



## Adult & Employer Linkage (AEL) Committee Meeting

January 19<sup>th</sup>, 2023, at 4:00 p.m. – Zoom

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

Promoting a prosperous community by providing a progressive workforce system

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### AGENDA

1. Call to Order – Adolfo de León
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- November 17th, 2022 (Needs a vote)
4. Motion to Approve Policy 2023-02 Management of Medical & Disability-Related Information– Cynthia (Needs a vote)
5. Motion to Approve Policy 2023-01 Stevens Amendment Requirements – Isaac (Needs a vote)
6. WIOA Adult and Dislocated Worker Updates –Jessie
7. Community Development Block Grant – Becky
8. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
9. QUEST Update - Jessie
10. Economic Security for All – Becky
11. BFWDC Request for Proposal - David
12. Agency Updates – All will share updates, needs, successes or any other news with the committee.
13. Next Meeting
  - Board Retreat – February 23, 2023, at 8:30 a.m. – 4:30 p.m.
  - Adult & Employer Linkage Committee - Thursday, February 16<sup>th</sup>, 2023, at 4:00 p.m. on Zoom
  - Executive Committee - Tuesday, January 31<sup>st</sup>, at 3:15 p.m. on Zoom
  - Quarterly Board - Tuesday, January 31<sup>st</sup>, at 4:00 p.m. on Zoom

### 14. Adjournment

#### Attachments

- Adult & Employer Linkage Minutes: November 17th, 2022
- November and December 2022 Program Performance Summaries
- Quarterly Performance Letter
- November and December 2022 Layoff Profiles
- November and December 2022 Tri-Cities Futures Report
- November and December 2022 Liaison Report
- November and December 2022 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  
November 17<sup>th</sup>, 2022, at 11:00 am. – Zoom

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<b>Present</b>	<b>Excused</b>	<b>Absent</b>	<b>BFWDC Staff Present</b>
C. Vice Chair, Adolfo de León Chair, Todd Samuel Jamie Rasmussen Jennie Weber Kate McAteer Michael Lee	Karl Dye		Cyndelle Wood Cynthia Garcia David Chavey-Reynaud Isaac Estrada Jessie Cardwell

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**Call to Order**

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 11:00 am.

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

**Approval of Committee Minutes**

The minutes from the October 20<sup>th</sup> Adult & Employer Linkage Committee Meeting were provided for members to review.

*Todd Samuel motioned to approve the October 20<sup>th</sup>, 2022, AEL Committee Minutes as presented, seconded by Jennie Weber; the motion carried unanimously to approval.*

**AEL Committee Meeting Structure Discussion**

Jessie C. opened a discussion on the current AEL meeting structure. Jessie shared that the goal of the meeting is to be of value to the members and attendees. At a committee level, we face time conflicts – a survey will be sent out to find a better time for committee members. Pre-pandemic, there were discussions other than just reporting out, actively engaging the committee with job seekers and businesses, and connecting them with resources.

Todd S. shared that in the past, the Adult and Employer linkage meeting brought together businesses and job seekers with programs and asked the questions:

- How effectively are we connecting the resources of the WDC to job seekers and businesses?
- What can we do to be more effective?
- What can we do to have more impact?

The pandemic brought all that forward momentum to a halt, and we now would like to make that transition back to pre-pandemic collaboration.

David Chavey – Reynaud suggested that board members be encouraged to give updates on workforce-related activities within their organizations that might spur some conversation and ideas as to how the committee can integrate and partner with various programs and continue to support activities within.

Todd S. recommended that the committee invite businesses to discuss engagement, program participation, etc.

Jennie W. commented on the benefits of having job seekers and employers engaged and understanding the greater scope of services and programs available, considering that scope to look a little deeper at WorkSource Columbia Basin's impact on the broader community of job seekers and employers.

Committee members agreed on moving the meeting facilitation towards a broader dialogue about workforce-related activities throughout the entire community and embracing the advisory perspective.

### **Community Development Block Grant**

David provided a quick overview of the program happenings, active participants, and monthly to-date targets. Additional information is available within the meeting packet.

### **Economic Security for All**

David Chavey-Reynaud discussed the EcSA program performance summary included within the meeting packet covering program highlights and total employed exits for October.

