



## Adult & Employer Linkage (AEL) Committee Meeting

May 18<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 – Todd Samuel
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- April 20<sup>th</sup>, 2023 (Needs a vote)
4. National Association of Job Assistance (NAJA) Takeaway's – Jessie & Cynthia
5. Review PY23 Board Meeting Calendar - Jessie
6. Performance Pit Stop
  - WIOA Adult and Dislocated Worker – Jessie
  - Community Development Block Grant – Becky
  - QUEST – Jessie & Carya
  - Economic Security for All - Becky
  - Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
7. WorkSource Columbia Basin (WSCB) Update – Crystal
8. Celebrate Champions - Jessie
9. Agency Updates – Business Updates, Challenges, Successes, and Upcoming Events.
  - Adolfo de León – DSHS-CSD
10. Next Meeting
  - Adult & Employer Linkage Committee - Thursday, June 15<sup>th</sup>, 2023, at 4:00 p.m. on Zoom
  - Executive Committee - Tuesday, May 30<sup>th</sup>, at 4:00 p.m. on Zoom
  - Quarterly Board Meeting – Tuesday, July 25<sup>th</sup>, at 4:00 p.m. Zoom/WSCB Hybrid
11. Adjournment
12. Attachments
  - Adult & Employer Linkage Minutes: April 20<sup>th</sup>, 2023
  - NAJA One-pager
  - PY23 Board Meeting Calendar
  - April 2023 Program Performance Summaries
  - April 2023 Layoff Profile
  - April 2023 TC Futures Report
  - April 2023 Liaison Report
  - April 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  
April 20<sup>th</sup>, 2023, 4:00 p.m. – Zoom.

<u>Present</u>	<u>Excused</u>	<u>BFWDC Staff</u>		<u>Guests</u>
Todd Samuel	Adolfo de Leon	Tiffany Alviso	Crystal Bright	Ric Valdez
Jennie Weber	Michael Lee	David Chavey-Reynaud	Heather Woodruff	Ruby Aleman
Kate McAteer	Karl Dye	Jessie Cardwell	Juan Ortiz	Jose Sandoval
David Phongsa		Becky Tuno	Keri Lobdell	
		Isaac Estrada	Brooke Menter	
		Cyndelle Howell	Cynthia Pocasangre	
		Carya Bair	Rebecca Williamson	

**Call to Order**

Todd Samuel started the meeting by welcoming everyone and called the meeting to order at 4:02 p.m.

Cyndelle Wood read the roll call while everyone responded. The meeting quorum was present. 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 March 16<sup>th</sup> Adult & Employer Linkage Committee meeting minutes were provided for members to review.

*Jennie Weber motioned to approve the March 16<sup>th</sup>, 2023, AEL Committee Minutes as presented, seconded by Todd Samuel; the motion was carried unanimously to approval.*

**Motion to award the WIOA Title IB Dislocated Worker Subrecipient Contractor, Career Path Services, an additional \$13,309, bringing the total contract amount to \$773,072, effective April 10, 2023.**

Jessie shared that the Washington State Employment Security Department (ESD) is reallocating unspent Rapid Response funds to local areas interested in receiving additional funds for their Dislocated Worker programs and are in good standing with their expenditures. Our area’s reallocation amount is \$42,507, which must be spent by June 30, 2024. Because we can use these funds until June 2024, \$13,309 will be applied to PY22, and the rest, \$29,198, will be applied to PY23 to help increase funds for the first quarter when there is a cap.

*Todd Samuel motioned to approve the WIOA Title IB Dislocated Worker Subrecipient Contractor, Career Path Services, an additional \$13,309, bringing the total contract amount to \$773,072, effective April 10, 2023, as presented, seconded by Kate McAteer; the motion was carried unanimously to approval.*

*Board Member Jennie Weber recused from the motion.*

**Guest Speaker: Where Are They Now?** David Phongsa, Introduction – Jessie

Jessie introduced BFWDC Board Member David Phongsa, a WorkSource Columbia Basin customer. David shared his journey through the program, which led him to launch his small business, and the training he received through WorkSource Columbia Basin—expanding on his experience with his Case Manager, Lyndsey. David spoke about the local mentorship program he entered and the connections he made for his professional development. His mentor, Paul, walked him through owning and launching a small business. David ran his food truck and found that through this, he enjoyed the marketing and community involvement piece. He then moved on to pursue and obtained his

bachelor's degree through Western Governors University. Through his entrepreneurship and connections made, he began work with the Port of Kennewick part-time while finishing his degree— implementing “Summer Saturdays” and going into the second year. Mr. Phongsas has been offered a full-time position with the Port of Kennewick as their Marketing and Capital Projects Coordinator. David announced his stepping down from the BFWDC Board of Directors as he will no longer be able to represent the Business sector on our Board. His first full-time day at the Port of Kennewick is May 1<sup>st</sup>, 2023.

