reach out to a BFWDC staff member.

## Round Table/Agency Updates

DVR – Jessica Rusch, the new supervisor for the division of vocational rehabilitation in both Kennewick and Walla Walla offices and the Kennewick workforce. She will provide supervisory assistance to those staff and work alongside the BFWDC. They're working on rapid engagement and developing policies and ways to be more efficient and get their customers through their process quicker and to be able to assist them with reaching their goals sooner while working through barriers that can lose individuals along the way.

Career Path Services – Heather Woodruff wanted to share with the committee the demographics of whom they are serving, as this is a true reflection of all the work the entire workforce has done. She informed members that 54% of the demographics of the customers that they're serving are Hispanic or Latinx, 25% are non-white, and overall, 33% lack a GED or high school diploma. They have worked closely with CBC (Columbia Basin College) to help develop a service offering at WorkSource that will help them meet that need, which will be transformational. 22% of the customers they're serving are single parents, and 25% are justice-involved. These are similar demographics to what they've seen in the past. But they have the partnerships now to really be able to serve these individuals in a better way. Heather reported that something that has been on her radar for a while, and it is in alignment with the trends they are seeing nationally, is that they have been underserving women, specifically in their Title-IB Programs post-pandemic (44%). Pre Covid there was a 50-50 gender split; women were historically and exponentially impacted by COVID-19 and their ability to return to work because of some of those natural barriers of family care. They are watching closely to ensure they're developing the right programming and assessing what access to their program looks like. And if it is meeting the needs of women and families and connecting with the right community resources to help address women re-entering the workforce. Heather continued with performance discussions and partnership development.

WSU Tri-Cities – Kate McAteer reported that their Human Resources department across the WSU system recently held their retreat. They realized that when advertising and hiring for positions, many of those required a post-secondary credential, and they have many jobs at WSU where candidates should not need that to apply. The HR team is revamping and removing that even as a preferred requirement for positions like custodian and some office system positions. Kate shared her frustration with getting those positions filled due to those requirements.

Carson College of Business has developed a new program, Cougar Tracks, focusing on re-skilling and upskilling candidates. Joan with WSU has worked closely with many businesses in the Tri-cities, one example being a tasting room certification. It's an opportunity for someone that maybe is thinking about getting a job in the wine industry. They could do this certification and apply for a job. And it's all online. They're targeted at people who do not have an undergraduate degree but are interested in attaining business skills. They've received some grants from Career Connect Washington, and it's made them realize that they have to be a lot more flexible in how they're offering their courses. Starting this fall, they will start offering more courses in the evening. Individuals employed by WSU can take advantage of courses for a greatly reduced cost.

CBC - Michael Lee congratulated his Team for their hard work and shared that CBC has been awarded a 5-year, 3-million-dollar Title-5 grant as a Hispanic serving institution and is working on constructing an equity center. This grant will help with funding for faculty to work on DEI in the curriculum and software to serve students better.

CBC will offer a Bachelor of Applied Science in Community Health this fall. They are starting a dental assisting program with a series of certificates and a two-year degree. They have also created an AA for Pre-Nursing. And have approved an associate degree in health sciences, which includes all of their short-term certifications as a pathway into the health science programs offered at CBC to ensure that those are covered by Federal financial aid.

making changes in our accounting program. They've created a digital marketing program and are changing their entrepreneur and business development certificate. They've created a short-term certificate in leadership through our business department. They are working to clarify computer science versus computer applications and ensuring that a student is getting a computer science degree and that they're focused on computer science, not the applications of Microsoft. They also changed the name of their BAS and AAS to software development, which is really what it's always been.

Lastly, Mr. Lee shared that they have received funding from the Legislator to employ staff (Financial Aid Ambassadors) at high schools to work with students ensuring they are filling out their FAFSA. They hope to increase eligibility for financial aid in our service district.

