



Adult & Employer Linkage (AEL) Committee Meeting

June 15th, 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

AGENDA

1. Call to Order – Adolfo de León
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- May 18th, 2023 (Needs a vote)
4. Performance Pit Stop
 - WIOA Adult and Dislocated Worker State Monitoring Update– Jessie
 - Community Development Block Grant – Becky
 - QUEST – Jessie & Carya
 - Economic Security for All - Becky
 - Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
5. WorkSource Columbia Basin (WSCB) Update – Crystal
6. Celebrate Champions -All
7. Agency Updates – Business Updates, Challenges, Successes, and Upcoming Events.
8. Next Meeting
 - Adult & Employer Linkage Committee - Thursday, July 20th, 2023, at 4:00 p.m. WSCB/Zoom Hybrid
 - Executive Committee - Tuesday, June 27th, at 4:00 p.m. on Zoom
 - Quarterly Board Meeting – Tuesday, July 25th, at 4:00 p.m. WSCB/ Zoom Hybrid
9. Adjournment
10. Attachments
 - Adult & Employer Linkage Minutes: May 18th, 2023
 - May 2023 Program Performance Summaries
 - May 2023 Layoff Profile
 - May 2023 TC Futures Report
 - May 2023 Liaison Report
 - May WSCB System Coordinator Report

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



Benton-Franklin Workforce Development Council (BFWDC)
Adult & Employer Linkage (AEL) Committee
May 18th, 2023, 4:00 p.m. – Zoom.

<u>Present</u>	<u>Excused</u>	<u>BFWDC Staff</u>	<u>BFWDC Staff Excused</u>	<u>Guests</u>
Todd Samuel	Adolfo de Leon	Tiffany Alviso	Cynthia Garcia	Crystal Bright
Kate McAteer	Jennie Weber	David Chavey-Reynaud	Cyndelle Howell	Israel Delamora
Michael Lee		Jessie Cardwell		Jose Sandoval
Karl Dye		Becky Tuno		Juan Ortiz
		Isaac Estrada		Keri Lobdell
		Carya Bair		Lisandra Valencia
				Rebecca Williamson
				Ric Valdez
				Selma Velagic
				Scott Koopman

Call to Order

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

Jessie 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 April 20th, 2023, Adult & Employer Linkage Committee meeting minutes were provided for members to review.

Karl Dye motioned to approve the April 20th, 2023, AEL Committee Minutes as presented, seconded by Todd Samuel; the motion was carried unanimously to approval.

National Association of Job Assistance (NAJA) Takeaways – Jessie

Child Care – National lack of availability, expensive, disproportionate effect on women. This issue must be addressed as access to childcare and the costs are significant challenges for parents. Some strategies mentioned were to look for grants to support childcare expenses and help those parents afford childcare to reach their employment goals. This helps promote providers’ stability and encourages more involvement in the childcare system. Another strategy was to promote incentives for those in the informal childcare systems, such as family, friends, and neighbors who provide this support, and then invest more in childcare workers.

Todd Samuel, Board Chair, asked if this was something that the local (Benton and Franklin Counties) Workforce Centers were struggling with as well.

Jessie explained that part of the problem is access to childcare; childcare agencies are actively looking for talent so that they can open space to enroll more children. In childcare facilities and schools, there's a ratio of the number of kids to staff allowed. And so, this is an issue in their area. Furthermore, when they do get access, childcare costs are so high that it's hard for employees to afford it, and they decide not to return to work.

Board Member Karl Dye shared that a cluster of North Richland employers, including PNNL, WSU Tri-Cities, Energy Northwest, and Hanford contractors, have been looking at solutions amongst their HR professionals to develop a solution for their workforce regarding childcare. They're working with the Association of Western Businesses on childcare alternatives. Additionally, Karl shared that their team at TRIDEC has been meeting with their local Department of Commerce representative, Norman Chavez, as they have federal funds to help find a solution. There

has been discussion around piloting the Tri-Cities to address the gap. Karl expanded that it could involve a study of employers to obtain better data around this across the board. It could include piloting a stand-up childcare facility that might be regionally located and potentially a partnership with somebody like the Boys and Girls Clubs or YMCA or an organization doing after-school programs now. Norman Chavez has also been working with Tyson in Walla Walla County, as it's also become an issue for them. They are collectively getting support from the state through the Department of Commerce for this potential funding to mutually join forces with local partners to start a pilot childcare program in the Tri-Cities.

