



## Adult & Employer Linkage (AEL) Committee Meeting

November 17<sup>th</sup>, 2022, at 11:00 a.m. – Zoom

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

Promoting a prosperous community by providing a progressive workforce system

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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- October 20<sup>th</sup>, 2022 (Needs a vote)
4. Discussion on development of AEL meeting structure – All
5. Community Development Block Grant – David
6. Economic Security for All – David
7. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
8. WIOA Adult and Dislocated Worker Updates - Jessie
9. Next Meeting
  - Adult & Employer Linkage Committee - Thursday, January 19<sup>th</sup>, 2022, at 8:30 a.m. on Zoom
  - Executive Committee - Tuesday, November 29<sup>th</sup>, at 3:00 p.m. on Zoom
  - Quarterly Board - Tuesday, January 31<sup>st</sup>, at 4:00 p.m. on Zoom
10. Adjournment
  - Attachments**
    - Adult & Employer Linkage Minutes: October 20<sup>th</sup>, 2022
    - October 2022 Program Performance Summaries
    - October 2022 Tri-Cities Futures Report
    - October 2022 Liaison Report
    - October 2022 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  
 October 20<sup>th</sup>, 2022, at 8:30 am. – Zoom

<b>Present</b>	<b>Excused</b>	<b>BFWDC Staff Present</b>	<b>Guests and Partners</b>
C. Vice Chair, Adolfo de León Chair, Todd Samuel Jamie Rasmussen Jennie Weber Karl Dye Kate McAteer	Michael Lee	Becky Tuno Cyndelle Wood Cynthia Garcia David Chavey-Reynaud Isaac Estrada Jessie Cardwell Tiffany Alviso	Crystal Bright Heather Woodruff Carya Bair Israel Delamora

**Call to Order**

Todd Samuel started the meeting by welcoming everyone and called the meeting to order at 8:30 am.

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

**Approval of Committee Minutes**

The minutes from the July 21<sup>st</sup>, August 18<sup>th</sup>, and September 15<sup>th</sup>, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

*Jamie Rasmussen motioned to approve the July 21<sup>st</sup>, August 18<sup>th</sup>, & September 15<sup>th</sup>, 2022, AEL Committee Minutes as presented, seconded by Jennie Weber; the motion carried to approval.*

**Motion to Approve the PY22 Subrecipient Monitoring Schedule**

The provided monitoring schedule is a comprehensive summary of all the contracts the BFWDC must monitor throughout the program year. This document provides specific details about each contract as a funding source requires. The board has awarded approximately \$3.7 million this year to continue serving our community. For comparison purposes, last program year, the board awarded roughly 4.8 million dollars. Our CEO has established a “diversification of funding plan and procedure” to increase our funding sources strategically. Not all our funding sources are from the Employment Security Department/Department of Labor. We have also been receiving resources from the Washington State Department of Commerce; they have been added to this plan. As presented, we are asking for a motion to approve the PY22 sub-recipient schedule.

*Jenny Weber motioned to approve the PY22 Subrecipient Monitoring Schedule as presented; Jamie Rasmussen seconded; the motion carried to approval.*

**Occupations in Demand (OID)**

Annually, Employment Security Department develops a list generated by different software to calculate occupations that are in demand, balanced, or not in demand. As the final step in this process, though, the occupations in demand list are given to the local workforce development areas to recommend any changes based on local expertise and the conditions of our area. In August this year, the BFWDC met with several workforce partners, business representatives, and board members to review the list. They recommended 26 revisions that were sent back to the Employment Security Department. This is a critical function of the BFWDC to ensure we indicate what opportunities are in demand or not for future opportunities or our job seekers and employers. The proposed revisions have already been submitted and approved by the full board, but to maintain consistency within our committees, we like to get a vote and get that on record.