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

Isaac Estrada shared that they're meeting the metrics and new ways to create access for referrals to services and programs for their partners. Funding has been utilized through in-person events, resource fairs, health fairs, and other local events. OHDC is working on content and messaging for radio campaigns and printed material – brochures. They are running with the research component and have completed the focus groups for the five identified underserved communities. They will release results once data has been analyzed and they have more quantitative data. This will help them reach their goals for the research of identifying some of the barriers and challenges that the underserved populations in the area are experiencing and how they can best reach them through outreach.

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

Jessie Cardwell provided an update on adult and dislocated worker programs. She discussed the collaboration with WorkSource and CBC, allowing WorkSource to get to the table and serve those students to the best of our ability so that we can help them successfully obtain their credentials and move on to quality jobs.

### **Round Table**

Kate McAteer shared that she (WSU) and Michael Lee (CBC) were in a meeting recently to discuss future Career Connect funds, programs, and possibilities available to our region. Kate asked if any others might be able to or interested in applying for Career Connect funding and asked for TC Futures' input.

Cynthia Garcia shared that they are interested in applying for these grants for TC Futures and older youth up to age 29, including the adult program. They are also interested in registered apprenticeships.

### **Next Meeting**

- Adult & Employer Linkage Committee – **TBD via Doodle Poll Survey.**
- Executive Committee - Tuesday, November 29<sup>th</sup>, at 4:00 pm.
- Quarterly Board Meeting - Tuesday, January 31<sup>st</sup>, at 4:00 pm.

### **Adjournment**

With no further business, the meeting was adjourned at 12:05 pm.

Respectfully submitted:

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Adolfo de León, Committee Chair      Date

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Cyndelle Wood, Admin. Assistant      Date

## November 2022

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of November 30th, 2022	\$265,029	\$236,794	112%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	130	100	162
Exits			
Total Employed Exits	36	25	96
Placement Rate	78%	85%	85%
Median Wage	\$20.25	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	12	12	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

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

### Strategic Partnerships:

- Staff recently began to develop a new partnership with Kadlec's Community Resource Desk. This partnership will provide additional community assistance to program participants. The resource desk can connect participants to housing/rent, food, utility costs, clothing, transportation, health insurance, dental care, etc. Services are also provided in Spanish, and customers can fill out a form via QR code to receive a phone call from a case manager.
- Two new training provider relationships were created, one is Northwest Lineman College, which is an approved training provider in Idaho. Subrecipient staff helped a participant get into this training. Another participant enrolled into a WIOA program after being laid off from her previous job and her goal was to get a home inspector certification. She will attend Washington School of Home Inspection, a provider that staff has not previously worked with. Staff's awareness and partnership with these training providers will help create access for future customers that are interested in these fields.

### Recruitment and Outreach:

- Staff attended the Highlands Middle School Resource Fair and the Southgate Resource Fair. At Highlands Middle School, staff connected with several parents and provided an overview of WorkSource in addition to referring one parent to the program. Most of the parents in attendance stated they were already employed but would share information family members needing re-employment services.
- Fifteen (15) referrals have been made from the Workforce Education Committee (WEC) to WIOA Title IB programs. This partnership with Columbia Basin College was highlighted last month.

**NEED HELP? / ¿NECESITA AYUDA?** **COMMUNITY RESOURCE DESK**

Name/nombre \_\_\_\_\_  
Phone/teléfono \_\_\_\_\_

Complete and return to a Community Health Worker or scan the bar code to submit your electronic request. Complete y devuélvase a un Promotor de Salud o escanee el código de barra para enviar una solicitud electrónica.



Check the box(es) for assistance with resources in that area. Marque la(s) casilla(s) para obtener recursos en esa área.

