



## **Adult & Employer Linkage Committee Meeting**

November 18, 2021 at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

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### **AGENDA**

1. **Call to Order** - Adolfo de León
2. **Welcome & Roll Call** - Jamilet
3. **Approval of Committee Minutes**
  - Adult & Employer Linkage - October 21, 2021 (Needs a vote)
4. **PY21 Subrecipient Monitoring Plan Schedule** - Jessie (Needs a vote)
5. **Benton-Franklin Workforce Development Council (BFWDC) Highlights**
  - Adult and Dislocated Worker Contract Updates – Diana
  - DOL Monitoring Visit - Diana
  - Disaster and Employment Recovery Updates - Diana
  - Economic Security for All (EcSA) - Jamilet
  - Community Development Block Grant (CDBG) - Jamilet
6. **Liaison Report** - David Chavey-Reynaud
7. **WorkSource Columbia Basin (WSCB) Update** - Crystal Bright
8. **Other Business**
9. **Next Meeting**
  - Adult & Employer Linkage Committee - Thursday, January 20, 2022, at 8:30 a.m. on Zoom (No December meeting)
  - Executive Board Meeting - Tuesday, November 30, 2021, at 4:00 p.m. on Zoom
10. **Adjournment**

### **Attachments**

- Adult & Employer Linkage Minutes - October 16, 2021
- PY21 Monitoring Plan Schedule
- October Program Performance Summaries for Adult, Dislocated Worker, PY19 Rapid Response, Disaster Recovery, Employment Recovery, Economic Security for All & Community Development Block Grant
- October Layoff Profile
- October Liaison Report
- October 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 21, 2021, at 8:30 a.m.

Zoom

<b><u>Present</u></b>	<b><u>Excused</u></b>	<b><u>Absent</u></b>	<b><u>BFWDC Staff Present</u></b>
Adolfo de León-Chair	Tiffany Scott	Lori Mattson	David Chavey-Reynaud
Jennie Weber		Michael Lee	Diana Hamilton
Jamie Rasmussen		Karl Dye	Jamilet Nerell
		Todd Samuel	Cynthia Garcia
			Jessie Cardwell
			<b><u>Presenters</u></b>
			Crystal Bright
			Suzanne Suyama

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### **Call to Order**

Adolfo started the meeting by welcoming everyone and called the meeting to order at 8:30 a.m. Jamilet read through the roll call while everyone responded. She asked guests to put their names and organization in the chat and thanked everyone for joining the meeting.

### **Approval of Committee Minutes**

The Minutes of September 16, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

**Jamie Rasmussen moved to approve September 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.**

### **Election of Committee Chair(s)-Diana**

Diana stated it is the time of year to choose the chair for each committee, and each elected committee chair sits on the Executive Committee. Adolfo agreed to serve as the Adult Employer Linkage (AEL) committee chair for the next year, and Jamie Rasmussen agreed to provide support by facilitating meetings in the event Adolfo is unable to attend. Thank you to Adolfo and Jamie for their support. Diana asked if anyone would like to co-chair the AEL committee meetings with Adolfo. No interest was presented. Diana called for a vote from this committee to appoint Adolfo as the committee chair. The committee's recommendation will go before the executive committee, and if approved, this agenda item will move to the full board for a vote on October 26<sup>th</sup>.

**Jennie Weber moved to approve Adolfo as the Chair of the Adult & Employer Linkage Committee, seconded by Jamie Rasmussen Jennie Weber. Motion carried.**

This recommendation will go before the full board for a vote on October 26<sup>th</sup>.

### **BFWDC Highlights**

#### **PY21 Department of Labor (DOL) Disaster /Employment Recovery Monitoring Visit-Diana**

Diana announced that the DOL monitoring visit is scheduled for December 13-17, 2021. This monitoring will be virtual, and DOL is selecting the local areas that they will review. We will provide you with an update as soon as we know if the BFWDC will be monitored in December. We are hoping to find out within the next couple of weeks.

### **Disaster and Employment Recovery Updates – Diana**

Diana shared the entire state is significantly behind in expenditures in both grants. To give all twelve (12) Workforce Development Councils (WDCs) more time to expend these funds, the Employment Security Department (ESD) will be submitting a no-cost extension application to the DOL in January of 2022. They want to extend the contracts from March 31, 2022, for up to twelve (12) additional months. For DOL to consider a period of performance extension, each area requesting an extension must fully justify why more time is needed, update the timeline of grant activities, outcomes, and deliverables, and provide a budget. ESD plans to submit the application to DOL the first week of January, and then DOL has up to 60 days to respond. BFWDC staff will submit an extension request for both programs, and work with our subrecipients, Career Path Services (CPS) and the Consortium, to determine how long of an extension is needed to continue providing services to our customers and expend our funding.