*Kate McAteer motioned to approve the OID list as presented; Jamie Rasmussen seconded; the motion carried to approval.*

### **Motion to Approve the Adult and Employer Linkage Committee Chair**

Jessie Cardwell presented the committee chair (Adolfo de Leon) nomination for PY22-23.

Jessie asked members if anyone else was interested in serving in this vital role – no other members came forward.

*Jamie Rasmussen motioned to approve the re-election of Committee Chair Adolfo de Leon; Kate McAteer seconded; the motion carried to approval.*

### **Motion to Approve the QUEST NDWG Subrecipient Contract in an amount not to exceed \$650,000 to Career Path Services, Effective December 1, 2022 – September 30th, 2024, Utilizing Sole Source Procurement.**

Jessie Cardwell shared that in July, the BFWDC and ten other WDAs across the state applied for QUEST (Quality Jobs, Equity, Strategy, and Training & Disaster Recovery National Dislocated Worker Grant) (NDWG) funds. The Department of Labor (DOL) offered 140 million, and Washington State requested 15 million and was awarded the full amount for our area. The Department of Labor will use the typical dislocated worker formula to disperse the 15 million to the 11 WDAs. These funds will be used to enhance the public workforce system to help those that have lost their job and maybe are underemployed due to COVID-19. The focus is reaching marginalized populations and helping them get high-quality jobs, business partnerships, and training services. Washington state's contract with the DOL started on September 26<sup>th</sup>. They anticipate receiving a contract with the state at the end of November. They're looking to do a December 1<sup>st</sup> start in our local area. Due to this quick turnaround time, they did decide to sole source procure with Career Path Services as they are the current dislocated worker contractor. They have demonstrated success in these national dislocated worker grants through employment recovery and with their work with the Consortium for disaster recovery.

*Jennie Weber recused from motion and discussion.*

*Jamie Rasmussen moved to approve the QUEST NDWG Subrecipient Contract in an amount not to exceed \$650,000 to Career Path Services, Effective December 1, 2022 – September 30th, 2024, Utilizing Sole Source Procurement, Kate McAteer seconded; the motion carried to approval.*

### **WorkSource Columbia Basin Business Services Team Presentation**

Carya Bair, a business services team member with Employment Security Department at WorkSource Columbia Basin, presented a slide deck overviewing services provided to business owners, employers, and community members at WSCB. Carya discussed what is offered to employers - workforce planning, labor market information coaching on online recruitment tools, how to recruit online worker training, staffing resources, access to job fairs and hiring events, and WSCB helps to plan those events. The key industries served in our area were also discussed: healthcare, entry-level government, manufacturing, construction, transportation, warehousing, agriculture, and food processing.

Kate McAteer, WSU Tri-Cities, commented on the lack of students for their wine industry pathway for people from all different backgrounds and is curious if WSCB works with the Washington Wine Growers Association. Carya stated they, in the past, have had their annual meeting at WorkSource and hiring events and have yet to return post-pandemic. WSU Tri-cities received a grant from Career Connect Washington to open a career launch program in Viticulture and Enology, you know, a career launch program. Kate will work as a liaison for WSCB and will bring this up.

It is best to reach the business services team helpline if you have any questions so they can route you to the appropriate person or team.

### **Economic Security for All**

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

### **Community Development Block Grant (CDBG)**

This is the hunger relief program; we place people to help support the food service site. Becky discussed the challenges in program placement as only two sites are available. Staff continues to work to try to find additional locations we can place people at but overall, when we look at the number of community members that are low to moderate income we are now sitting at for the quarter, just over 60,000 being impacted through this contract, which is one and a half times our program target and we'll continue to see this number increase.

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

Isaac Estrada communicated that they've been making great efforts to connect underserved populations throughout Benton and Franklin counties to services and programs. Part of their project initiative for OHDC is an outreach element. They've been utilizing funds to purchase branded promotional items and swag for several of their partners and seeing some great results. They're continuing to find ways to use these dollars to assist with outreach and are working with other partners to process their initial request. They've been looking into more unique ways to reach populations outside of traditional outreach of branding and materials (radio, newsletters, etc.).