Board Chair Todd Samuel thanked Mr. Phongsas for serving on the BFWDC Board of Directors and sharing his journey through the workforce system and program and how his experiences shaped his future.

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

Jessie 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, follow-up, placement rates, and participant training scheduled to be completed from December 2022-May 2023. 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. Five participants are currently placed at their respective food sites to support food distribution 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 quarterly, with the next update occurring during June's reporting period. Becky discussed that the grant ends on June 30<sup>th</sup>.

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

Isaac provided an overview of March's OHDC cumulative program summary, included with the meeting materials, sharing program outreach, persons reached, referrals made, and research conducted. Isaac shared the progress of the research piece of the grant, together with the research goals and community survey. Deliverables have been collected, and that information is being compiled to share from the communication guide.

#### **QUEST Update – Jessie & Caryn**

Jessie shared program highlights as of March 31<sup>st</sup>, 2023, covering year-to-date spending, targets, services provided, and enrollments.

Caryn, Business Engagement Manager, provided effective practices, employment trends, and program strategies. Of the ten enrollments for QUEST, seven were brand new to workforce development services and had never received assistance from WorkSource previously. None knew the many services available at the center and were grateful for the support. Most customers are interested in CDL training in addition to other fields such as Manicurist and Teaching. Employment trends will be updated as we serve more customers in the coming months.

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

Becky shared the State and Federal cumulative EcSA program performance summary in the meeting packet covering program highlights and total employed exits for March 2023. Federal EcSA is 62% spent, and State EcSA is 86% spent; both are on track. Becky provided EcSA program highlights, including challenges, outreach, partnership efforts, training enrollments, and employed exits.

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

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

### **Round Table/Agency Updates**

Employment Security Department (ESD) – Rebecca Williamson, Cynthia Pocasangre & Ruby Aleman provided a high-level overview and recent service delivery data of three of the ten unique programs offered in Benton and Franklin Counties; Re-Employment Services and Eligibility Assessment (RESEA), WorkFirst, and Migrant Seasonal Farmworker Outreach Program (MSFW). The program goals, customized services, coaching, mentoring, etc., individuals receive were discussed. Finally, the program delivery data and outreach were covered.

Opportunities Industrialization Center (OIC) – Israel Delamora reports that OIC continues to see many customers requesting CDL training. For the year, they are lagging in job placements. They aim to place 90 customers in jobs (52 with a quarter left). As for customer enrollments, they have a goal of 160 and are currently 116 enrolled. OIC continues to see more people needing emergency assistance. His biased opinion is that COVID-19 continues to affect customers dependent on subsidies during the pandemic. They see more migrant customers with Columbian, Venezuelan, and Cuban backgrounds. Recently, OIC started working with First Fruits and Douglas Fruit to discuss providing some of their workforce with skills upgrades. They currently are working with Keeley Gant, Director for Career and Technical Education, ESD 123, and Charlie Dansie, a shop teacher at Connell High School, with their dream of providing CDL opportunities for some 40 students that are seniors.

Heather Woodruff – June 1<sup>st</sup> 5:30 p.m. TC Futures Graduation at The Garden Church.

Kate McAteer shared an update on the Challenge Grant and the work being done in Benton City, where WSU is partnered with CBC, K-12, and ESD123. Kate reflected on the partnerships being made and the importance of attending these committee meetings where you can come together and understand the community needs and how to improve the lives of people in Benton and Franklin Counties.

### **Next Meeting**

- Adult & Employer Linkage Committee – Thursday, May 18<sup>th</sup>, at 4:00 p.m., on Zoom.
- Executive Committee - Tuesday, April 25<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:

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Todd Samuel, Board Chair      Date

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Cyndelle Howell, Administrative Assistant      Date



# NATIONAL ASSOCIATION OF JOB TRAINING ASSISTANCE TAKE AWAYS



01.