**Next Meeting**

- Adult & Employer Linkage Committee – Thursday, March 16<sup>th</sup>, at 4:00 p.m., on Zoom.
- Executive Committee - Tuesday, February 28<sup>th</sup>, at 4:00 p.m. on Zoom.
- Quarterly Board Meeting - Tuesday, April 5<sup>th</sup>, at 4:00 p.m. on Zoom.

**Adjournment**

With no further business, the meeting was adjourned at 5:03 p.m.

Respectfully submitted:

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

\_\_\_\_\_  
Cyndelle Howell, Admin. Assistant      Date

## MEMORANDUM

**DATE:** March 13, 2023

**TO:** Benton - Franklin Workforce Development Council (BFWDC) Full Board

**FROM:** Becky Tuno, Community Programs Manager

**SUBJECT:** Motion to award the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023.

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Background: The Economic Security for All (EcSA) program was designed for building and testing locally developed approaches for streamlining access to existing services and benefits, helping more low-income families move out of poverty. With a goal of replicating and expanding successful approaches, the EcSA program is funded by the Workforce Innovation and Opportunity Act (WIOA) statewide activities funds and general funds from the governor's budget.

Due to excellent performance with our EcSA Program, the BFWDC has been awarded an additional \$25,000 of State EcSA dollars reallocated from two other areas to support our local EcSA program. The funds will be utilized to support direct client training, support service needs, and staffing/CPS overhead.

BFWDC staff recommends increasing Career Path Services' PY 22 State EcSA contract in the amount of \$25,000 beginning April 1, 2023, to be expended by June 30, 2023.

## February 2023

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of February 28th, 2023	\$429,287	\$378,871	113%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	194	127	162
Exits			
Total Employed Exits	54	50	96
Placement Rate	72%	85%	85%
Median Wage	\$20.38	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	29	26	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

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

**Strategic Partnerships Recruitment and Outreach:**

- With performance measures being over the target, the partnership efforts are focused on providing wrap-around services and job readiness coaching, as well as referrals to other programs for those who need training.
- Staff met with HR personnel from Small World Learning Center to discuss On-The-Job training opportunities. They are looking to host up to four potential On-the-Job-Trainings, and direct employment opportunities for Teacher Assistants. The staff has started the resume selection process for those participating in WIOA programs.

**Placement rate:** This will increase as more participants obtain unsubsidized employment.

**Individual Training Account (ITA): There are sixteen (16) ITAs scheduled to complete in January 2022-June 2023.**

Our State grant managers said they see a variety of training opportunities in our area that they do not see in other areas.

- 1 Phlebotomy
- 9 Com. Driver License (CDL)
- 1 Quickbooks
- 2 Beginning Welding
- 3 Cert. Nurs. Asst. (CNA)

**Participant Success Story:**

Lucas, 29, was employed full-time at Americold and was the sole provider in his household. Despite his full-time status, Lucas was not earning a wage high enough to be self-sufficient and support his family of four. He came to the Adult program in October 2022 seeking to obtain his CDL License and was co-enrolled in the State EcSA program to leverage funds for tuition assistance. The program assisted Lucas with his class A CDL license and Hazmat endorsements. He completed his training on 11/17/2022 and obtained his CDL License on 11/22/2022. Furthermore, he earned his Hazmat endorsement on 12/9/2022. Staff then referred him to several employment opportunities within his occupational goal. Lucas had initially started working at TWT Refrigerated Service but mentioned safety concerns that could lead to losing his newly obtained license. Lucas and his case manager discussed how to navigate this situation and what the best route for him would be to obtain experience. Lucas was encouraged to speak out on these concerns with his employer at the time (TWT) and was also provided additional support through employment referrals to other companies. Eventually, Lucas decided that TWT was not a good fit for him as he did not want to risk his license, and he secured employment through a referral staff sent him previously for YRC Freight. Through this referral, Lucas obtained employment with YRC on 1/11/2023, working full-time at a wage of \$34.80 with benefits.