Board Member Michael Lee informed attendees of Columbia Basin College's (CBC's) early childhood education program and the numerous students earning their Eazy-E credentials at various levels, certificates, and degrees. They work hard at CBC to create a workforce for those in-demand jobs.

Diversified Funding – Need for funding outside of WIOA Title 1B—for example, ARPA, Youth Build, and state and local funding opportunities.

Jessie shared that throughout the conference, ARPA money was referenced a lot, as well as Hire 360, a philanthropic company, to provide services that a strict WIOA law cannot. Youth Build, a community-based education program serving the same population currently being served in Benton & Franklin counties, was a hot topic; youths 16-24 who have left high school before graduation have other risk factors. They will keep a close eye on the next round of funding.

- Cynthia and David are working with ESD123 and CPS, and we are pursuing CCWA funding.
 - The intent is to create clear pathways in the Technology, Healthcare, and Trades sectors. This proposal is due 6/14/23.
- Becky is working on a Department of Labor (DOL) grant for Infrastructure.
 - Initial information is due May 31st.

If you are aware of unrestricted funding opportunities, please let a BFWDC Team member know.

WIOA Reauthorization - Working on adding flexibility to WIOA Eligibility documentation, marketing and outreach, and Eligible Training Provider List (ETLP)- not this year.

This authorization will positively impact our customers. Some focus areas are to provide more flexibility to WIOA eligibility requirements and flexibility to utilize WIOA funding for marketing and outreach. Jessie shared that the Department of Labor (DOL) is developing an ETPL tool kit to make it easier for training providers to get on the ETPL and give WIOA participants more opportunities to receive training.

The Power of Partnerships - Mission alignment amongst partners is essential to build a shared resource network. This work is not a competition between agencies. When agencies have missions that align and can form a network to serve customers, the customers are the ones who benefit the most. They can access various services to help them reach their employment or training goals. Agencies do as well; resources are stretched to serve more people, and best practices are shared and learned from. Creating a network of partners to design innovative solutions to address business needs and to prepare individuals for and connecting them to career opportunities is the power of partnerships.

An example of this in their area is their Rapid Response Events: Jasmine Sanchez is our local Rapid Response Coordinator, and she does a fantastic job of coordinating services for impacted workers and employers when a layoff occurs. She quickly gets everyone to the table to provide affected workers with information to navigate their layoffs. Partners in this network include ESD to provide UI information, WSCB to provide basic service information, CPS for DW to provide specific program information, Community Health Plan of Washington for healthcare, CBCs worker retraining, and 211.

Revenue Generators - This is the power they bring to their community and was something heard from a speaker from DOL that describes their work. They create revenue generators; this positively impacts their community as

they help individuals become productive tax-paying citizens who shop locally and are self-sufficient. Their commodity is what employers want, talented candidates to fill their vacant positions.

Review PY23 Board Meeting Calendar – Jessie

Jessie informed members that a poll would be sent out to determine the best time to adjust the November meeting, as the WWA conference is that week. December's meeting is missing from the calendar as the trend has been to cancel it due to low attendance as people are out of the office. Starting in July, meetings will be offered in a hybrid model – invites will be sent out with links and locations.

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 for May 2023 - June 2023. She encouraged all to read the Program Performance Summary for the Adult and Dislocated Worker Program, included in the meeting materials. Lastly, Jessie shared that the BFWDC's annual state monitoring is underway. The BFWDC Team started the pre-monitoring work at the end of April, and the state has started reviewing policies virtually; next week, they will be on-site monitoring in person.

Community Development Block Grant - Becky

Becky provided an overview of the cumulative program performance summary, including outreach and program efforts and a participant success story. 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), 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 30th, with the next update occurring at July's meeting.

QUEST Update – Jessie & Carya

Jessie shared program highlights as of April 30th, 2023, covering year-to-date spending, targets, services provided, and enrollments. All QUEST performance metrics exceed targets, and due to limits in Adult and Dislocated Worker funding, more QUEST customers are being served than planned.

Carya, Business Engagement Manager, provided effective practices, employment trends, and program strategies. Business engagement performance factors were discussed, including business outreach, events, and upcoming new business.