## CHILD CARE

*Lack of availability, expensive, disproportionate effect on women. This issue must be addressed.*

02.

## DIVERSIFIED FUNDING

*We have to get more funding outside of WIOA Title IB. For example, ARPA, Youth Build, state and local funding opportunities.*

03.

## WIOA REAUTHORIZATION

*Working on adding flexibility to WIOA Eligibility documentation, marketing and outreach, Eligible Training Provider List – not this year.*

04.

## THE POWER OF PARTNERSHIPS

*Mission alignment amongst partners is essential to build a network of shared resources.*

05.

## REVENUE GENERATORS

*This is the power we bring to our community!*



## PY23 Board of Directors Calendar

2023 Program Year meetings will be offered in a Hybrid format:  
in-person and via Zoom videoconferencing

July '23						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August '23						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September '23						
Su	M	Tu	W	Th	F	Sa
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October '23						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November '23						
Su	M	Tu	W	Th	F	Sa
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December '23						
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

January '24						
Su	M	Tu	W	Th	F	Sa
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14	15	16	17	18	19	20
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28	29	30	31			

February '24						
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25	26	27	28	29		

March '24						
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24	25	26	27	28	29	30
31						

April '24						
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28	29	30				

May '24						
Su	M	Tu	W	Th	F	Sa
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26	27	28	29	30	31	

June '24						
Su	M	Tu	W	Th	F	Sa
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

- Adult & Employer Linkage Committee Meeting: 3rd Thursday of each month (except December) at 4:00 p.m.

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- Diversity, Equity & Inclusion Meeting: 1st Tuesday of September, December, March, and June at 3:00 p.m.

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- Youth Committee Meeting: 3rd Wednesday of July, September, November, January, March, and May at 3:30 p.m.

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- Executive Committee: Last Tuesday of each month (except December) at 4:00 p.m. \*Executive Committee meets at 3:15 p.m. on Quarterly Board Meeting dates\*

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- Board of Directors Meeting: Last Tuesday of July, October, January, and April at 4:00 p.m.

- Holidays Observed and Office Closure
  - 07/04/23 Independence Day
  - 09/04/23 Labor Day
  - 11/10/23 Veterans Day
  - 11/23/23 Thanksgiving Day
  - 12/24/23 Christmas Eve
  - 12/25/23 Christmas Day
  - 01/01/24 New Year's Day
  - 01/15/24 Martin Luther King Jr. Day
  - 02/19/24 President's Day
  - 05/27/24 Memorial Day
  - 06/19/24 Juneteenth

### April 2023

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of April 30th, 2023	\$520,656	\$473,589	110%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	220	145	162
Exits			
Total Employed Exits	65	60	96
Placement Rate	69%	85%	85%
Median Wage	\$19.13	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	39	30	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

#### Strategic Partnerships, Recruitment, and Outreach:

- Staff attended the Festival Del Dia De Los Niños at Ochoa Middle School in Pasco. The event included a resource fair, entertainment, and carnival games. Staff was able to connect with over 50 families and provided an overview of WorkSource services and programs for those looking for employment
- Due to the number of referrals (113 for April), leadership and staff are in talks about hosting weekly orientations for interested customers. Customers would attend orientation and then move forward to the next steps if they were ready, interested, etc. Orientations will reduce staff time for initial engagement by doing it in a group setting.
- Staff attended an orientation on April 18, 2023, at Columbia Basin College (CBC) to learn about the partnership between CBC and T-Enterprises. Eighteen participants were chosen to get \$4,000 assistance towards their CDL Class A, and WorkSource, among other partners, attended the orientation to assist with the remaining cost. After the presentation, staff met with several individuals interested in the program who met the basic eligibility.
- Staff partnered with ESD and TC Futures in attending the CBC/WSU Career Fair. The event included over 20 local employers. Staff was able to connect with over 15 possible customers and several employers.