Diana directed board members to refer to the program performance summaries for specific program information.

### **Economic Security for All - Jamilet**

Jamilet reminded everyone that updates provided are mainly at the BFWDC level; we provide monthly narratives for each program, in advanced to ensure those are reviewed and questions can be asked at this meeting.

Jamilet stated we are going into the second phase of the EcSA evaluation, which is part of this pilot program to identify areas to improve. It is never to figure out whether we are doing things wrong but rather to learn from previous experience. For us locally, the second phase of the evaluation is to provide an exit survey to customers on October 1<sup>st</sup>, 2021. Outcomes of this survey will be presented once the evaluation team puts together the reporting.

Jamilet also shared that EcSA now has an enrollment touchpoint in the Efforts to Outcomes (ETO) system, where we put all of our data for our participants. In previous months, because it was a pilot program, we were using a different enrollment category. Now EcSA has been expanded, and we have access to services across the state; we now have an identifiable touchpoint enrollment for EcSA. This is a huge win for us in the EcSA world.

With our funding coming to an end next calendar year in March 2022, we are starting to have conversations with ESD on what it may look like in the next funding cycle. We are very excited that this pilot could be extended to all WDC's sites across the state. I will be providing you month-by-month updates on what this second round of funding may look like for us here in Benton- Franklin.

### **Liaison Report – David**

Davis presented that in September, we saw a drop in customers coming to Worksource across all services. However, are we're still significantly up compared to where we were last year, by 52% in staff-assisted job seekers, 109% in total staff-assisted services to job seekers, and 154% and 203% in unique number of businesses served and staff provided Business Services respectively. Ajsa said this is seasonal, and we should see an uptick in interest for services shortly. For TC Futures, the numbers are a little bit more stable. The numbers in red or green off to the right of these figures are month-to-month changes. TC Futures youth served were down by seven (7), but the Out of School Youth (OSY) program is up by ten (10). David is excited about where we are with our Title I programs, outcomes, and enrollment targets. We are sitting at 99% for our monthly to date targets for total participants served and at 82% of our monthly to date target for total employed exits. If you have been following the liaison report over the past couple of years, we have not been that close for a long time. There is a lot of great work happening at the centers, and we're proud of our staff. As a reminder for Community Development Block Grant (CDBG), because of how we are running our Disaster Recovery program, we have funding available from multiple sources that go

towards the same goal. Right now, we are trying to push participants into the Disaster Recovery program because it lapses significantly sooner than CDBG. We have a plan to transition those enrolled in Disaster Recovery participants in CDBG when Disaster Recovery ends. Other WDC's across the state are dealing with the same issue.

David stated our top occupations and top licenses have largely remained unchanged from month to month. We have a 0.3% increase in unemployment compared to last month. However, we are still significantly down compared to 2022. In August 2019, we were sitting at the unemployment of 4.6% in Benton County and 4.9% in Franklin County. We are off by 0.2%, 0.3% in both counties compared to pre-pandemic levels.

In other news, we have begun reporting out on our LinkedIn learning numbers again. We are setting targets with our workforce system; we have 700 licenses in LinkedIn learning that we're trying to use by July of 2022. We will include this metric in the liaison report that counts or tracks our progress towards that goal. These will be total licenses served, including what we use internally for professional development; BFWDC has some licenses. Worksource Columbia Basin (WSCB) is using licenses for the staff there, and TC Futures is using licenses for the staff there. Licenses are available for businesses as well as community partners. If anybody is interested in attaining some LinkedIn learning licenses for internal use for your incumbent workers, please reach out to our Business Services Team, and they can hook you up. We are also ensuring that our job seekers and employment specialists also make sure our job-seeking customers know of the licenses. Job seekers are where we would like the majority of the licenses to go.

Davis presented that for COVID-19 job recovery, we're still hovering around 92%. That is approximately where we were last month. There hasn't been a lot of change in the job market right now. We lost 200 jobs last month. But again, based on my last conversation with Ajsa, that is largely seasonal, and we should see those numbers start to increase next month.