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 through April 30th, 2023. Federal EcSA is 78.3% spent, and State EcSA is 91.9% spent; both are on track. Becky provided EcSA program highlights, including challenges, outreach, partnership efforts, training enrollments, and employed exits. Employed exit outcomes are currently behind target as customers are working through training courses and have yet to enter employment. Currently, ten customers are participating in training services under Federal and State EcSA. Outcomes will be reported in the coming months.

Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac

Isaac provided an overview of April's OHDC cumulative program summary, included with the meeting materials, sharing program outreach, persons reached (6,314), referrals made (934), 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 has been compiled to share from the communication guide. **They** continue to present the findings, continue further conversations on best practices, and discuss ways to utilize the research findings from Sonar Insights. There have been committee meeting presentations and a one-pager created to share information.

WorkSource Columbia Basin (WSCB) Update – Crystal

Crystal Bright shared the WorkSource operator report details included in the meeting materials. She highlighted April WorkSource site operations and customer feedback. Crystal summarized service delivery, discussing career and business services and community connections. PSA spots became available, and based on their ongoing relationship with Fox Telemundo, they reached out. WSCB put together a 30-second commercial now airing in both April and May ad spots. They hope the PSA ad will help build trust and knowledge of WSCB’s services.

Celebrate Champions – Jessie

Jessie shared that she learned “Celebrate Champions” in a session at NAJA regarding maximizing meetings. They want to take the time and recognize the extraordinary work being done. If you have a staff member or partner you would like to celebrate or acknowledge; please get in touch with Jessie Cardwell.

Jessie highlighted some of the customer feedback that Crystal provided in her report: Selma has received positive feedback that said, “Customer service is awesome.” Jessie commented that Selma does a fantastic job of always being there to help and assist and thanked her for her work in serving their customers.

Round Table/Agency Updates

Heather Woodruff, Career Path Services, shared that they are seeking space to host their all-staff conference in September. They need event space that can accommodate 100. Please get in touch with Heather if you know of a facility that can provide space for their corporate training and professional development annual event.

Next Meeting

- Adult & Employer Linkage Committee – Thursday, June 15th, at 4:00 p.m., on Zoom.
- Executive Committee - Tuesday, May 30th, at 4:00 p.m., on Zoom.

Adjournment

With no further business, the meeting was adjourned at 5:00 p.m.

Respectfully submitted:

Todd Samuel, Board Chair Date

Cyndelle Howell, Administrative Assistant Date



May 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	227	154	162
Exits			
Total Employed Exits	83	80	96
Placement Rate	68%	85%	85%
Median Wage	\$19.13	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	45	32	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

Strategic Partnerships, Recruitment, and Outreach:

WIOA staff have joined forces and partnered with Employment Security Department and Columbia Basin College staff in providing local resources to customers at Habitat for Humanity. WorkSource Columbia Basin and partners will provide employment services and discuss customer resources. Staff will be holding cohorts at Habitat for Humanity each Wednesday in the afternoons. This will begin at the end of June 2023.

- There will be two monthly sessions on Wednesdays to discuss WorkSource services offered by the six partners: Employment Security Department, Opportunities Industrialization Center, Labor and Industries, Career Path Services, Columbia Basin College, and Department of Social and Health Services-Division of Rehabilitation Services.

Success Story:

Zerihun (37) entered the WIOA Adult program in January 2023. He was interested in enrolling as he was unemployed and seeking full-time work. The participant faced financial barriers at the time and sought program assistance. He was struggling mentally and needed help getting on the right track. Zerihun was seeking assistance with obtaining a certification as a Commercial Truck Driver that would lead to finding full-time, steady work. After enrolling, Zerihun was set up to start his Occupational Skills Training with the program's help on 2/20/2023 and completed it on 3/21/2023. The participant obtained his training certificate at T-Enterprises and his Commercial Driver's License (CDL). The WIOA Adult program was also able to assist Zerihun with supportive services in the form of fuel. Soon after a customer was assisted with these barriers, he informed staff that he obtained a full-time position with TW Transport as a CDL Driver making \$32.42 an hour. He started this position on 4/12/2023. Obtaining this position gave Zerihun the confidence to believe in himself again.