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

## April 2023

PY22 Dislocated Worker Program Performance Summary (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of April 30th, 2023	\$626,902	\$633,136	99%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	146	155	177
Exits			
Total Employed Exits	53	85	112
Placement Rate	80%	85%	85%
Median Wage	\$22.50	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	24	32	37
On-the-Job Training (OJT)	0	2	3
Entrepreneurial Training	0	0	1

### Strategic Partnerships, Recruitment, and Outreach:

- Due to the number of referrals (113 for April), leadership and staff are in talks about hosting weekly orientations for interested customers. Customers would attend orientation and then move forward to the next steps if they were ready, interested, etc. This will reduce the amount of staff time in contacting each person individually.
- Staff attended an orientation on April 18, 2023, at Columbia Basin College (CBC) to learn about the partnership between CBC and T-Enterprises. Eighteen participants were chosen to get \$4,000 assistance towards their CDL Class A, and WorkSource, among other partners, attended the orientation to assist with the remaining cost. After the presentation, staff met with several individuals interested in the program who met the basic eligibility.
- Staff attended the Festival Del Dia De Los Niños at Ochoa Middle School. The event included a resource fair, entertainment, and carnival games. Staff was able to connect with over 50 families and provided an overview of WorkSource services and programs for those looking for employment
- Staff partnered with ESD and TC Futures in attending the CBC/WSU Career Fair. The event included over 20 local employers. Staff connected with over 15 possible customers and several community-based organizations.

### Total Employed Exits:

- Leadership worked with the BFWDC to increase flexibility for required data for employed exits which allowed for more to be reported that would've previously been considered "negative" due to lack of information.
- This is a building year for enrollments, and we started the long-term training pilot. This allows participants to be enrolled longer and obtain desired credentials.

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

- 1 Dental Assistant
- 1 Welding
- 1 Real Estate Broker
- 5 Com. Drv. License (CDL)
- 1 Nail Technician
- 1 Human Resource Prof.
- 1 Administrative Technician
- 3 Project Management



April 2023

PY22 CDBG Program Performance Summary (Cumulative from July 1st, 2021 – June 30th, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of March 31, 2023	\$363,831	\$246,810.44	67.8%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	9	12	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	119,569		40,000

**Community Members Impacted:**

- There are currently five 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 **nearly 3 times** the original program target of 40,000. This number is updated on a quarterly basis, with the next update occurring at July’s meeting.

**Participant Success Story:**

2<sup>nd</sup> Harvest has been one of our CDBG work sites since we undertook the Community Development Block Grant to assist with hunger relief in the community and stabilize households impacted by COVID-19. Between January 2022 through March 2023, 2<sup>nd</sup> Harvest plays a large role in the community in assisting households experiencing food insecurity. Karry G. has been a participant placed at 2<sup>nd</sup> Harvest through the CDBG grant since its inception. Karry was looking to find a self-sufficient income and a better life for herself and her children. Her role at 2<sup>nd</sup> Harvest began as a part of the warehouse team but she was promoted to Volunteer Center Manager in September 2022 with a pay raise to \$26.00 an hour. Her role at 2<sup>nd</sup> Harvest through the grant has afforded her a more flexible work schedule and self-sufficient income. Karry has shared that she has had an opportunity to grow in this position and find passion within the role, which helped persuade her to go back to school to pursue a business degree. This opportunity has also made it possible for Karry to purchase a home and spend more time with her children. One of the biggest highlights for Karry is the family/work balance she’s obtained since working in this position at 2<sup>nd</sup> Harvest. This has been a positive experience for Karry and she hopes that others have an opportunity to benefit from programs like the Community Development Block Grant.

**April 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 April 30th, 2023	<b>\$47,641</b>	\$50,349	80%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Planned Participants	28	7	43
<b>Services</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
# Receiving Career Services	28	7	43
# Receiving Individual Training Accounts (ITA)	10	1	30
# Completing (ITA)	1	0	25
# Receiving Supportive Services	2	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

**Program Highlight:**

All performance metrics for QUEST are exceeding the targets! Due to limits in Adult and Dislocated Worker funding, more QUEST customers are being served than planned.

**Effective Practices and Program Strategies:**

Staff attended an orientation on April 18, 2023, at Columbia Basin College to learn more about the partnership between CBC and T-Enterprises. Eighteen participants were chosen to get \$4,000 assistance towards their CDL Class A. WorkSource, among other partners, attended the orientation to possibly assist with the remaining cost to those that might qualify for the program. The attending staff provided an overview of programs and basic eligibility requirements. After the presentation, the staff had the opportunity to meet with a couple of participants that were interested in the program and met the basic eligibility requirements. Referrals were created for those customers and distributed among case managers so that they could enroll and get assistance with remaining tuition costs.