### **WorkSource Update – Crystal**

Crystal shared that we continue to see a high focus in the area of recruiting. The golden standard is connecting our job seekers and business customers and employee outcomes. A lot of effort in September was spent working on connections within the community. In the report, you will see one of the highlights is our work with Columbia Basin College. Our Business Services Team is looking at integrating our partners even outside of the center to do important work, such as reaching out to businesses. Several advisory committees are already formed with our partners at Columbia Basin College that are sector-based. Business Service Team members can join those groups and hear from those employers in a more streamlined way. The Business Service Team has been working with our business service partners in Spokane and Yakima to be able to address regional needs and figure out new and different ways to be able to connect a larger candidate pool to those businesses that are hiring. Super excited and proud of the creativity that's occurring there. Also, there is an annual Wagner-Peyser self-appraisal, and as we continue integrating here at WSCB, we're finding new and creative ways to come together on those types of things. She shared that we did complete that Wagner-Peyser self-appraisal in September, and there was full partnership involvement. Crystal said she feels the silver lining of this whole pandemic has seen the team come together and how they are finding new and creative ways to work together.

Jenny asked, "David, on the report, it shows the recovery COVID job recovery percentile? Do we know how many businesses are permanently closed? And how many new businesses are forming or have opened this year? I think it is I think it's important because the percentage is kind of a little bit confusing. It implies that of all of the jobs that were impacted in 2020. We found our way back at 92%. But I think all of us know there; there have been permanent closures. And then you know, the new development. The curiosity is about what are the new businesses that are helping that percentage go up?"

David responded that Ajsa would be able to expand on that a lot more than he could. To make sure I'm articulating how it was calculated. That's 92% of the job loss that happened from March to April. Let's say we lost, for number's sake, to make it easy on me 10,000 jobs, and we have recovered approximately 9200 jobs, which means we're still 800 compared to pre-pandemic levels. He will talk to Ajsa and get more of an idea of where that shifting has occurred.

Diana asked if Jenny wanted that information going forward, and Jenny confirmed that yes, she would.

**Child Care Aware – Susanne Suyama**

Suzanne introduced herself and said that she works for Community-Minded Enterprises in a statewide program called Child Care Aware. She gave an update on her agency and the state of child care in Benton and Franklin Counties. She used a PowerPoint slide deck to guide the presentation- ppt was provided within the AEL packet.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, November 18, 2021, at 8:30 a.m. on Zoom.

**Adjournment**

**With no further business, the meeting adjourned at 9:23 a.m.**

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Jessie Cardwell, Programs Coordinator

\_\_\_\_\_  
Date

**Benton-Franklin Workforce Development Council (BFWDC)  
PY21 WIOA Sub-Recipient Monitoring Plan and Schedule**



Contract Name/ Grant CFDA Number	BFWDC Contract Number/ Grant Number	Grant Funding Agency	Subrecipient	Contract Period of Performance	Contract Amount	Revised Amount	BFWDC Annual Monitoring Period	State Monitoring Visit
<b>Youth Program</b> CFDA 17.259	BFWDC-PY21-OSY-CPS 6111-7001	ESD	CPS	7/1/21 - 6/30/22	\$779,699	N/A	1/2022-4/2022	May 23-27, 2022
<b>Adult Program</b> CFDA 17.258	BFWDC-PY21-ADULT-CPS 6111-7101	ESD	CPS	7/1/21 - 6/30/22	\$653,380	N/A	1/2022-4/2022	May 23-27, 2022
<b>Dislocated Worker Program</b> CFDA 17.278	BFWDC-PY21-DWP-CPS 6111-7201	ESD	CPS	7/1/21 - 6/30/22	\$977,227	N/A	1/2022-4/2022	May 23-27, 2022
<b>PY19 Rapid Response Increased Employment</b> CFDA 17.278	BFWDC-PY19-RRIE-CPS 6111-7509-10	ESD	CPS	9/1/19 - 12/31/21	\$248,679	\$271,309	1/2022-4/2022	May 23-27, 2022
<b>Disaster Recovery DWG</b> CFDA 17.227	BFWDC-PY20-DRDWG-CPS 6111-7580-64	ESD	BFWC (CPS-Fiscal Agent)	7/1/20 - 3/31/22	\$424,000	N/A	1/2022-4/2022	May 23-27, 2022
<b>Employment Recovery DWG</b> CFDA 17.227	BFWDC-PY20-ERDWG-CPS 6111-7590-64	ESD	CPS	7/1/20 - 3/31/22	\$446,253	N/A	1/2022-4/2022	May 23-27, 2022
<b>One-Stop Operator</b> CFDA 17.258 & 17.278	BFWDC-PY21-OSO-CPS	ESD	BFWC (CPS-Fiscal Agent)	7/1/21 - 6/30/22	\$180,000	N/A	1/2022-4/2022	May 23-27, 2022
<b>Economic Security for All-Connell</b> CFDA 17.258, 17.278 & 17.259	BFWDC-PY19-ECSA-CPS 6111-7628-10	ESD	CPS	7/1/19 - 3/31/22	\$700,000	N/A	1/2022-4/2022	May 23-27, 2022
<b>Community Development Block Grant (CDBG)</b> CDFA 14.228	BFWDC-PY21-CDBG-CPS 20-6221C-131	WA State Dept. of Commerce	CPS	7/1/21-1/31/23	\$448,718	NA	Date TBD	Date TBD
<b>BFWDC Monitoring Team:</b>	<b>David Chavey-Renaud</b> , Chief Operating Officer <b>Jan Warren</b> , Chief Financial Officer <b>DeAnn Bock</b> , Fiscal Manager			<b>Diana Hamilton</b> , Workforce Programs Manager <b>Cynthia Garcia</b> , Youth Programs Manager/EO Officer		<b>Jamilet Nerell</b> , Community Programs Manager <b>Jessie Cardwell</b> , Programs Coordinator		