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



May 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	152	167	177
Exits			
Total Employed Exits	63	105	112
Placement Rate	79%	85%	85%
Median Wage	\$22.50	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	28	35	37
On-the-Job Training (OJT)	0	2	3
Entrepreneurial Training	0	0	1

Strategic Partnerships, Recruitment, and Outreach:

- WIOA staff have joined forces and partnered with Employment Security Department (ESD) and Columbia Basin College (CBC) staff in providing local resources to customers at Habitat for Humanity. WorkSource Columbia Basin (WSCB) and partners will provide employment services and discuss customer resources. Staff will be holding cohorts at Habitat for Humanity each Wednesday in the afternoons. This will begin at the end of June 2023.
 - There will be two monthly sessions on Wednesdays to discuss WorkSource services offered by six partners: ESD, Opportunities Industrialization Center, Labor and Industries, Career Path Services, CBC, and Department of Social and Health Services-Division of Rehabilitation Services.
- Staff connected with David's Bridal staff to confirm the store's closure and offer Rapid Response services. The store indicated they were still hiring and conducting business as usual, as they had not been notified if their store would be closing. Contact information and an example of a layoff packet were provided should the store end up closing.
- WorkSource Walla Walla was notified of a possible layoff at Packaging Corporation of America (PCA) from customers, and onsite support was provided on 5/5/2023. Support provided included: setting up a SAW account, reopening an Unemployment Insurance (UI) claim, standby questions, job search/requirements, retraining opportunities, and account error/access issues. WSCB staff was informed of the layoff on 5/10/2023 and connected with Walla Walla to provide services for impacted workers who commuted from Benton-Franklin counties. Information provided by the employer indicated that they expect the layoff to be temporary, with a tentative return to a workday in July. Staff will continue to monitor this layoff and communicate with WorkSource Walla Walla to partner on serving impacted workers.

Total Employed Exits: Employed exit outcomes are currently behind target as customers are working through training courses and have not yet entered employment. Currently, ten customers are participating in training services.

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

Individual Training Account (ITA): There are ten (10) ITAs scheduled to complete in June 2023.

- 1 Real Estate Broker
- 3 Com. Drv. License (CDL)
- 1 Forklift
- 3 Project Management
- 1 Nail Technician
- 1 Administrative Technician



May 2023

QUEST Summary (Cumulative) (Total contract amount \$343,643)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of April 30th, 2023	\$47,641	\$50,349	80%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Planned Participants	39	9	43
Services	Actual Outcomes	Monthly to Date Target	Annual Target
# Receiving Career Services	39	9	43
# Receiving Individual Training Accounts (ITA)	16	3	30
# Completing (ITA)	2	0	25
# Receiving Supportive Services	4	1	15
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	4	3	35

Effective Practices and Program Strategies:

- Quest funding has been used to leverage resources at TC Futures, as many Out of School Youth meet the eligibility requirements for Quest. This has been a value add to assist with training to youth in need who otherwise wouldn't have been able to attend training due to lack of funding or ability to pay a portion of the cost.
- The staff has enrolled more than planned, mostly because we have spent almost all Adult and DW funds. With obligations in Direct Participant only, we are about 35% spent on the entire contract and do not want to exceed 50% before the end of the program year. We can leverage other resources in the coming quarters, so enrollment will likely slow down. We will exceed the enrollment target to spend the funds.
- WIOA staff have joined forces and partnered with Employment Security Department and Columbia Basin College staff in providing local resources to customers at Habitat for Humanity. WorkSource Columbia Basin and partners will provide employment services and discuss customer resources. Staff will be holding cohorts at Habitat for Humanity each Wednesday in the afternoons. This will begin at the end of June 2023.
 - There will be two monthly sessions on Wednesdays to discuss WorkSource services offered by the six partners: Employment Security Department, Opportunities Industrialization Center, Labor and Industries, Career Path Services, Columbia Basin College, and Department of Social and Health Services-Division of Rehabilitation Services.



May 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	\$257,965	86.3%
State EcSA	\$396,204	\$355,187	89.6%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	160	148	150
State EcSA	71	51	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	39	40
State EcSA	30	23	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	54	85	95
<i>Employed Exits Below Threshold</i>	16	n/a	n/a
State EcSA	33	33	35
<i>Employed Exits Below Threshold</i>	2	n/a	n/a
Co-enrolled	14	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

Program Highlights:

Outreach/Partnership Efforts: Staff has joined forces and partnered with Employment Security Department and Columbia Basin College staff in providing local resources to customers at Habitat for Humanity. WorkSource Columbia Basin and partners will provide employment services and discuss customer resources. Staff will be holding cohorts at Habitat for Humanity each Wednesday in the afternoons. This will begin at the end of June 2023.