They are conducting focus groups as the research component for this grant to find the best ways to communicate and find the right messaging to connect underserved populations to employment or other programs and services that our partners have to offer. They're hoping to use the data from these focus groups to contribute to an outreach guide that they intend to develop to provide a resource for local organizations and partners that want to continue doing outreach and find the most effective ways to do so to various underserved communities.

They also have an eligibility survey that is still active. They are looking to screen eligible participants who want to be part of these paid focus groups and are offering a \$50 incentive. Currently, they have 30 to 40 eligible respondents (goal of 80 to 90). The day when these focus groups will happen depends on when they receive enough eligible participants, and they are hoping for the end of October.

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

Jessie Cardwell provided an overview of the Adult and the Dislocated Worker programs and noted the substantial numbers within them and appreciates the strategic partnerships, recruitment, and outreach that's going on to help these programs be successful, as well as all the partners, referring to them and business services for talking about the components and working to utilize the customers from these programs to staff up the businesses that need it.

### **L&I Apprenticeship Grants**

Becky Tuno shared that the Washington State Department of Labor and Industry began issuing grants for apprenticeship programs to increase access and improve experiences across the state. They have recently announced that 8 million will be awarded – the application is open until the end of the year.

**WorkSource Columbia Basin (WSCB) Operator Update**

Crystal Bright discussed the WorkSource operator report in the packet. She reviewed some of their highlights around transformational business services and reaching out to local businesses needing staffing. Most recently, they worked together to complete the Wagner Pizer self-appraisal. That is a full system all, hands-on deck appraisal, and they are so proud of those efforts and the shifts the team has made, as well as looking at ways to use those results to inform future certification and inform how they are appraising across the year.

**Next Meeting**

- Adult & Employer Linkage Committee - Thursday, November 17<sup>th</sup>, 2022, at 8:30 a.m. on Zoom
- Executive Committee - Tuesday, October 25<sup>th</sup>, at 3:00 p.m.
- Quarterly Board Meeting - Tuesday, October 25<sup>th</sup>, at 4:00 p.m.

**Adjournment**

Respectfully submitted:

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

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

## 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

# October 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the AmericanJobCenter network

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

Total Staff Assisted Job Seekers: 576 (-74)  
Total Staff Assisted Services to Job Seekers: 1201 (-268)  
Unique Number of Businesses Served: 85 (-12)  
Staff Provided Business Services: 174 (+15)

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): 345 (+0)  
Out-of-School Youth (OSY) Program (YTD): 130 (+9)  
Co-enrolled in Both Programs: 6 (+0)  
Total Youth attained GED: 28 (+6)  
Total OSY Employed and/or Post-Secondary Exits: 31 (+12)

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

Total Participants Served (YTD): 305  
Monthly-to-Date Target: 291 (105%)

Total Employed Exits (YTD): 71  
Monthly-to-Date Target: 71 (100%)

## Additional BFWDC Programs

### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 127 Monthly-to-Date Target: 115  
Total Employed Exits: 35 Monthly-to-Date Target: 47

### Economic Security for All (STATE EcSA)

Participants Served (YTD): 63 Monthly-to-Date Target: 24  
Total Employed Exits: 7 Monthly-to-Date Target: 16

### Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 12  
Low/Middle Income Served: 60,002 Program Target: 40,000

### Outreach to Historically Disadvantaged Communities

Referrals Made: 547 Monthly-to-Date Target: 150  
Customers Reached: 3125 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 (September)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 3.8%