## April 2023

Business Engagement			
PERFORMANCE FACTORS	Outreach	Partners	Month Target
<b>Business Engagement</b>	40	2	<b>10</b>
<b>Training Providers</b>	3	2	<b>1</b>
<b>Chamber &amp; Organizations</b>	3	2	<b>1</b>
<b>Events</b>	2	0	<b>1</b>
<b>Tours of WorkSource Tri-Cities Futures</b>	1	0	<b>1</b>
<b>Industry sectors</b>			
Non-Profit	1		
Government	4		
Healthcare	1		
Construction			
Agriculture			
<b>Business Assessment/Need</b>	2	2	<b>1</b>
<b>Career Opportunities Identified</b>	30	0	<b>10</b>

### Business Outreach April 2023 Tours

- Increased employer involvement by providing staff-led tours of WorkSource facilities.
- A tour of the WorkSource facility for the Workforce Director for the Boys and Girls Club of Benton and Franklin Counties.
- Five WorkSource Business Services team and BFWDC Engagement Manager toured WSU Tri-Cities Campus, Richland, WA, to learn about their Continuing Education programs.
- Program staff and employers identified ways to encourage continuous improvement by hiring program participants utilizing an email/cold call campaign to inform businesses about the Quest program and to learn about their hiring needs.
- Increased in-person outreach campaign by participating in multiple events, including Tri-Cities Regional Chamber and Columbia Basin College. Industry sectors include transportation, healthcare, and government. Actively participated in Tri-Cities Business Builders once monthly meeting. Tri City Business Builders is a round table forum that meets monthly where resources for small businesses are shared and added Workforce Development Council, Tri-Cities Futures, and WorkSource Columbia Basin to their Business.
- The BF Workforce Development Council purchased a new CRM- 'HubSpot' to track business engagement and identify potential partnerships.

### Events

- 4/11/23 - Meet the Employers for Veterans & Military Spouses: Mock Interviews by appointment from 4-5 pm
- 4/12/23 - Boeing Hiring Event: 10 am-2 pm
- 4/25/23 - Columbia Basin College and WSU Tri-Cities, Spring Career & Internship Fair: 10 am – 2 pm

### New Business

- Kadlec/Providence - 131 jobs
- Trident Seafoods – 3,400 Seafood processors

April 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	\$233,783.68	78.3%
State EcSA	\$371,204	\$340,690.09	91.8%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	159	145	150
State EcSA	65	47	55
Co-Enrolled	27	n/a	n/a
Training Placements at/above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	61	38	40
State EcSA	29	21	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	51	80	95
<i>Employed Exits Below Threshold</i>	16	n/a	n/a
State EcSA	28	30	35
<i>Employed Exits Below Threshold</i>	1	n/a	n/a
Co-enrolled	13	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

**Program Highlights:**

Outreach/Partnership Efforts: Operator staff attended the Festival Del Dia Los Ninos at Ochoa Middle School with 10 CBOs. Staff also participation in CBC’s orientation regarding CBC & T-Enterprises CDL partnership to provide information about program services to aide with needs and tuition costs. Staff also participated in the CBC/WSU Career Fair. Referrals through the CBC funding committee provide about 4-5 refferals per month. The partnership with Pasco Library to provide services to clients has resulted in flyers to book 1:1 resume/interviewing services.

EcSA Success Story: Andrew, age 53, was unemployed due to a lack of work in his previous position. He came to the State EcSA program in September 2022. He was homeless, living at a hotel and getting assistance from Compass with hotel vouchers. Customer previously had his CDL in Nevada but due to not having the financial resources he was unable to pay for the DOT medical exam and his license was revoked. Customer had a couple of job offers but he was required to get his CDL Class A in WA. He was co-enrolled in the Adult Program to leverage funds for tuition assistance to help him obtain his Class A Commercial Driver’s License (CDL). Staff assisted him with emergency living expenses and getting his Nevada driving record while he was in training. Andrew successfully completed his Class A CDL training and worked with staff to overcome his barriers to employment. Customer had a job offer since before enrolling therefore he started working right away. He is now working with a trucking company making \$20 per hour plus full benefits.



**Training: 10 total**

- 3 CDL to end 5/23
- 1 Certified Digital Marketing to end 6/23
- 1 Financial Manager to end 10/23
- 1 Welding to end 5/23
- 1 CNA to end 8/23
- 1 Real Estate to end 11/23

**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, 10 customers are participating in training services under Federal and State EcSA. Outcomes will be reported in future months.