## October 2021

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of September 30, 2021	<b>\$105,501</b>	\$122,599	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	106	99	187
Exits			
Total Employed Exits	28	20	105
Placement Rate	<b>82%</b>	85%	85%
Median Wage	\$17.09	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	<b>4</b>	13	41
On-the-Job Training (OJT)	0	0	4
Work Experience (WEX)	1	0	4
Entrepreneurial Training	0	0	1

The strategies below were implemented to increase performance outcomes currently behind monthly targets.

**Program Expenditures:** Subrecipient will continue to enroll customers into ITA's and provide wrap-around supports to increase program expenditures. (See ITA's in progress under Training Services).

**Placement Rate:** The placement rate will increase as more participants obtain unsubsidized employment.

### Training Services (ITA's):

- There are fifteen (15) ITA's in progress, with expected completion dates in December 2021-March 2021.
- Staff had the opportunity to attend an informational session on ProTrain, a computer training school, to learn more about the types of training available for customers.
- Targeted outreach for training opportunities in Nursing Assistant, Health Care Aid, Commercial Drivers License (CDL), and Welding were disseminated by staff via social media.

## October 2021

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of September 30, 2021	\$170,929	\$213,059	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	72	80	223
Exits			
Total Employed Exits	20	31	134
Placement Rate	80%	85%	85%
Median Wage	\$21.43	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	7	17	50
On-the-Job Training (OJT)	0	0	4
Entrepreneurial Training	0	0	1

The strategies below were implemented to increase performance outcomes currently behind monthly targets.

**Program Expenditures:** Subrecipient continues to enroll customers into ITA's and provides wrap-around supports to increase program expenditures. (See ITA's in progress below under Training Services).

**Total Served:**

- Recruitment efforts include utilizing workshops such as Navigating Career Paths to help customers identify their interests and skills to connect them to the programs needed to be successful.
- Staff continues to partner with Basic Food Education and Training (BFET), Opportunities Industrialization Center (OIC), and Employment Security Department (ESD) to provide customers the opportunity to co-enroll with other programs when needed.

**Total Employed Exits:**

- WorkSource Columbia Basin (WSCB) held in-person/virtual Holiday hiring Job Fair.
  - Five (5) employers attended including, Always Caring Home Care, Ideal Option, Inspire Development Center, McDonald's, and Tyson.
  - Twelve (12) job seekers signed up, and six (6) attended with a 50% attendance rate.
- The Business Services team assisted Solgen Power, Family Dollar, PSSI, Safeway, Albertsons, Tyson, Inspire Development Centers, Basin Disposal, Honey Baked Ham, Cadwell, and Lamb Weston with their recruitment needs.
- Subrecipient staff coordinated a hiring campaign for Premera Blue Cross. Of the candidates referred from WSCB, 11 were hired.
- Staff had the opportunity to connect in-person with Jamie Steinert, a new recruiter/scheduler for Brookdale Torbett and received information on both entry-level and specialized job offerings for potential customers.

**Placement Rate:** The placement rate will increase as more participants obtain unsubsidized employment.

**Training Services (ITA's):**

- Seventeen (17) ITA's are in progress with expected completion dates in November 2021 - January 2022.
- Staff had the opportunity to attend an informational session on ProTrain, a computer training school, to learn more about the types of training available to customers.
- Targeted outreach for training opportunities in Nursing Assistant, Health Care Aid, Commercial Driver's License (CDL), and Welding were disseminated by staff via social media.



## October 2021

PY19 Rapid Response Program Performance Summary (Cumulative from July 1, 2019, through December 31, 2021)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of September 30, 2021	\$249,369	\$259,679	\$271,309
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	59	65	65
Exits			
Total Employed Exits	34	47	47
Placement Rate	77%	85%	85%
Median Wage	\$27.38	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	22	27	27

The strategies below were implemented to increase performance outcomes currently behind monthly targets.