Franklin County Unemployment: 4.5%

Tri-Cities Employment (September 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	124000	600	0.5%	5,000	4.2%	153%
Total Private	105600	100	0.1%	4,900	4.9%	169%
<b>Goods Producing</b>	19700	(200)	-1.0%	700	3.7%	160%
Mining, Logging, and Construction	11100	(300)	-2.6%	500	4.7%	145%
Manufacturing	8600	100	1.2%	200	2.4%	200%
<b>Service Providing</b>	104300	800	0.8%	4,300	4.3%	152%
Private Service Providing	85900	300	0.4%	4,200	5.1%	171%
Trade, Transportation, Warehousing and Utiliti	21100	100	0.5%	500	2.4%	220%
Retail Trade	14300	100	0.7%	300	2.1%	175%
Financial Activities	4300	-	0.0%	100	2.4%	100%
Professional and Business Services	22600	100	0.4%	500	2.3%	317%
Administrative and Support Services	12200	300	2.5%	(100)	-0.8%	467%
Educational and Health Services	20000	100	0.5%	1,500	8.1%	255%
Leisure and Hospitality	13300	-	0.0%	1,300	10.8%	133%
Food Services	10300	(100)	-1.0%	800	8.4%	144%
<b>Government</b>	18400	500	2.8%	100	0.5%	0%
Federal Government	1100	-	0.0%	(100)	-8.3%	100%
Total State Government	2900	100	3.6%	100	3.6%	-50%
Total Local Government	14400	400	2.9%	100	0.7%	22%

### Other News

- WSCB celebrated the following accomplishments during October:
  - Two Business Services Team members received their Certified Business Engagement Professional (CBEP) credential
  - Five team members graduated the ESD Professional Pathways Program
- In partnership with local businesses, the WSCB Business Services Team hosted a Local Correctional & Police Officer Hiring event on 10/12. The event was featured here: [Tri-Cities law enforcement agencies team up for hiring event \(yaktrinews.com\)](https://www.yaktrinews.com)
- The WSCB Business Services Team will host the next One Hanford Career Fair on Brazen, our virtual event platform, on 12/7 and 12/8. This event is in collaboration with many Hanford area employers and the estimated number of job positions available is approximately 1700.
- TC Futures was awarded \$10,000 from the Community Health Plan of Washington (CHPW) for advancing Health Equity. The funds will be used to actively pursue opportunities to reach youth in underserved populations who could benefit from TC Futures' services.

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

## **October 2022**

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

**GED month-to-date:** 6

**GED YTD:** 28

**Co-enrollment month-to-date:** 6

**Co-enrollment YTD:** 6

### **Did you know?**

- TC Futures was awarded \$10,000 from the Community Health Plan of Washington (CHPW) for advancing Health Equity. The funds will be used to actively pursue opportunities to reach youth in underserved populations who could benefit from TC Futures' services.
- TC Futures has added a Computer Essentials module that provides industry-recognized certificates
- TC Futures receives donations to provide diapers, wipes, and hygiene products to our customers
- TC Futures offers financial literacy workshops and a monthly financial workshop by HAPO.

### **Customer Profile**

A young family, the parents are 20 and 21 years old with a 6-month-old child.

- Currently homeless
- Father is monolingual Spanish with no US schooling
- Their vehicle was involved in an accident and is no longer drivable (no transportation)
- They have little to no resources and no access to food

The couple has been co-enrolled in both Open Doors and Out of School Youth Programs. The team worked diligently together to find emergency housing and assist with connection to medical insurance and DSHS support for food stamps and TANF. The mother has obtained part-time employment and is looking for full-time work. The father has recently been enrolled into OSY and is working on job readiness.

### **Community/Hiring Events/Workshops**

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

**References:** TC Futures Director/OSY Program Monthly Report

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## October 2022

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of October 31st, 2022	\$199,715	\$189,436	105%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	104	91	162
Exits			
Total Employed Exits	26	18	96
Placement Rate	74%	85%	85%
Median Wage	\$21.89	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	9	8	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:

- Twice a week, subrecipient managers and leads met with the Workforce Education Committee (WEC) Funding Committee to address customers' needs and requests. This committee consists of Columbia Basin College (CBC), Worker Retraining, and Basic Food Employment and Training (BFET). The committee meets to discuss written requests that CBC students send in that detail their current needs, whether it be tuition assistance, fuel, rent, etc. Members discuss which program can assist in meeting the student's needs. These meetings have led to more referrals from CBC that staff has connected with to determine eligibility and assistance.