## April 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	6,314	N/A	N/A	N/A	N/A
Referrals	934	150	300	750	1,100

### OHDC Outreach

- Our support for SNAP assistance with 211, resulted in 383 calls from Benton and Franklin counties. Of these 383 callers, 40 received assistance in submitting Basic Food Applications from Greater Columbia 211 specialists. The utilization of digital advertisements has been very effective.
- OHDC supported activities for CPS included outreach towards youth through the month of April such as presentations about Dignified Work, TC Futures, and WSCB services at High Schools, Tri-Tech Center, and Juvenile Justice Court.
- Continued OHDC outreach and marketing support through radio and television for DSB and OIC continues to support enrollments in the NFJP, SSVF, Vocational Rehabilitation, and Independent Living Services.
- Exceeded enrollment goals for BFET through our ESD contract of 15 enrollments.

### OHDC Research

We are continuing to present and further conversations on best practices and discuss ways to utilize our research findings from Sonar Insights. There have been presentations at committee meetings and one-pager have been created to share information.



## April 2023

### Monthly Data-April 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=607 (including carry-ins)  
GED month-to-date: 3  
GED YTD: 51  
Co-enrollment month-to-day: 6  
Co-enrollment YTD (Includes carry over): 55

### Summary

Work continues with planning for the “Future Fest” event on May 11<sup>th</sup>. We have 24 confirmed training programs, employers and education providers to network and provide information about their services.

### Student Learning

Fifty-seven GED tests were proctored at a 75% pass rate. We increased the number of seats in our Essential Education software to accommodate our growing enrollments.

### Continuous Improvement

We continue to track data to identify areas of challenge and highlight areas of efficiency. The Open Doors program is identifying ways to account for indicators of academic progress and opportunities to gain school credit. Co-enrolled customers who take advantage of programs such as Dignified Work and Financial Literacy/Education Workshops may benefit beyond gaining skills. School districts who acknowledge the completion of these workshop series may award school credit towards a high school diploma. This allows the customer to be one step closer to completing both the GED and High School Diploma should they choose to do so.

### Qualified Case Management and Instruction

Dignified Work and additional basic services through OHDC funding has created greater opportunities to serve the general public and add dimension to offerings at TC Futures.

### Moving Forward

The WSAC Challenge grant had a kick-off meeting with multiple partners from throughout the community. This event allowed for great networking and relationship building.

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

## 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

# April 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: 790 (-73)  
Total Staff Assisted Services to Job Seekers: 1770 (-214)  
Unique Number of Businesses Served: 50 (-16)  
Staff Provided Business Services: 111 (-40)

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): 607 (+63)  
Out-of-School Youth (OSY) Program (YTD): 205 (+17)  
Co-enrolled in Both Programs: 55 (+6)  
Total Youth attained GED: 51 (+3)  
Total OSY Employed and/or Post-Secondary Exits: 88 (+13)

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): 571  
Monthly-to-Date Target: 480 (119%)

Total Employed Exits (YTD): 206  
Monthly-to-Date Target: 252 (82%)

## Additional BFWDC Programs

### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 159 Monthly-to-Date Target: 145  
Total Employed Exits: 51 Monthly-to-Date Target: 80

### Economic Security for All (STATE EcSA)

Participants Served (YTD): 65 Monthly-to-Date Target: 47  
Total Employed Exits: 28 Monthly-to-Date Target: 30

### Community Development Block Grant (CDBG)

Site Placements: 9 Program Target: 12  
Low/Middle Income Served: 119,569 Program Target: 40,000

### Outreach to Historically Disadvantaged Communities

Referrals Made: 804 Monthly-to-Date Target: 750  
Customers Reached: 5837 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 (March)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.2%