## February 2023

<b>PY22 Dislocated Worker Program Performance Summary</b> (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of February 28th, 2023	\$528,494	\$506,509	104%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	121	131	177
Exits			
Total Employed Exits	36	75	112
Placement Rate	86%	85%	85%
Median Wage	\$22.75	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	18	26	37
On-the-Job Training (OJT)	0	2	3
Entrepreneurial Training	0	0	1

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

### Strategic Partnerships, Recruitment, and Outreach:

- The staff has begun strategizing new ways to emphasize programmatic recruitment during layoff information sessions/general rapid response services. Strategies utilized include designated time for onsite enrollments, continuing employee surveys for impacted workers, and providing program flyers with referral links to employer HR contacts.
- Staff met with HR personnel from Small World Learning Center to discuss On-The-Job training opportunities. They are looking to host up to four potential **On-the-Job-Trainings**, and direct employment opportunities for Teacher Assistants. The staff has started the resume selection process for those participating in WIOA programs.
- HMIS (Hanford Mission Integration Solutions) requested Rapid Response services for an upcoming layoff. The estimated impacted workers are 20-45, with a last day of employment of March 6<sup>th</sup>, 2023. WSCB staff have coordinated two in-person layoff information sessions, including presentations on WorkSource Services, Unemployment Insurance, Healthcare options, the DW program, 211, and Worker Retraining.

### Total Employed Exits:

- As more participants complete training, they will be exited into unsubsidized employment.
- Staff who are lowest in exit targets receive coaching on strategies to engage participants to find self-sufficient employment.
- All staff discuss exit strategies at staff meetings to share best practices and are keeping these targets as a priority.

### Individual Training Account (ITA): There are fourteen (14) ITAs scheduled to complete in December 2022-May 2023.

- |                      |                              |                               |
|----------------------|------------------------------|-------------------------------|
| • 1 Phlebotomy       | • 10 Com. Drv. License (CDL) | • 1 Human Resource Prof.      |
| • 1 CompTIA Security |                              | • 1 Administrative Technician |



**February 2023**

<b>PY22 CDBG Program Performance Summary            (Cumulative from July 1st, 2021 – June 30th, 2023)</b>			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of September 30, 2022	\$448,718	\$193,065.50	43%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	8	12	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	85,553		40,000

**Community Members Impacted:**

- There are currently six participants placed at their respective food sites to support food distribution efforts.
- The total cumulative community members served to date is **85,553** which is **over 2 times** the original program target of 40,000. This number is updated on a quarterly basis with the next update occurring during March’s reporting period.

## February 2023

PY22 OHDC Program Performance Summary (Cumulative from March 1st, 2022 – June 30th, 2023)					
	Actual	Sept. Goal	Dec. Goal	March Goal	OHDC Overall Goal
Persons reached	5,713	N/A	N/A	N/A	N/A
Referrals	747	150	300	750	1100

### OHDC Outreach

- Some of the events and type of outreach our partners, L&I Community Relations and OIC of Washington conducted utilizing OHDC support items include:
  - Meeting with youth and their families at schools
    - Connell School meeting – Feb 7<sup>th</sup>
    - Migrant Parent and Student Conference (Together Towards Tomorrow Conference) – Feb 17<sup>th</sup>
    - Chiawana High School - - Feb 23<sup>rd</sup>
    - Mabton ESD Family Conference Event – Feb 25<sup>th</sup>
    - Mesa Elementary School – Feb 28<sup>th</sup>
  - Direct Outreach at job sites where LEP workers are present to talk about services and programs at places such as Wineries, farms, and Warehouses to distribute flyers of printed information as well as branded items.
  - Working with vendors associated with Telemundo and Other radio and social media work;
    - People for People to promote SNAP applications
    - OIC of Washington to promote NFJP AND SSFV

### OHDC Research

**Deliverables:** Sonar Insights has provided us with deliverables alongside, data and all information related to our research.