- There will be two monthly sessions on Wednesdays to discuss WorkSource services offered by the six partners: Employment Security Department, Opportunities Industrialization Center, Labor and Industries, Career Path Services, Columbia Basin College, and Department of Social and Health Services-Division of Rehabilitation Services.

EcSA Success Story: Ilian, age 22, was unemployed when he enrolled in the State EcSA program. He had a criminal background that limited his employment opportunities, and he wanted to obtain his Commercial Driver's License (CDL) to be more competitive in the job market. Ilian was co-enrolled in the Out of School Youth program to leverage funds for tuition assistance to help him obtain his CDL and Hazmat endorsements. Ilian completed his CDL training through T-Enterprises on 11/21/2022 and his Hazmat training on 12/2/2022. Ilian successfully passed the required testing and obtained his license on 12/13/2022. After getting his license, Ilian's case manager worked with him to overcome barriers to employment by providing several employment referrals. He was referred to YRC Freight, Sysco, and Charlie's Produce. After multiple interviews and applications, Ilian was finally offered employment at Waste Treatment Completion Company, earning \$34.94/hr. plus benefits.

Training: 6 total

- | | | |
|-----------------------|---|----------------------------------|
| 1 CDL to end 6/23 | 1 Certified Digital Marketing to end 6/23 | 1 Financial Manager to end 10/23 |
| 1 Welding to end 6/23 | 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 employment. Currently, ten customers are participating in training services under Federal and State EcSA. Outcomes will be reported in coming months.



May 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	\$257,648	70.8%
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:

- Four participants are placed at their respective food sites to support food distribution efforts.
- The total cumulative community members served to date is **85,553, nearly three times** the original program target of 40,000. This number is updated every quarter, with the next update occurring at July's meeting.

Program Highlight:

The Department of Commerce has extended our contract date to ensure funds are spent down.



May 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	6,936	N/A	N/A	N/A	N/A
Referrals	1,171	150	300	750	1,100

OHDC Outreach

- OHDC supported campaigns regarding SNAP have increased local applications through 211 Greater Columbia. The use of digital advertising through social media and Google display has resulted in 57 applications.
- Staff from Career Path Services conducted outreach to youth that included local high schools and the Juvenile Justice Center for promoting dignified work, WorkSource, and TC Futures
- OHDC continues to support outreach through media advertising and has resulted in support of programs for DSB. OIC of Washington.
 - Our support for BFET enrollments with ESD has resulted in exceeding our enrollment goal by 15 additional enrollments.



May 2023

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

Business Outreach May 2023 Tours

- Increased employer engagement and collaboration by providing tours for staff-led WorkSource and TC Futures facilities. Five tours included.
 - WSU Tri Cites tour and meeting with WorkSource Business Services team.
 - Tri-City Regional Chamber of Commerce workforce strategic planning meeting
 - 21st Century Program Manager, River Edge High School, Richland, WA
 - Columbia Basin Chapter of the Society of Human Resources for two Workforce Readiness Directors
 - Advanced Manufacturing Apprenticeship AJAC meeting with Manager of Business Development and Regional Services
- Program staff and employers identified ways to encourage continuous improvement by leveraging resources and collaborating on events, including Tri-City Regional Chamber Sign-On Day
- Increased in-person outreach campaign by participating in multiple events, including Tri-Cities Regional Chamber and WSU Tri-Cities. Industry sectors include transportation, healthcare, and government.

Events

5/5/2023 **Cinco de Mayo** – good turnout; connected with ~35 farmworkers + a couple.

5/11/23 **Future Festival** at TC Futures, Kennewick, WA. Event Data: 27 registered vendors and over 100 youth and young adults attended.

5/15/23 **CRCC hiring event** at WorkSource.

5/24/23 **Basin Disposal Inc. (BDI) Hiring Event** at BDI facility.

5/24/23 **Aerotek -Meet the Employer Event** at WorkSource

Business Highlight

- 5/31/23 BF WDC presentation on resources for small businesses at **Small Business Requirements and Resources in-person Webinars** with Small Business Liaison Team, Washington State Department of Commerce, Washington State Department of Labor & Industries, Washington State Department of Enterprise Services, Washington State Department of Revenue and Employment Security Department.