Franklin County Unemployment: 7.2%

Tri-Cities Employment (March 2023)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	125300	800	0.6%	4,200	3.5%	164%
Total Private	105500	700	0.7%	3,400	3.3%	168%
<b>Goods Producing</b>	19900	300	1.5%	1,000	5.3%	173%
Mining, Logging, and Construction	10500	200	1.9%	(200)	-1.9%	91%
Manufacturing	9400	100	1.1%	1,200	14.6%	400%
<b>Service Providing</b>	105400	500	0.5%	3,200	3.1%	163%
Private Service Providing	85600	400	0.5%	2,400	2.9%	167%
Trade, Transportation, Warehousing and Utilities	21600	200	0.9%	200	0.9%	253%
Retail Trade	14300	200	1.4%	100	0.7%	175%
Financial Activities	4300	-	0.0%	-	0.0%	100%
Professional and Business Services	22500	(100)	-0.4%	700	3.2%	300%
Administrative and Support Services	12300	-	0.0%	200	1.7%	500%
Educational and Health Services	20300	200	1.0%	1,000	5.2%	282%
Leisure and Hospitality	12600	100	0.8%	400	3.3%	116%
Food Services	9900	100	1.0%	200	2.1%	130%
<b>Government</b>	19800	100	0.5%	800	4.2%	127%
Federal Government	1200	-	0.0%	-	0.0%	100%
Total State Government	2900	-	0.0%	(100)	-3.3%	-50%
Total Local Government	15700	100	0.6%	900	6.1%	167%

### Other News

- WorkSource Columbia basin has a 30 second ad which is being featured on FOX/Telemundo during the months of April and May. We received 80 free spots, including prime, local news and daytime airings, as part of their requirement to provide Public Service Announcements (PSAs) at no cost for non profits
- Through the OHDC grant WorkSource was able to add capacity within Front End Services (FES), including additional one on one appointments and a new onsite workshop: Dignified Work.
- WorkSource added an onsite workshop to our local menu: Dignified Work. This is a modified version of the pilot offered historically and is a program that gives confidence to the job seeker to find living-wage employment in their desired professional field. It is a 3-week program that finishes with a Soft Skills Certificate, speaks to mental health, and focuses on services such as resume building and interview prep. Customers also learn to speak to their lived experiences as strengths/assets for the roles they apply for through use of the WholeStory application.
- The Business Services Team is seeing an increase in requests to host in person events. They are working closely with employers to support them in hosting successful events, both onsite at WSCB, as well as at other venues/community locations when they are a better fit.

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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**WorkSource Operator Report**

Benton Franklin Workforce Consortium

April 2023

**April Highlights:**

- WSCB has a 30 second ad which is being featured on FOX/Telemundo during the months of April and May. We received 80 free spots, including prime, local news and daytime airings, as part of their requirement to provide Public Service Announcements (PSAs) at no cost for non profits.
- Through the OHDC grant we were able to add capacity within Front End Services (FES), including additional one on one appointments and a new onsite workshop: Dignified Work.

**WorkSource Site Operations:**

<b>Customer Counts 4/1-4/30/23</b>		
<b>Total Staff Assisted Seekers</b>	<b>790</b>	
<b>Total Staff Assisted Services</b>	<b>1770</b>	
<i>Basic Career Services*</i>	876	
<i>Individualized, Training, and Support Services*</i>	162	
<b>Unique Number of Businesses Served</b>	<b>50</b>	
<b>Staff Provided Business Services</b>	<b>111</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	6	6
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	8	3
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	53	30
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	42	27
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	2	2

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (5/10/23).

[\*Note: ETO Local Reporter Services Report OPTIMIZED is showing an incomplete data pull error two days in a row; the WIT Team has been notified & is looking into it. Updated data will be provided if/when it becomes available.]



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### **April 2023 Customer Feedback:**

- 32 survey/interview responses were received:
  - Of the customers who responded, 85% will refer family and friends.  
(Note: of the 4 customers who indicated they would not refer, only 1 indicated an experience needing improvement.)
- We also received a 5-star review on Google Business (no comment included).
- Customer Feedback – *What we did well:*
  - “Cynthia did a great job informing me of the programs available to assist me with starting a new business. She was easy to work with and I enjoyed the conversation. I didn't expect such tailored ideas to help me start my company.”
  - “Maria was very friendly & helpful. Gave me ideas & other resources.”
  - “Very professional host (of Navigating Career Pathways Workshop), Michelle Bishop Gardner.”
  - “Customer service is awesome! I have been working with Selma and she does a fantastic job over always being there to help and assist.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in April to be addressed in May:
    - “Might be my internet connection (Cell phone shared with laptop) but the login process had to be repeated several times most logins.”
    - Regarding Navigating Career Pathways: Career Assessment Workshop: “The workshop was only 40 minutes. We were asked to complete assessments prior to class; however, we went over how to do assessments for the majority of the 40 minutes. I was expecting something additional.”