#### Research Goals:

- Find the most optimal forms of communication and messaging to use for reaching underserved populations in Benton and Franklin counties.
- How people are finding local resources.
- Identify barriers and challenges for underserved populations when it comes to finding, accessing, and receiving assistance.
- Overall, finding the best ways to create access through outreach.

**February 2023**

<b>QUEST Summary</b> (Cumulative) (Total contract amount \$343,643)			
<b>Program Expenditures</b>	<b>YTD Spent</b>	<b>YTD Target</b>	<b>% Target Spent</b>
As of February 28th, 2023	<b>\$13,370</b>	\$20,642	65%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Planned Participants	<b>1</b>	2	43
<b>Services</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
# of Participants Receiving Career Services	<b>1</b>	2	43
# of Participants Receiving Individual Training Accounts (ITA)	1	0	30
# of Participants Completing Individual Training Account (ITA)	0	0	25
# of Participants Receiving Supportive Services	0	0	15
<b>Exits</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Employed Exits	0	0	35

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

**Strategic Partnerships:**

- Staff met with Marshall Pickett, the Program Coordinator for the Superior Court Adult Drug Court Program to discuss partnership and how WIOA Title IB programs can help those in Drug Court reacclimate to society. The next step is to establish a referral process.

**Recruitment and Outreach:**

- Staff presented on the purpose of Quest at a recent WorkSource Columbia Basin All Staff, where system partners were informed of eligibility requirements and services that can be provided in Quest and given information on how to refer customers to the program.
- Work implementing the Outreach Plan began in January, and data will be shared soon.

## February 2023

State and Federal EcSA Program Performance Summary (Cumulative from April 2022 - June 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
Federal EcSA	\$298,753	\$152,719.22	51.1%
State EcSA	\$371,204	\$303,537.08	81.8%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	153	135	150
State EcSA	64	38	55
Co-Enrolled	24	n/a	n/a
Training Placements at/above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	55	37	40
State EcSA	28	17	24
Co-Enrolled	0	n/a	n/a
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	46	70	95
<i>Employed Exits Below Threshold</i>	10	n/a	n/a
State EcSA	21	24	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	9	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

### Program Highlights:

- Challenges: With increased interest in the program via continued partnership building and outreach, the program is experiencing challenges fully paying for for tuition costs. Staff continue to work to mitigate needs and leverage other resources to meet gaps for higher cost training programs.
- The program is also experiencing challenges with maintaining client engagement, which is resulting in low placements and employment exits. Staff are engaging in additional training to bolster their skills in getting clients to re-engage and maintain connection with their case manager.
- Outreach/Partnership Efforts: Program operator staff continue to conduct outreach through a variety of means including flyer distribution at partner locations, librarians, grocery stores, and unique community events. Recruitment also occurs via referrals from training providers such as OIC, TC Futures, T-Enterprises, Martinez Trucking Institute, H&R Elite, and other community organizations.

### Training: 15 total

2 Welding to end 3/23	1 Welding to end 4/23	1 CNA to end 8/23
2 CDL to end 3/23	2 CDL to end 4/23	1 Bookkeeping Quickbooks & Payroll Management to end 6/23
3 NAC to end 3/23	1 Billing & Posting Clerk to end 4/23	
1 Emergency Tech to end 3/23	1 Certified Digital Marketing to end 6/23	

### Total Employed Exits:

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



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

**February Highlights:**

- Local EO Monitoring was conducted during the month of February. This includes interviews with customers and staff, in addition to a facility walk through. Results will be available in March.
- In preparation for a new phone system and to ensure ongoing CQI, a new group was stood up in December. The committee provides an opportunity to discuss what is working, what is not, and to coordinate planning for the transition to Jabber. A schedule has not been shared, however, as phones are a primary line of business for WSCB, transition planning and facilitated training are top of mind.