<input type="checkbox"/> <b>Housing or Rent</b> Vivienda o Renta	<input type="checkbox"/> <b>Dental Care</b> Cuidado Dental
<input type="checkbox"/> <b>Food</b> Alimentos	<input type="checkbox"/> <b>Medical Equipment</b> Equipo Médico
<input type="checkbox"/> <b>Utility Costs</b> Costo de Servicios Públicos	<input type="checkbox"/> <b>Eye Care</b> Cuidado de Ojos
<input type="checkbox"/> <b>Clothing</b> Ropa	<input type="checkbox"/> <b>Legal</b> Legal
<input type="checkbox"/> <b>Transportation</b> Transporte	<input type="checkbox"/> <b>Health Insurance</b> Seguro de Salud
<input type="checkbox"/> <b>Jobs</b> Trabajo	<input type="checkbox"/> <b>Counseling</b> Consejería
<input type="checkbox"/> <b>Alcohol/Drug Recovery</b> Recuperación de Drogas y Alcohol	
<input type="checkbox"/> <b>Establish Care with a Primary Care Provider</b> Establecer Cuidado con un Proveedor de Atención Primaria	
<input type="checkbox"/> <b>COVID Resources</b> Recursos de COVID	

**Monday-Friday (Lunes - Viernes) | 8:00AM-4:00PM**  
 Typical response time is two business days. If you do not receive a call within two business days, please call (509) 942-2956.  
 El tiempo de respuesta típico es de dos días hábiles. Si no recibe una llamada dentro de los dos días hábiles, llame al (509) 942-2956.

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Servicios dirigidos a su persona por  
Kadlec Population Health  
Kadlec Community Health

## November 2022

<b>PY22 Dislocated Worker Program Performance Summary</b> (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of November 30th, 2022	\$319,764	\$316,568	101%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	85	95	177
Exits			
Total Employed Exits	20	25	124
Placement Rate	87%	85%	85%
Median Wage	\$20.00	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	9	16	37
On-the-Job Training (OJT)	0	1	3
Entrepreneurial Training	0	0	1

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

### Strategic Partnerships:

- Staff recently began to develop a new partnership with Kadlec's Community Resource Desk. This partnership will provide additional community assistance to program participants. The resource desk can connect participants to housing/rent, food, utility costs, clothing, transportation, health insurance, dental care, etc. Services are also provided in Spanish, and customers can fill out a form via QR code to receive a phone call from a case manager.
- Two new training provider relationships were created, one is Northwest Lineman College, which is an approved training provider in Idaho. Subrecipient staff helped a participant get into this training. Another participant enrolled into a WIOA program after being laid off from her previous job and her goal was to get a home inspector certification. She will attend Washington School of Home Inspection, a provider that staff has not previously worked with. Staff's awareness and partnership with these training providers will help create access for future customers that are interested in these fields.

### Recruitment and Outreach:

- Staff attended the Highlands Middle School Resource Fair and the Southgate Resource Fair. At Highlands Middle School, staff connected with several parents and provided an overview of WorkSource in addition to referring one parent to the program. Most of the parents in attendance stated they were already employed but would share information family members needing re-employment services.
- Fifteen (15) referrals have been made from the Workforce Education Committee (WEC) to WIOA Title IB programs. This partnership with Columbia Basin College was highlighted last month.

**On-the-Job-Training:** There is one OJT in Progress.

**Individual Training Account (ITA):** There are ten (10) ITAs scheduled to complete in December 2022-May 2023.

- |                          |                               |                               |
|--------------------------|-------------------------------|-------------------------------|
| • 1 Phlebotomy           | • 2 Com. Driver License (CDL) | • 1 Human Resource Prof.      |
| • 1 Computer Occupations | • 1 Master's in Education     | • 1 Administrative Technician |
| • 1 CompTIA Security     | • 1 Project Management        | • 1 UW Python Programming     |

## November 2022

State and Federal EcSA Program Performance Summary			
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent
Federal EcSA	\$245,372.00	\$112,657.65	45.9%
State EcSA	\$371,204.00	\$212,662.28	57.3%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	129	120	150
State EcSA	63	28	55
Co-Enrolled	24	n/a	n/a
Training Placements at/above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	47	33	40
State EcSA	28	11	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	37	55	95
<i>Employed Exits Below Threshold</i>	10	n/a	n/a
State EcSA	11	17	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	7	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