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WorkSource Operator Report

Benton Franklin Workforce Consortium

May 2023

May Highlights:

- WSCB hosted the state monitoring team the week of 5/22 for review of RESEA, MSFW, TAA, BFET, and Title 1b programs. We were honored to provide a facility tour and share how we provide services to our community. Several best practices were identified and formal results will be published shortly.
- In partnership with the BFWDC Business Engagement Manager, WSCB is deepening existing relationships and building new ones through tours and information sessions. More details below in “Community Connections.”

WorkSource Site Operations:

Customer Counts 5/1-5/31/23		
Total Staff Assisted Seekers	772	
Total Staff Assisted Services	1853	
Unique Number of Businesses Served	86	
Staff Provided Business Services	152	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	7	7
<i>Employee Training</i> Assessment, referral, enrollment, etc.	12	5
<i>Other</i> Employer outreach visit, marketing business services, etc.	52	34
<i>Recruitment</i> Hiring events, referrals, etc.	80	61
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (6/9/23).



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May 2023 Customer Feedback:

- 45 survey/interview responses were received:
 - Of the customers who responded, 88% will refer family and friends.
- We also received a 5-star review on Google Business (no comment included).
- Customer Feedback – *What we did well:*
 - “Edna was so helpful. Very astute as to what employers are looking for and how to arrange resumes. She made me feel confident in my job search.”
 - “Jasmine is doing a great job assisting me.”
 - “Cynthia was Awesome as always.”
 - “Customer service in general in today's world has really gone down hill. Somehow, WorkSource is doing something right because everyone I've been in contact with has been kind, helpful, and shows they actually care. Thank you for everything. You've brought back hope in this process when I was about to give up.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in May to be addressed in June:
 - “It'd be helpful to get automatic text reminders of appointments.”
 - “Push the tri-cities to open a trade school that has adult continuing education.”
 - “Have more job listings above minimum wage.”

Service Delivery

Career Services:

- During the month of May, our Front End Services (FES) Team provided 556 staff assisted services and supported access to 617 customers seeking self-service, for a total of 1,173 (+16% over April 2023). FES provided 361 one on one appointments (+ 14% MoM) and had a show rate of 68%.
- FES also answers incoming “general inquiry/option 7” calls. During the month of May, they handled 309 calls: 274 in English and 35 in Spanish.
- After collecting customer and staff feedback, we are revising the WSCB phone tree for simplified and equitable access for our customers. This includes an option to choose Spanish as the preferred language without a wait time or redundancy in recorded information and elimination of and reordering of some options to connect customers with a live representative quickly.
- To support the upcoming transition to a new data management system (ETO replacement) at WSCB, we continue to meet with Marissa Meyer, Product Manager, to collaborate. Conversations center around pain points, solutions, and identifying ways to engage customers and staff to inform the new system.
- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:



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Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 6/1/23	245*	148	629	186	4,796	4,151

*This includes staff and customers who have been offered access. Some may not have activated their license or no longer have access.

Business Services:

- The team hosted space for new hire orientation for JoAnn Fabric 5/16-5/18. This included in-person and virtual activities.
- Our Local Veterans Employment Representative attended a hiring event in partnership with the Seattle Seahawks on 5/23. There were 274 veteran/spouses of veterans in attendance and 17 individuals were hired on the spot.
- Event Outcomes –
 - 4/12: Boeing Hiring Event at WSCB: 4 attended; 1 applied; 1 interviewed – hiring decision pending.
 - 5/2-5/4: JoAnn Fabric (prescheduled & open) Interviews at WSCB – 45 attended & 30 new hires, 3 of whom were referred by WorkSource.
 - 5/15: Two Rivers Corrections Institute (TRCI) Hiring Event at WSCB – 1 attended; 0 interviews scheduled; hiring data pending.
 - 5/24: Aerotek Construction Hiring Event at WSCB – 11 attended; 11 applied in person, 9 interviews scheduled; 1 hired.
- Upcoming Events –
 - 6/1: BDI Hiring Event at WSCB from 10am-2pm – (cancelled; reschedule pending)
 - 6/8: US Department of Agriculture (USDA) Hiring Event at WSCB from 10am-4pm
 - 6/12: Two Rivers Corrections Institute (TRCI) Virtual Hiring Event on Brazen from 2-4pm

Community Connections:

- 5/2: The WSCB Business Services team attended a training program presentation to learn about new WSU TC courses tailored to local business need and received a campus tour with Joan Giese, Associate Professor of Marketing & Director of Lifelong Learning, and Kate McAteer, Vice Chancellor for Academic Affairs.
- 5/2: Attended the Project Management Program press conference at CBC, where they announced the accreditation of three project management tracks by the Project Management Institute (PMI) Global Accreditation Center (GAC). These accreditations are internationally recognized and CBC is the first in the nation to offer this trifecta.
- 5/3: Co-hosted an informational tour of WSCB in partnership with the BFWDC Business Engagement Manager (BEM) for Brooke Myrland of the Tri-Cities Regional Chamber of Commerce.
- 5/3: Connected with Sue Carter, Assistant Director of 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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- 5/23: In partnership with the BFWDC BEM, co-hosted a tour and informational session for Rudell Crim, 21st Century Program Site Coordinator with River's Edge High School. This was an opportunity to identify ways we can support students and families in our community with self-sufficiency tools, such as career assessments, labor market information, and career pathway resources.
- 5/25: Provided a tour of WSCB for two members of the Columbia-Basin Chapter of Society of Human Resources (CBSHRM) Workforce Readiness Directors Myka Davis and Nisha Quick and shared our service catalog for business and job seekers. This tour and informational session were in partnership with the BFWDC BEM.
- 5/31: Hosted a booth at the Business Friendly Programs event in collaboration with TRIDEC. This was a multi session event with an early afternoon and evening option. It included informational presentations to support local business in connecting with resources and solutions for some of their most common pain points.

Staff Training & Development:

Training/Development Attended:

- 5/3: TradeUp! Construction Sector Resources; DEI Training: Cultural Awareness, April Customer Feedback Improvements, Business Updates
- 5/8-5/12: The WSCB Recognition Committee hosted daily huddles for the team to celebrate Public Service Appreciation Week.
- 5/17: Customer Kudos, Cross Training – BFET; May Data Review; Safety Training – Fire Extinguishers

Upcoming Training/All Staff Meetings:

- 6/7: BFWDC Quarterly Updates; Cross Training – Workfirst; May Customer Feedback Improvements
- 6/14: Cross Training – Department of Services for the Blind (DSB)
- 6/21: Customer Kudos, Cross Training – Career Assessments; June Data Review; Safety Training – De-escalation

Facilities:

- 5/6: Full center Spring cleaning completed by Squeaky Clean.
- 5/10: Wall maintenance inspection was completed by NWAP. No issues were identified.
- 5/15: IT inventory completed and submitted to ESD.
- 5/18: Cintas completed battery replacement in AED; new AED unit ordered due to ongoing battery issues.
- 5/20: Carpet cleaning completed by Zero Rez; full center vacuum completed by Squeaky Clean prior.
- 5/25: HVAC filter replacement completed by Jacob & Rhodes.

Respectfully submitted by C. Bright on 6/9/23

May 2023

Monthly Data-May 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=684 (including carry-ins)

GED month-to-date: 14

GED YTD: 65

Co-enrollment month-to-day: 6

Co-enrollment YTD (Includes carry over): 61

Summary

May was an extremely busy month. There were several changes in school district leadership that affects the Open Doors side of TC Futures. We participated in community outreach events and had a very successful Future Fest.

Student Learning

Fifty-four GED tests were proctored at a 79% pass rate. Fourteen GED completions in a month is a record for TC Futures! We are pursuing additional software to support learners who have not reached 9th-grade level in reading or math. In addition, we are investigating technology that will help with interpretation to better serve our non-English language learners.

Continuous Improvement

We continuously strive to improve services for all youth. OSPI has presented two new opportunities for Open Doors to expand services. We are working with ESD 123, Migrant Education, and the School System Improvement with funding to identify migratory families and enroll them into TC Futures services. School System Improvement dollars will be spent on software to improve student learning and to partially fund a position to help rural communities with enrollment and Open Doors services.

Qualified Case Management and Instruction

TC Futures continues to grow. An additional case manager was added to the staff in order to meet the demands of ever-increasing enrollment. In the month of May, Open Doors enrolled 41 new learners, with Career Path Services enrolling 17 new customers.

Moving Forward

The Open Doors side of the house is preparing for compliance monitoring to ensure we have incorporated practices to meet regulatory requirements for administering programs. The actual monitoring will take place in early June, with results by the beginning of July.