**WorkSource Site Operations:**

<b>Customer Counts 2/1-2/28/23</b>		
<b>Total Staff Assisted Seekers</b>	<b>919</b>	
<b>Total Staff Assisted Services</b>	<b>1943</b>	
<i>Basic Career Services</i>	1649	
<i>Individualized, Training, and Support Services</i>	165	
<b>Unique Number of Businesses Served</b>	<b>71</b>	
<b>Staff Provided Business Services</b>	<b>143</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	14
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	8	5
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	59	34
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	60	43
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (3/10/23).



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### **February 2022 Customer Feedback:**

- 16 survey responses were received via Jotform:
  - Of the customers who responded, 100% will refer family and friends.
  - Top 3 services reviewed: job search, unemployment assistance, and one-on-one career guidance.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 26 comments were collected to include areas we exceeded expectations and suggested improvements.
- The team also received a 5-star review on Google Business with the following comment: “Excellent service and help.”
- Customer Feedback – *What we did well:*
  - “You gave me hope.”
  - “The WorkFirst team is awesome, quick to return a phone call. Rapid response time.”
  - “(Ruby) exceeded expectations with a H2A referral. Migrant Seasonal Farm Worker (MSFW) customer was very thankful we were able to support with Reemployment Services & Eligibility Assessment (RESEA), Unemployment Insurance (UI), and H2A referral to get her back to work!”
  - “I was able to start my CNA program quickly with the help of Chante. She provided me with a laptop and scrubs to be able to start my online program!”
  - “Ric Valdez was really amazing! He listens and provides you the information needed so you understand. His patience and kindness is golden.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in February to be addressed in March:
    - “More help with the computers.”
    - “Transitioning process from one case manager to another but I understand this has expected challenging moments.”
- Note: After several years of using Survey Monkey as our primary customer satisfaction surveying tool we have transitioned to JotForm due to budgetary constraints.

### **Service Delivery**

#### **Career Services:**

- One on one services highest in demand include deskside job seeker assistance, Reemployment Services & Eligibility Assessment (RESEA) Initial – Follow Up Scheduled, and Reemployment Services & Eligibility Assessment (RESEA) Follow Up. Translation/interpretation services were provided 183 times in February, or 9% of services offered. During February WSCB provided 36 group services to 36 individuals through our locally offered workshops and group sessions, including WorkFirst Orientation, LinkedIn, and Navigating Career Pathways (Career Assessments).



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

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 3/10/23	221*	138	605	179	4398	3875

\*This includes staff and customers who have had access, however, no longer hold an active license.

**Business Services:**

- The team is working with employers across the state to support recruitment needs. As a result, the team is assisting to promote positions and events, as well as to host space within WSCB for employers to provide job seekers help with their resume, recommend specific job openings based upon experience, and to ensure applications are complete.
- Upcoming Events –
  - Meet the Employers: Resume review for Veterans & Military Spouses – 4/11 from 2-4pm
  - Meet the Employer: Boeing – 4/12 from 10am-2pm
  - 2023 Spring Career & Internship Fair 4/25 from 10am-2pm

**Community Connections:**

- 2/7: Introductory meeting with Dave Nordman, Regional Director with SDI, a provider of Lifeline Phone Services. They recently acquired Assurance wireless contracts and will be providing Federal free phone resources at WSCB starting in March.
- 2/8: Our BST members attended the monthly Business Builder meeting which is hosted by the Tri-City Regional Chamber. The meeting focus was small business lending and a presentation by Port of Kennewick regarding their real estate development activities.
- 2/9: Connected with Sonee Kulaga, Mission Services Manager, with Goodwill to discuss temporary closure of the Pasco and Walla Walla ECs and how WSCB can support. We also talked about service delivery methodology based upon trending customer needs. This information was brought back to the team in consideration of our service offerings.
- 2/9: WSCB hosted the ACCESS Tri-Cities board meeting onsite. The mission of the ACCESS team is to create access to employment by building bridges between businesses and applicants with disabilities through education, recognition of best practices, and connection to disability and inclusion resources.
- 2/22: Spoke with Dave Nordman of SDI to make arrangements for a 3/7 service delivery start date at WSCB.
- 2/27: Met with Efrain Flores, Senior Account Representative with Telemundo/Fox to discuss an opportunity to promote WorkSource services via no-cost ad spots in March and April. This





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information was shared with the Outreach Committee for production planning to occur in March.