### Recruitment and Outreach:

- Throughout October, WorkSource Columbia Basin (WSCB) staff has continued to work on partnering with different sectors in the community to help expand outreach and increase recruitment. Through these efforts and partnerships, staff has seen an influx of referrals from the Department of Social and Health Services (DSHS) and CBC. DSHS and CBC now have direct referral links that they utilize to send in referrals, which are then dispersed to staff for timely program screening. These efforts have allowed staff to reach more customers who might have been unaware of the programs and services offered.



- WIOA staff supported the WorkSource Business Services team during the local Police Hiring Event at the Richland Public Library in October. In attendance were the City of Richland PD, City of Pasco PD, City of Kennewick PD, Benton County Sheriff's Dept., Benton County Corrections, Coyote Ridge Corrections, Washington State Patrol, and Two Rivers Corrections (Hermiston, OR.) WIOA team members were able to connect with potential customers and screen for WIOA services related to re-employment barriers, such as necessary testing fees to go through the selection process for both law enforcement and corrections officers. Forty-six (46) individual job seekers made connections through this event.
- WSCB staff attended the Hidden in Plain Sight event at Park Middle school on October 10<sup>th</sup> to provide information for parents on how to receive support in employment and other information from WSCB. WSCB staff was able to connect with several parents and provide basic WorkSource information, such as contact information and basic services offered. In addition, an overview of WIOA program information was provided.

## October 2022

<b>PY22 Dislocated Worker Program Performance Summary</b> (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of October 31 <sup>st</sup> , 2022	\$231,898	\$253,254	92%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	71	80	177
Exits			
Total Employed Exits	15	20	124
Placement Rate	83%	85%	85%
Median Wage	\$21.50	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	6	13	37
On-the-Job Training (OJT)	0	1	3
Entrepreneurial Training	0	0	1

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

- |                          |                               |                               |
|--------------------------|-------------------------------|-------------------------------|
| • 1 Real Estate          | • 6 Com. Driver License (CDL) | • 1 Nursing Assistant         |
| • 1 Computer Occupations | • 1 Master's in Education     | • 1 Administrative Technician |
| • 1 CompTIA Security     | • 1 Project Management        | • 1 UW Python Programming     |
| • 1 Human Resource Prof. |                               |                               |

## October 2022

State and Federal EcSA Program Performance Summary			
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent
Federal EcSA	\$245,372.00	\$107,215.00	43.7%
State EcSA	\$371,204.00	\$134,531.23	36.2%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	127	115	150
State EcSA	63	24	55
Co-Enrolled	24	n/a	n/a
Training Placements at/above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	46	33	40
State EcSA	28	11	24
Co-Enrolled	0	n/a	n/a
Exits at or above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	35	47	95
<i>Employed Exits Below Threshold</i>	10	n/a	n/a
State EcSA	7	16	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	3	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

### Program Highlights:

- Challenges: As goals have continued to be met for customers, there is a lack of funding available to further assist customers in need, which is creating a monetary service barrier. To try mitigating these challenges, staff looks to enroll customers into other WIOA programs to help with monetary services and trainings to ensure customer's needs are met.
- Outreach: EcSA staff supported WorkSource Business Services team during the local Police Hiring Event that occurred at the Richland Public Library in October. Staff attended the Hidden in Plain Sight event at Park Middle school on October 10th, to provide information for parents on how to receive support in employment and other information from WSCB. WSCB staff was able to connect with several parents and provide basic WorkSource information such as contact information and basic services offered. In addition, an overview of WIOA program information was provided. EcSA staff also attended the Fall Career & Internship Fair at WSU Tri-Cities on October 13th, 2022. The event was coordinated by WSU Tri-Cities, CBC, and Washington Workforce Portal to provide a connection point for employers, students, alumni, and community members to meet. WSCB attended the event to assist event attendees with their resumes; staff was able to connect with two students and assist with resume reviews.