### **Service Delivery**

#### **Career Services:**

- Our Front End Services Team was able to provide an additional 20 one-on-one appointments with the onboarding of a staff member under the OHDC grant. Additionally, they were able to provide 34 full registrations to WorkSourceWA.com, increasing customer access to the full suite of WSCB services.
- One on one services highest in demand remained the same as in March and included: deskside job seeker assistance, provision of workforce information, and basic assessment. Translation/interpretation services decreased during the month of April. They were provided 69 times, or 4% of staff assisted services, which is 50% less than in March.
- We added an onsite workshop to our local menu: Dignified Work. This is a modified version of the pilot we offered historically, and is a program that gives confidence to the job seeker to find living-wage employment in their desired professional field. It is a 3 week program that finishes with a Soft Skills Certificate, speaks to mental health and focuses on services such as resume building and interview prep. Customers also learn to speak to their lived experiences as strengths/assets for the roles they apply for through use of the WholeStory application.



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- To support the upcoming transition to a new data management system at WSCB, we have been sharing customer feedback for consideration by the Product Manager, and meeting with his assistant to share additional painpoints our customers experience, as well as potential solutions.
- 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 – 4/10/23	227*	138	597	184	4694	4075

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

**Business Services:**

- The team is seeing an increase in requests to host in person events. They are working closely with employers to support them in hosting successful events, both onsite at WSCB, as well as at other venues/community locations when they are a better fit.
- Event turnout continues to be low, however, promotion of local hiring events appears to be driving application numbers for some employers as it increases community awareness of who is hiring and positions they are hiring for.
- Event Outcomes –
  - 4/11: Meet the Employers for Veterans & Military Spouses – 21 attended and 7 mock interviews were completed
  - 4/12: Boeing Hiring Event – 4 attendees
  - 4/25: CBC/WSU TC 2023 Spring Career & Internship Fair: good turnout, engaged with jobseekers and business; networking opportunity
- Upcoming Events –
  - 5/2: Trident Seafoods Hiring Event at WSCB from 1-5pm
  - 5/2-5/4: JoAnn Fabric (prescheduled & open) Interviews at WSCB from 9am-4pm
  - 5/11: Future Fest Career & Education Fair at TC Futures from 9:30am-1:30pm
  - 5/15: Two Rivers Corrections Institute (TRCI) Hiring Event at WSCB from 11am-1pm
  - 6/1: BDI Hiring Event at WSCB from 10am-2pm
  - 6/8: US Department of Agriculture (USDA) Hiring Event at WSCB from 10am-4pm

**Community Connections:**

- 4/18: Executed our second non-IFA Partner MOU with World Relief to conduct employment related workshops for refugees onsite at WSCB.
- 4/20: Co-hosted an informational tour of WSCB in partnership with the BFWDC Business Engagement Manager (BEM) for Miryam Hurtado, Director of Workforce Readiness, with the Boys and Girls Club of Benton & Franklin Counties.
- 4/25: Connected with Sue Carter, Assistant Director with Grace Kitchen, to provide LinkedIn Learning access and a tutorial. This will allow direct issue of licenses to Grace Kitchen participants by administrative staff.



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- 4/27: Met with Grace Kitchen Founder, Amanda Lorraine, and the BFWDC team to discuss partnership and the potential for them to become our first connection site within the community. She is onboard; more information to come.
- 4/27: Attended the High School & Beyond Night hosted by Tri-Tech Skills Center as an opportunity to connect with graduating students and their families.

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

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

- 4/5: New Team Member Meet & Greet, Monitoring Kudos, Roundtable
- 4/12: Policy Training: Branding, February Customer Feedback Improvements, WSCB Business Updates
- 4/19: Customer Kudos, Cross Training – Adult, Dislocated Worker, & EcSA; March Data Review; Safety Training – Distracted Driving

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

- 5/3: TradeUp! Construction Sector Resources; DEI Training: Cultural Awareness, April Customer Feedback Improvements, Business Updates
- 5/17: Customer Kudos, Cross Training – BFET; April Data Review; Safety Training – Fire Extinguishers

#### **Facilities:**

- 4/17: Rekey of duplicate workstation locks (WDC/WSCB)
- 4/18: Service call to Cintas to replace AED battery
- 4/20: Unifirst update of additional handsoap and paper towel dispensers
- 4/21: Point Pest Control quarterly maintenance service
- 4/24: Service call to Cintas to replace AED battery
- Coordinated annual Spring cleaning, to include full center clean & carpet cleaning to be completed in May

Respectfully submitted by C. Bright on 5/11/23