- WSCB is extending our front doors to provide services to customers within the community. We are currently doing so in partnership with the Pasco Library and the DSHS CSO. Staff are scheduled at each location part day each week.

**Staff Training & Development:**

**Training/Development Attended:**

- 2/1: Safety Training – Blue Lights, December Customer Feedback Improvements, WSCB Business Updates
- 2/8: Cross Training – CBC Workforce Education Center (WEC) Team
- 2/15: February Customer Kudos, Cross Training – Self Employment Resources (SEAP, small business loans, etc), February Data Review, WSCB Business
- 2/22: Cross Training – CBC Educational Programs & Updates

**Upcoming Training/All Staff Meetings:**

- 3/1: Cross Training: Veterans Services, January Customer Feedback Improvements, Safety Training – Ladders, WSCB Business Updates
- 3/8: Policy Training – Concern & Complaint Process
- 3/15: Customer Kudos, Cross Training – Rapid Response,

**Facilities:**

- 2/1: Unifirst installed new paper towel, soap, and sanitizer dispensers throughout the facility. Supply order and refresh has been added to our contract.
- 2/2: Brashear Electric repaired power receptacles within staff cubes that were no longer functioning due to normal wear and tear.
- 2/9: Yearly water tank inspection was completed by Traveler's as a part of property insurance protocols.
- 2/21: Site evacuation maps were updated to reflect new First Aid kit locations.

Respectfully submitted by C. Bright on 3/10/23

[Note: Job seeker services data is currently being researched with the WIT team as some discrepancies have been noted between reports. Future correction may be needed.]



## 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

# February 2023 Liaison Report

Program Year July 2022-June 2023



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### Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 919 (+10)  
Total Staff Assisted Services to Job Seekers: 1943 (+27)  
Unique Number of Businesses Served: 71 (+29)  
Staff Provided Business Services: 143 (+59)

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



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

TC Futures Total Youth Enrolled (YTD): 508 (+59)  
Out-of-School Youth (OSY) Program (YTD): 180 (+8)  
Co-enrolled in Both Programs: 47 (+2)  
Total Youth attained GED: 44 (+5)  
Total OSY Employed and/or Post-Secondary Exits: 61 (+2)

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

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

Youth \* Adult \* Dislocated Worker/Rapid Response \* QUEST

Total Participants Served (YTD): 495  
Monthly-to-Date Target: 418 (118%)

Total Employed Exits (YTD): 145  
Monthly-to-Date Target: 194 (75%)

## Additional BFWDC Programs

### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 153 Monthly-to-Date Target: 135  
Total Employed Exits: 46 Monthly-to-Date Target: 70

### Economic Security for All (STATE EcSA)

Participants Served (YTD): 64 Monthly-to-Date Target: 38  
Total Employed Exits: 21 Monthly-to-Date Target: 24

### Community Development Block Grant (CDBG)

Site Placements: 8 Program Target: 12  
Low/Middle Income Served: 85,553 Program Target: 40,000

### Outreach to Historically Disadvantaged Communities

Referrals Made: 747 Monthly-to-Date Target: 300  
Customers Reached: 5713 Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit [WorkSourceWa.com](http://WorkSourceWa.com) or [TCFutures.org](http://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 (January)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 6.4%