### 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 25 customers participating in training services in Federal and State EcSA5. Outcomes will be reported in future months.



**October 2022**

<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 30th, 2022	\$448,718.00	\$127,856.15	28.5%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	10	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	60,002		40,000

**Outreach Efforts:**

- In October, leadership made efforts to communicate with active host sites regarding current and future placements. Leadership recruited for a third position at Pasco Community Services, as they are needing additional assistance at their site. Through these efforts, leadership arranged interviews between Pasco Community Services and 7 interested participants. Pasco Community Services will keep leadership informed on which direction to go and contracts will be created to finalize placement.
- Leadership also attempted to contact Pasco, Kennewick, and Richland school districts to discuss the grant and becoming potential host sites. However, leadership did not hear back after these attempts.

**Community Members Impacted:**

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

## Outreach to Historically Disadvantaged Communities (OHDC) – October Update

PY22 OHDC Program Performance Summary (Cumulative from March 1 <sup>st</sup> , 2022 – June 30 <sup>th</sup> , 2023)					
	Actual	Sept. Goal	Dec. Goal	March Goal	OHDC Overall Goal
Persons reached	3125	N/A	N/A	N/A	N/A
Referrals	547	150	300	750	1100

### OHDC Outreach

- Through the month of October, we were able to reach underserved populations through the use of tangible items, creating awareness of local resources to the community at Health fairs, career fairs, resource fairs, etc.
- Branded items have been purchased for TC Futures, OIC of Washington, L&I. Tangible incentive items such as beanies, bandanas, sun care kits, water bottles, notepads, a canopy, lunch bags, etc.
- Radio and newspaper campaigns are in the planning process with DSB
- Printed materials in multiple languages about services such as brochures and flyers are in the process of being developed and we are continuing to look into creating more accessibility through outreach content.

### OHDC Research

**Focus Groups:** The focus groups were completed from November 1<sup>st</sup> to the 11<sup>th</sup> and participants from each identified underserved demographic below were gathered to provide insight and perspective of barriers, challenges, and most optimal messaging for communication.

LGBTQIA	Single Parents	BIPOC	Spanish Speaking	Individuals with Disabilities
Completed	Completed	Completed	Completed	Completed

Currently, the data for the focus groups are being coded and a community public survey will be released in the coming weeks.

#### 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.

## Outreach to Historically Disadvantaged Communities (OHDC) – October Update

PY22 OHDC Program Performance Summary (Cumulative from March 1 <sup>st</sup> , 2022 – June 30 <sup>th</sup> , 2023)					
	Actual	Sept. Goal	Dec. Goal	March Goal	OHDC Overall Goal
Persons reached	3125	N/A	N/A	N/A	N/A
Referrals	547	150	300	750	1100

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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 October 2022

**October Highlights:**

- WSCB celebrated the following accomplishments during October:
  - Two Business Services Team members received their Certified Business Engagement Professional (CBEP) credential
  - Five team members graduated the ESD Professional Pathways Program
- In partnership with local businesses, the WSCB Business Services Team hosted a Local Correctional & Police Officer Hiring event on 10/12. The event was featured here: [Tri-Cities law enforcement agencies team up for hiring event \(yaktrinews.com\)](http://yaktrinews.com)

**WorkSource Site Operations:**

<b>Customer Counts 10/1 – 10/31/2022</b>		
<b>Total Staff Assisted Seekers</b>	<b>576</b>	
<b>Total Staff Assisted Services</b>	<b>1201</b>	
<i>Basic Career Services</i>	984	
<i>Individualized, Training, and Support Services</i>	137	
<b>Unique Number of Businesses Served</b>	<b>85</b>	
<b>Staff Provided Business Services</b>	<b>174</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	20	18
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	9	5
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	83	48
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	59	48
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	3	3

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (11/14/22).