**Program Expenditures:** Subrecipient continues to enroll customers into ITA's and provides wrap-around supports to increase program expenditure. (See ITA's in progress under in Training Services).

### Total Served:

- Recruitment efforts include utilizing workshops such as Navigating Career Paths to help customers identify their interests and skills to connect them to the programs needed to be successful.
- Staff continues to partner with Basic Food Education and Training (BFET), Opportunities Industrialization Center (OIC), and Employment Security Department (ESD) to provide customers the opportunity to co-enroll with other programs when needed.

### Total Employed Exits:

- WSCB held in-person/virtual Holiday hiring Job Fair.
  - Five (5) employers attended: Always Caring Home Care, Ideal Option, Inspire Development Center, McDonald's, and Tyson.
  - Twelve (12) job seekers signed up, and six (6) attended with a 50% attendance rate.
- Staff also hosted two "Meet the Recruiter" events for Safeway & Albertsons and PSSI in partnership with TC Futures. There were five attendees for the PSSI event and 15 for Albertsons & Safeway.

**Placement Rate:** The placement rate will increase as participants obtain unsubsidized employment.

### Training Services (ITA's):

- Three (3) ITA's are in progress with expected end dates in November 2021.
- Staff had the opportunity to attend an informational session on ProTrain, a computer training school, to learn more about the types of training available to customers.
- Targeted outreach for training opportunities in Nursing Assistant, Health Care Aid, Commercial Driver's License (CDL), and Welding were disseminated by staff via social media.

## October 2021

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	Sept. Quarterly Target	Total Contract
As of September 30, 2021	\$240,324	\$230,906	\$424,000
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	35	30	32
# of Participants in Training Services (excluding	11	8	15
# of Participants Placed in Disaster-Relief Employment	25	19	23
# of Participants Receiving Supportive Services	17	19	25
# of Participants entered unsubsidized employment at exit	18	8	22

The strategies below were implemented to increase performance outcomes currently behind targets.

### Number of Participants Receiving Supportive Services:

Subrecipient staff and leadership analyzed current caseloads to identify participants who may need support service assistance. Staff used the information to connect with participants to offer supportive services to help them successfully participate in job search, training, or Disaster Relief Employment.

### Participant Success Story:

Shannon, 49, applied for the Disaster Recovery Program as she was laid off from Sneakers Pub in Pasco in July 2019. Shannon was placed in a Disaster Relief Employment Opportunity with the Washington State Department of Health (DOH) to help with humanitarian vaccination efforts and respond to a critical community need due to the impacts of COVID-19. While in the opportunity, she worked with the logistics of the vaccination site to direct traffic, verify appointments, and guide community members to different areas to receive their vaccinations. Shannon also monitored community members after receiving their vaccination to ensure they had no adverse effects. If they experienced side effects, she immediately connected them with onsite medical professionals. After the DOH closed the mass-vaccine site, Shannon was placed in a second Disaster Relief Employment opportunity with the 2<sup>nd</sup> Harvest Food Bank. Shannon helped decrease food insecurity due to layoffs, economic instability, and access issues related to COVID-19 by stepping in for high-risk volunteers who were no longer able to volunteer. Shannon continued her job search and found an opportunity she could not pass by to reenter the workforce. She applied for a Customer Service Specialist with Out and About and was hired on October 11, 2021. Shannon works full-time, earning \$20.00 per hour with benefits available after 90 days and a 401k after one year of employment.

## October 2021

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	Sept. Quarterly Target	Total Contract
As of September 30, 2021	\$258,233	\$ 256,578	\$446,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	43	47	55
# of Participants Enrolled in Training Services (excluding OJT)	30	22	38
# of Participants Receiving Support Services	21	32	40
# of Participants entered unsubsidized employment at exit	14	26	44

The strategies below were implemented to increase performance outcomes currently behind monthly targets.

### Total Served:

- Recruitment efforts include utilizing workshops such as Navigating Career Paths to help customers identify their interests and skills to connect them to the programs needed to be successful.
- Staff continues to partner with Basic Food Education and Training (BFET), Opportunities Industrialization Center (OIC), and Employment Security Department (ESD) to provide customers the opportunity to co-enroll with other programs when needed.

### Number of Participants Receiving Support Services:

Subrecipient staff and leadership analyzed current caseloads to identify participants who may need support service assistance. Staff used the information to connect with participants to offer supportive services to help them successfully participate in job search, training, or Disaster Relief Employment.