Franklin County Unemployment: 8.6%

Tri-Cities Employment (January 2023)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	123800	(1,400)	-1.1%	5,900	5.0%	151%
Total Private	104300	(1,400)	-1.3%	5,100	5.1%	156%
<b>Goods Producing</b>	19500	(500)	-2.5%	1,600	8.9%	147%
Mining, Logging, and Construction	10300	(300)	-2.8%	300	3.0%	73%
Manufacturing	9200	(200)	-2.1%	1,300	16.5%	350%
<b>Service Providing</b>	104300	(900)	-0.9%	4,300	4.3%	152%
Private Service Providing	84800	(900)	-1.1%	3,500	4.3%	158%
Trade, Transportation, Warehousing and Utilities	21500	(500)	-2.3%	500	2.4%	247%
Retail Trade	14100	(300)	-2.1%	-	0.0%	163%
Financial Activities	4300	-	0.0%	-	0.0%	100%
Professional and Business Services	22500	(200)	-0.9%	1,500	7.1%	300%
Administrative and Support Services	12200	(200)	-1.6%	700	6.1%	467%
Educational and Health Services	19700	-	0.0%	600	3.1%	227%
Leisure and Hospitality	12500	(200)	-1.6%	900	7.8%	114%
Food Services	9800	(100)	-1.0%	500	5.4%	126%
<b>Government</b>	19500	-	0.0%	800	4.3%	100%
Federal Government	1100	(100)	-8.3%	(100)	-8.3%	100%
Total State Government	3000	100	3.4%	100	3.4%	0%
Total Local Government	15400	-	0.0%	800	5.5%	133%

### Other News

- Carya Bair has joined the BFWDC Team as our Business Engagement Manager. Her responsibilities will include the business components of our new QUEST Grant, such as expanding awareness of businesses services available within the Benton-Franklin Workforce System and further developing relationships with community based organizations, businesses, and municipalities.
- Career Path Services, the QUEST subrecipient for programmatic services, has begun offering services and reporting on activities. A Business Plan and Outreach Plan targeting businesses and job seeker participants respectively has been developed and submitted to the state.
- In preparation for a new phone system and to ensure ongoing CQI, a new group was stood up in December. The committee provides an opportunity to discuss what is working, what is not, and to coordinate planning for the transition to Jabber. A schedule has not been shared, however, as phones are a primary line of business for WSCB, transition planning and facilitated training are top of mind.
- Local EO Monitoring was conducted during the month of February. This includes interviews with customers and staff, in addition to a facility walk through. Results will be available in March.

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](mailto:dchavey@bf-wdc.org)  
[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5988**



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## February 2023

### Monthly Data-February 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=508 (including carry-ins)

GED month-to-date: 5

GED YTD: 44

Co-enrollment month-to-day: 2

Co-enrollment YTD (Includes carry over): 47

### Summary

TC Futures saw a significant number of enrollments in both programs. The OSY team enrolled 22 customers and the Open Doors team added 37 to its roster. Finley School District was added to the Open Doors consortium.

### Student Learning

Co-enrollment for GED prep and testing has delivered 17 graduates, representing 38% of this year's total. Amazing work! Attendance at Independent Living Workshops has increased, with more customers returning week to week. HAPO enjoyed their previous workshop series so much that they asked to return.

Career Path Services has brought forth "Dignified Work" to TC Futures. Here, a person can learn to incorporate lived experience into the resume and present the information to employers through interviews or other job seeking tasks. This innovative technique empowers individuals who have lived through challenges highlight their skills and prepare for success in the workplace.

### Continuous Improvement

Students identified as needing only 1 test to complete the GED have been the focus this month. We are working with case managers across the team to encourage attendance at the GED Prep sessions as well as engaging in on-on-one tutoring.

### Qualified Case Management and Instruction

Gabby has been fully trained to take over part of Mitzy's caseload in her absence. She began her new role mid-February and is expected to continue until Mitzy's return in July.

Brian joined our team, representing "Dignified Work" at TC Futures. We are excited to have him aboard.

### Moving Forward

Work continues for the WSAC Challenge Grant. The partnership is working together on responding to Round 11 of the Program Builder, Career Connected Learning Grant opportunity.

For more information, please contact TC Futures Director, Melanie Olson by calling 509-537-1706 or emailing molson@esd123.org.