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**October 2022 Customer Feedback:**

- 39 survey responses were received via Survey Monkey and QTRAC (7% response rate):
  - Of the customers who responded, 79% will refer family and friends. \*Note: four rankings indicated that a customer would not refer family and friends, however, their feedback was positive.
  - Top 3 services received: job search, resume help, unemployment assistance.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 22 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Thanks to Michelle Bishop Gardner, I was able to get a job making 3 times I was making before! Through her knowledge and expertise, she helped me change my resume and I got a job within 2 weeks of the change!”
  - “Thank you (Amy) for your time, professionalism, outstanding customer care and understanding. You and all you do and have done is greatly appreciated.”
  - “(Customer) said that he has met with Brenda on several occasions for job search assistance and resume help at WorkSource since he does not have the resources or a computer at home. He said the services, and Brenda are amazing at WorkSource.”
  - “Patty was very thorough regarding my resume.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in October to be addressed in November:
    - “Wouldn't mind a flag saying hiring event today for other locations.”

**Service Delivery**

**Career Services:**

- One on one services highest in demand include deskside job seeker assistance, basic assessment, and Reemployment Services & Eligibility Assessment (RESEA) initial appointment for customers receiving Unemployment Insurance.
- During October WSCB provided 114 group services to 61 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation continue to be our most attended group services.
- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 10/8/22	211	131	223	92	1688	1508



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### **Business Services:**

- The team is using Human Centered Design (HCD) to evaluate current service delivery practices as part of the journey to provide transformational services. These HCD activities, in conjunction with real time business feedback will inform service delivery as we move into the new year.
- The WSCB Business Services Team will host the next One Hanford Career Fair on Brazen, our virtual event platform. This event is in collaboration with many Hanford area employers and the estimated number of job positions available is approximately 1700.
- October Events (with outcomes where available) –
  - 10/6: Lamb Weston Hiring Event at TC Futures
    - 21 attended
  - 10/12: Local Police & Correctional Officers Hiring Event at Richland Public Library
    - 46 attended
  - 10/27: Brookdale Hiring Event at TC Futures
    - 2 attended
- Upcoming Events –
  - 11/17: Senior Life Resources Hiring Event from 10am-4pm at TC Futures
  - 12/7 & 12/8: One Hanford Virtual Career Fair

### **Community Connections:**

- 10/12: Connected with Elizabeth Burtner, Assistant VP of External Communications and Relations with CBC to collaborate on a video campaign that will feature a mutual customer.
- 10/14: Introduction to James Hansen, Rural Suicide Prevention Peer Specialist with the Department of Veteran's Affairs (DVA); follow up scheduled to discuss partnership with WSCB.
- 10/14: Met with Sara Schwan, Advocacy & Development Manager with Mid-Columbia Libraries. Her and her team share information about WorkSource services, as well as pre-loaded USBs which we share to support customers needing resume resources.
- 10/19: Attended the CBSHRM Fall Seminar to present on WSCB Business Services.
- 10/26: Follow up meeting with James Hansen to learn more about resources that are provided through DVA and arrange for onsite workshops for local veterans.

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

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

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



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**Upcoming Training/All Staff Meetings:**

- 11/2: Cross Training – Youth Services, HCD Project Presentations, September Customer Feedback Updates, WSCB Business
- 11/9: Policy Training – WSSP 1009 Priority of Service for Veterans and Eligible Spouses; Cross Training – Resources for Injured Workers (L&I); HCD Project Presentations; Veteran’s Day Celebration
- 11/16: October Customer Kudos, Cross Training: National Farmworker Jobs Program (NFJP); October Data Review
- 11/30: Community Partner Cross Training - Apprenticeship Programs with WA Community Health

**Facilities:**

- 10/21: Pointe Pest Control conducted quarterly service

Respectfully submitted by C. Bright on 11/14/22