### Total Employed Exits:

- WSCB held in-person/virtual Holiday hiring Job Fairs.
  - Five (5) employers attended including, Always Caring Home Care, Ideal Option, Inspire Development Center, McDonald's, and Tyson.
  - Twelve (12) job seekers signed up, and six (6) attended with a 50% attendance rate.
- Staff hosted two "Meet the Recruiter" events for Safeway, Albertsons, and PSSI in partnership with TC Futures. There were five attendees for the PSSI event and 15 for Albertsons and Safeway.

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of August 31, 2021	\$700,000.00	\$561,522.17	80.2%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	68	92	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	19	21	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	14	57	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

The following strategies were implemented to increase performance outcomes.

**Total Served:** Continued outreach partnerships and campaigns to increase enrollments include the following:

- North Franklin outreach efforts to connect the community of Connell had a meeting with the Connell Chamber of Commerce, North Franklin School District to discuss partnership efforts to connect individuals to EcSA and also work with the WorkSource Columbia Basin Business Services team to create employer-based events;
- Staff continues to partner with system partners such as Basic Food Education and Training (BFET), Employment Security Department (ESD), Opportunities Industrialization Center (OIC), and the Migrant Seasonal Farm Worker (MSFW) to continue providing customers the opportunity to co-enroll with another program when need.

**Training Placements:** the following training will start in the next reporting period.

- 5 – 6 identified needing Individualize Training Assistance.

**Total Employed:** Staff continues to connect participants to job fairs and local employers.

- WSCB held an in-person and virtual Holiday hiring job fair (Five employers attended: Always Caring Home Care, Ideal Option, Inspire Development Center, McDonald's, and Tyson);
- Albertson's: Staff had the opportunity also to attend an informational session regarding Albertson's and all of the entry-level positions that they are looking to fill. The EcSA staff had the chance to ask a hiring manager directly about the potential to onboard job seekers with limited English proficiency. Albertson's is willing to onboard individuals regardless of their English abilities as they have training offered in multiple languages;
- Brookdale Torbett: EcSA staff received information on both entry-level and specialized job offerings for potential customers; Brookdale is willing to work with individuals considered justice-involved. Staff now have direct contact to forward job applications and potentially get job seekers connected to work.

<b>PY21 CDBG Program Performance Summary</b> (Cumulative from July 1, 2021 – January 31, 2023)			
<b>Program Expenditures</b>	<b>Program Budget</b>	<b>Year to Date Spent</b>	<b>% Spent</b>
As of July 31 <sup>st</sup> , 2021	\$448,718.00	0	0
<b>Placements at Sites</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Participants	0	0	12
<b>Low-to-Medium (LMI) Individuals</b>	<b>Quarterly Outcomes</b>		<b>Program Target</b>
Community Members Impacted	0		40,000

**Placements at Sites** – Efforts to connect community food distribution sites were strategically developed with the Disaster Recovery Program. There are no performance outcomes for this reporting period.

- Second Harvest and Pasco Community Services (PCS) have participants that will transition to the CDBG program when Disaster Recovery strategizes their participation ending period.



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**PY21 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
October 2021**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
<b>Bruker</b>	<b>3/1/2021</b>	<b>Manufacturing</b>	<b>Kennewick</b>	<b>12/31/2021</b>			<b>40</b>
10/14/2021: Staff was informed that 5 impacted workers had pending interviews with Cadwell, and one had a pending job offer.							
<b>Easterday Farms</b>	<b>7/29/2021</b>	<b>Agriculture</b>	<b>Pasco</b>	<b>Not reported</b>			<b>Not reported</b>
10/4/2021: RESEA staff connected with one impacted worker from Easterday Farms, and the worker was referred to Adult/DW programs.							
<b>Academy</b>	<b>10/26/2021</b>		<b>Prosser</b>	<b>N/A</b>			<b>Not reported</b>
10/26/2021: Staff connected with owner Juan Rojas 509.882.0848 regarding upcoming business closure. Juan indicated he will not be closing as he had planned and will remain open.							