TC Futures Event

TC Futures staff hosted the TC Futures Future Fest event. Future Fest is an educational and career fair that features employers, non-traditional and traditional post-secondary schools and training providers, the trades industries, and military branches. Twenty-seven vendors were featured, and over 100 youth and young adults attended the event. Future Fest was sponsored by Gale Rew Construction, Hapo Credit Union, and the Community Health Plan of WA. Future Fest was a great success and will become an annual event at TC Futures.

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

May 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: 772 (-18)
Total Staff Assisted Services to Job Seekers: 1853 (+83)
Unique Number of Businesses Served: 86 (+36)
Staff Provided Business Services: 152 (+41)

For More information contact 509-734-5900 or visit WorkSourceWA.com



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

TC Futures Total Youth Enrolled (YTD): 684 (+77)
Out-of-School Youth (OSY) Program (YTD): 222 (+17)
Co-enrolled in Both Programs: 61 (+6)
Total Youth attained GED: 65 (+14)
Total OSY Employed and/or Post-Secondary Exits: 95 (+7)

For more information contact 509-537-1710 or visit TCFutures.org

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

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

Total Participants Served (YTD): 601
Monthly-to-Date Target: 511 (118%)

Total Employed Exits (YTD): 232
Monthly-to-Date Target: 281 (83%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 160 Monthly-to-Date Target: 148
Total Employed Exits: 54 Monthly-to-Date Target: 85

Economic Security for All (STATE EcSA)

Participants Served (YTD): 71 Monthly-to-Date Target: 51
Total Employed Exits: 33 Monthly-to-Date Target: 33

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: 1171 Monthly-to-Date Target: 750
Customers Reached: 6936 Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit WorkSourceWa.com or TCFutures.org for a full menu of services and/or to schedule an appointment.

The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (April)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.1%

Franklin County Unemployment: 5.3%

Tri-Cities Employment (April 2023)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	126600	1,200	1.0%	4,500	3.7%	176%
Total Private	106700	1,100	1.0%	3,600	3.5%	180%
Goods Producing	20200	300	1.5%	1,000	5.2%	193%
Mining, Logging, and Construction	10800	300	2.9%	-	0.0%	118%
Manufacturing	9400	-	0.0%	1,000	11.9%	400%
Service Providing	106400	900	0.9%	3,500	3.4%	173%
Private Service Providing	86500	800	0.9%	2,600	3.1%	178%
Trade, Transportation, Warehousing and Utilities	21800	100	0.5%	200	0.9%	267%
Retail Trade	14400	100	0.7%	-	0.0%	181%
Financial Activities	4300	-	0.0%	-	0.0%	100%
Professional and Business Services	22700	200	0.9%	1,000	4.6%	333%
Administrative and Support Services	12400	100	0.8%	400	3.3%	533%
Educational and Health Services	20400	100	0.5%	800	4.1%	291%
Leisure and Hospitality	12900	300	2.4%	600	4.9%	123%
Food Services	10000	100	1.0%	400	4.2%	133%
Government	19900	100	0.5%	900	4.7%	136%
Federal Government	1200	-	0.0%	-	0.0%	100%
Total State Government	2900	-	0.0%	(100)	-3.3%	-50%
Total Local Government	15800	100	0.6%	1,000	6.8%	178%

Other News

- The State Monitoring team visited the Tri-Cities the week of 5/22 for review of RESEA, MSFW, TAA, BFET, and Title 1b programs. We were honored to provide a facility tour and share how we provide services to our community. Several best practices were identified and formal results will be published shortly.
- The BFWDC presented at a Small Business Resources event hosted by the Washington State Small Business Liaison Team at TRIDEC. The Business Services Team (BST) also set up a booth for both the evening and afternoon sessions of the workshop and provided information about our local workforce system and supports to businesses in attendance.
- After collecting customer and staff feedback, WSCB is revising their phone tree for simplified and equitable access for our customers. This includes an option to choose Spanish as the preferred language without a wait time or redundancy in recorded information and elimination of and reordering of some options to connect customers with a live representative quickly.
- During the month of May, our Front End Services (FES) Team provided 556 staff assisted services and supported access to 617 customers seeking self-service, for a total of 1,173 (+16% over April 2023). FES provided 361 one on one appointments (+ 14% MoM) and had a show rate of 68%.

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

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988

Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5988



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