### Program Highlights:

- Challenges:
- Managers and leads are meeting with the WEC Funding Committee twice a week to address customer's needs and requests. This committee consists of a few partners, including Columbia Basin College, Worker Retraining and BFET. The committee meets to discuss written requests that CBC students send in that detail their current needs, whether it be tuition assistance, fuel, rent, etc. Members discuss which program can assist to meet the student's needs. These meetings have led to 15 referrals coming in from CBC. CBC staff have continued to express their gratitude for staff's attendance at these meetings as it continues to exceed expectations for students and ensures needs are met.
- Staff continue to conduct outreach at Mid-Columbia Libraries at the Pasco location to become more accessible to the community, specifically job seekers who are unable to connect with staff at WSCB. Being present at the library has provided staff with the opportunity to provide basic employment services to the community. Due to the interest and success of this outreach, staff will reach out to other libraries in the area to set up partnerships and strategize methods to increase customer's needs being met and other WorkSource partners becoming involved.

### Total Employed Exits:

- Employed exit outcomes are currently behind target as customers are working through training courses and have not yet entered into employment. Currently, there are 18 customers participating in training services in Federal and State EcSA. Outcomes will be reported in future months.

**November 2022**

<b>PY22 CDBG Program Performance Summary (Cumulative from July 1st, 2021 – June 30th, 2023)</b>			
<b>Program Expenditures</b>	<b>Program Budget</b>	<b>Year to Date Spent</b>	<b>% Spent</b>
As of September 30th, 2022	\$448,718.00	\$143,718.54	28.5%
<b>Placement at Sites</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Participants	7	10	12
<b>Low-to-Medium (LMI) Individuals</b>	<b>Quarterly Outcomes</b>		<b>Program Target</b>
Community Members Impacted	60,002		40,000

**Outreach Efforts:**

- In November, leadership recruited for a third position at Pasco Community Services as they needed extra assistance. Through outreach efforts, leadership was able to secure a third placement at Pasco Community Services which began on November 15th, 2022. As noted on the contract, this position is in place until June 30th, 2023. This additional placement is bilingual and will help serve Spanish-speaking community members at Pasco Community Services, which will leave a positive impact.
- Leadership, along with BFWDC, are working on securing a third placement at Second Harvest for a direct service position. Discussions have been happening throughout the month with the hope that it is finalized in the coming month.
- Leadership made efforts to contact Grace Clinic as they have a food cupboard program. After discussion, they were not interested in expanding for staffing at this time.

**Community Members Impacted:**

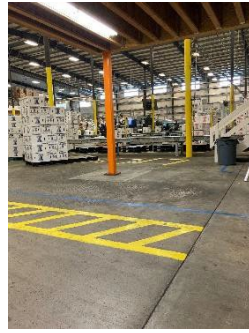
- The total cumulative community members served to date is 60,000 which is 1.5 times the original program target of 40,000. This number is updated on a quarterly basis with the next update occurring during December's reporting period.

## November 2022

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	3,689	N/A	N/A	N/A	N/A
Referrals	558	150	300	750	1100

### OHDC Outreach

- Through the month of October, LNI has been able to utilize OHDC funding to conduct outreach at events such as a Health fair by Latinos Unidos, an Annual Conference -Bilingual Parents Committee, and a presentation at the Mexican Consulate.
- Outreach was done to LEP (Limited English Proficiency) workers heavily through the month of December with a total of 403 monolingual Spanish speakers reached through OHDC-supported outreach.
- To reach workers and meet them where they're at, an outreach visit to Mt. Adams Fruit warehouse was done twice.



### OHDC Research

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

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

A presentation is being developed using the information and data gathered from the focus groups. There will also be a community survey as an addition to focus groups that will be released in January.

### Research Goals:

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



## December 2022

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of December 31, 2022	\$329,194	\$284,153	116%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	156	109	162
Exits			
Total Employed Exits	39	32	96
Placement Rate	73%	85%	85%
Median Wage	\$19.13	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	16	17	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

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

### Strategic Partnerships:

- T-Enterprises Truck Driving School has received a grant from Washington State to help students at T Enterprises Truck Driving School obtain their Washington CDL at a lower cost. This will help to stretch program funding.
  - The amount that can be offered is as follows:
    - The participant is receiving a Washington State Worker Retraining discount of \$678.40- they can receive an additional \$500 off their tuition.
    - If the participant is not receiving WA State Worker Retraining- they can receive \$1000 off their tuition.