## 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 2021 Liaison Report

Program Year July 2021-June 2022



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

Total Staff Assisted Job Seekers: 485 (-17)  
Total Staff Assisted Services to Job Seekers: 1502 (+18)  
Unique Number of Businesses Served: 116 (-57)  
Staff Provided Business Services: 189 (-90)

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 Served (YTD): 239 (+43)  
Out-of-School Youth (OSY) Program: 132 (+10)  
Open Doors Program: 169 (+38)  
Co-enrolled in Both Programs: 62 (+5)  
Total OSY attained GED: 8 (-7)  
Total OSY Employed and/or Post-Secondary Exits: 26 (+13)  
Average Wage: \$15.05 (\$0.45)  
Placement Rate: 82% (-3.86)

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 Increase Employment \* Disaster Recovery \* Employment Recovery

Total Participants Served (YTD): 447

Monthly-to-Date Target: 448 (100%)

Total Employed Exits (YTD): 137

Monthly-to-Date Target: 158 (87%)

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 68

Monthly-to-Date Target: 92

Total Employed Exits: 14

Monthly-to-Date Target: 57

### Community Development Block Grant (CDBG)

Participant Placements: 0

Program Target: 12

Community Members Impacted: 0 Program Target: 40,000

NOTE: Starting July 1<sup>st</sup>, 2021 WorkSource Columbia Basin will be physically open for appointments only. Priority appointments will be given to those who would otherwise struggle to take advantage of WorkSource Services. Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services.

*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>

### Top Occupations

- Registered Nurses
- Laborers and Freight, Stock, and Movers
- Sales Representatives
- Managers, All Other
- Supervisors of Retail Sales Workers
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Maintenance and Repair Workers

### Top Licenses and Certifications

- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- Certified Nursing Assistant
- First Aid CPR

	Benton	Franklin
Unemployment	3.7%	4.2%
Average Wage (2019)	\$33.91	\$24.7

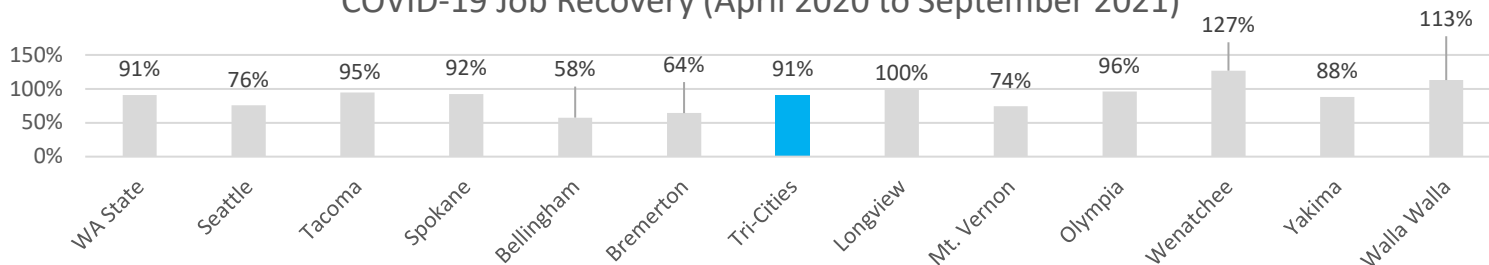
### Other News

LinkedIn Learning Licenses	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9 - 10/31/21	130	74	249	49	1472	1219

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.) As of October 2021, DVR partner staff will not use LinkedIn Learning for professional development as their agency has obtained their own licenses. DVR staff will continue using the WSCB licenses to offer online learning to customers.

- WSCB was recognized as one of the top users of QTRAC, the customer scheduling tool, across the state. We have requested functionality to track walk in customers and are expanding our reporting portfolio. We were also able to build in appointment reminder language informing of check-in protocols.
- The business services team hosted the Virtual Holiday Hiring event on October 21<sup>st</sup>, 2021. Despite an active communication strategy, attendance at the event was low: 9 employers and 5 job seekers.
- Due to a decrease in virtual job fair attendance over the past 2 months, the team will be pausing on hiring events during the month of December.

### COVID-19 Job Recovery (April 2020 to September 2021)



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 509-734-5980**



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## WorkSource Operator Report

Benton Franklin Workforce Consortium

October 2021

### October Highlights:

- WSCB hosted a visit from Jairus Rice, Employment Connections Director and Nona Malicoat, Deputy Director with ESD. The team received high praise for their efforts to outreach, engage customers, and ensure that services are accessible, even to those without digital skills or access.
- The WSCB Business Services Team and TC Futures continue collaborating to increase access to in demand sector information for youth in our community. This includes a WorkSource hosted table at TC Futures twice weekly, in addition to invitations to monthly job fairs for staff to meet local employers. The desired outcome is to connect business with qualified candidates and youth to employment and career pathways.

### WorkSource Site Operations:

Customer Counts 10/1-10/31/2021		
<b>Total Staff Assisted Seekers</b>	<b>485</b>	
<b>Total Staff Assisted Services</b>	<b>1502</b>	
<i>Basic Services</i>	1216	
<i>Individualized, Training &amp; Support Services</i>	243	
<b>Unique Number of Businesses Served</b>	<b>116</b>	
<b>Staff Provided Business Services</b>	<b>189</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	12
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	15	8
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	80	62
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	78	58
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (11/10/21).



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### **October 2021 Customer Feedback:**

- 54 survey responses received via Survey Monkey and QTRAC (11% response rate):
  - Of the customers who responded, 96% would refer family and friends
  - Top 3 services received: job search, training, and workshops
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 49 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Your crew (Business Services Team) is awesome. We are spoiled with such good customer service!”
  - “The team of people that I have had the pleasure of working with are phenomenal. Amy, Jose, Marissa, and Lisandra have all been incredibly helpful. You can tell they truly care about the people they work with.”
  - “Nothing, Maria and Gena were very professional and kind, they helped me in everything I needed.”
  - “Work Source has helped my family so much, I want others to know the services you provide. You have met and exceeded all my expectations and you never cease to amaze me with the help you are able to give. My wife and I are Work Source advocates. We are amazed at the number of people who are really struggling and don’t even know Work Source exists.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in October to be addressed in November:
    - “More contact.”
    - “The thing I would change about my services so far would be to have the earlier WorkSource workers let me know about the services that were offered.”

### **Service Delivery**

#### **Career Services:**

- During October, WSCB provided 168 group services to 108 individuals through our locally offered workshops and group sessions. Other services in high demand include resume, staff assisted job search and staff assisted saved jobs.
- WSCB was recognized as one of the top users of QTRAC, the customer scheduling tool, across the state. We have requested functionality to track walk in customers and are expanding our reporting portfolio. We were also able to build in appointment reminder language informing of check-in protocols.
- The Front End Services Team attended a facilitated retreat during the month of October. The session focus was team building.
- WSCB continues to offer LinkedIn Learning to customers who would benefit from online learning to learn new skills or polish existing ones. We have been working with the LinkedIn Learning



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team to create a strategic engagement plan. Here are the number of staff/customer engagements to date:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9 - 10/31/21	130	74	249	49	1472	1219

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.) As of October 2021, DVR partner staff will not use LinkedIn Learning for professional development as their agency has obtained their own licenses. DVR staff will continue using the WSCB licenses to offer online learning to customers.

#### Business Services:

- The team had the opportunity to showcase their excellent work in collaboration with other WorkSources on the Eastern side of the state during the BFWDC quarterly board meeting. During the meeting, they invited Jennifer Easterly to speak on the successful hiring efforts Premera has had with the support of the WSCB, Spokane, and Yakima Business Services Teams.
- The Business Services Team hosted the Virtual Holiday Hiring event on October 21<sup>st</sup>, 2021. Despite an active communication and networking strategy, attendance at the event was low: Nine employers and 5 job seekers attended.
- Due to a decrease in virtual job fair attendance two months in a row, the team will be pausing on hiring events during the month of December. This will provide time to evaluate whether current strategies to connect businesses with candidates are working, to identify those that are, and to brainstorm creative new solutions to meet this need.
- Upcoming Events –
  - Virtual Childcare Hiring Event: November 4<sup>th</sup> from 10am-1pm
  - Business Friendly Programs in partnership with ESD: November 10<sup>th</sup> from 12:15-1pm

#### Community Connections:

- 10/5 & 10/19: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 10/7: WSCB hosted the 7th radio show in a 13 show campaign on La Zeta 96.7. The campaign is intended to better engage Spanish speaking community members. The program topic was interviewing.
- 10/11: WSCB was invited to speak at the CBC Board of Trustees meeting to showcase the positive impact of our partnership within the community.
- 10/21: During our 8<sup>th</sup> radio show with La Zeta 96.7 we shared information about seasonal employment and the resources available for our community members who work in seasonal jobs.



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- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available via WSCB and our community partners.

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

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

- 10/6: COVID Safety, Roundtable
- 10/19: Are You Working to Burnout or Working to Wellness Webinar (Larry Robbin)
- 10/20: Cross Training – Job Corps
- 10/21: The Great ShakeOut 2021 Earthquake Drill hosted by the WSCB Safety Committee

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

- 11/3: Cross training – Migrant Seasonal Farmworker (MSFW) Resources, Vocational Rehabilitation for Injured Workers
- 11/17: Veteran's Celebration; Cross training - National Farmworker Jobs Program (NFJP); WSCB Data
- 12/1: Cross training – Youth Services & WSCB Customer Feedback Updates

#### **Facilities:**

- 10/1: Update of WSCB hours of operation signage
- 10/11: Repair of men's customer toilet by local plumber
- 10/21: WSCB parking lot lights reprogrammed

Respectfully submitted by C. Bright on 11/10/21