### Recruitment and Outreach:

- Staff attended the Parent Advisory Committee Conference Resource Fair at Pasco School District. Staff was able to connect with the parents of students, some of which were Migrant Seasonal Farm Workers.

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

**Individual Training Account (ITA):** There are twelve (12) ITAs scheduled to complete in January 2022-June 2023.

- 1 Phlebotomy
- 1 Medical Assistant
- 9 Com. Driver License (CDL)
- 1 Cert. Nurs. Asst. (CNA)

**December 2022**

<b>PY22 Dislocated Worker Program Performance Summary</b> (Cumulative) (Total contract amount \$756,763)			
<b>Program Expenditures</b>	<b>YTD Spent</b>	<b>YTD Target</b>	<b>% Target Spent</b>
As of November 30, 2022	\$400,369	\$379,882	105%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	96	107	177
<b>Exits</b>			
Total Employed Exits	25	38	124
Placement Rate	86%	85%	85%
Median Wage	\$21.50	\$22.00	\$22.00
<b>Training Services</b>			
Individual Training Account (ITA)	11	19	37
On-the-Job Training (OJT)	0	1	3
Entrepreneurial Training	0	0	1

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

**Strategic Partnerships:**

- T-Enterprises Truck Driving School has received a grant from Washington State to help students at T Enterprises Truck Driving School obtain their Washington CDL at a lower cost. This will help to stretch program funding.
  - The amount that can be offered is as follows:
    - The participant is receiving a Washington State Worker Retraining discount of \$678.40- they can receive an additional \$500 off their tuition.
    - If the participant is not receiving WA State Worker Retraining- they can receive \$1000 off their tuition.

**Recruitment and Outreach:**

- Staff attended the Parent Advisory Committee Conference Resource Fair at Pasco School District. Staff was able to connect with the parents of students, some of which were Migrant Seasonal Farm Workers.
- Outreach at the Pasco Library and Washington Education Center Funding Committee are ongoing.

**Individual Training Account (ITA): There are ten (10) ITAs scheduled to complete in December 2022-May 2023.**

- |                      |                               |                               |
|----------------------|-------------------------------|-------------------------------|
| • 1 Phlebotomy       | • 5 Com. Driver License (CDL) | • 1 Human Resource Prof.      |
| • 1 CompTIA Security | • 1 UW Python Programming     | • 1 Administrative Technician |

## December 2022

<b>State and Federal EcSA Program Performance Summary (Cumulative from April 2022 - June 2023)</b>			
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent
Federal EcSA	\$245,372.00	\$123,937.39	50.5%
State EcSA	\$371,204.00	\$257,472.78	69.4%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	133	125	150
State EcSA	63	30	55
Co-Enrolled	24	n/a	n/a
Training Placements at/above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	47	36	40
State EcSA	28	13	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	42	60	95
<i>Employed Exits Below Threshold</i>	10	n/a	n/a
State EcSA	13	18	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	9	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

### Program Highlights:

- Challenges: The rising costs of goods have also increased the cost of training. Staff continues to co-enroll clients into other programs that can support training costs, however, funding available is adding another layer of challenges to client success.
- In November, leadership reached out to the most utilized CDL training provider, T-Enterprise, to discuss a possibility of a discounted rate due to rising costs of tuition and the large number of referrals sent from Title 1b programs. T-Enterprise ownership informed staff of an upcoming grant that could make tuition more affordable for customers who qualify and committed to inform the team when it becomes available. In December, staff received word that T-Enterprise was approved for funding and customers could start applying.
- Staff have continued doing outreach every other Thursday at the Mid-Columbia Library Pasco branch with the purpose of reaching more customers in the community. The focus of this outreach is to target underrepresented communities and those job seekers who might qualify for employment and training programs but don't have the resources to travel to the WorkSource office in Kennewick.

### Total Employed Exits:

- Employed exit outcomes are currently behind target as customers are working through training courses and have not yet entered into employment. Currently, there are 9 customers participating in training services in Federal and State EcSA. Outcomes will be reported in future months.

**December 2022**

<b>PY22 CDBG Program Performance Summary (Cumulative from July 1st, 2021 – June 30th, 2023)</b>			
<b>Program Expenditures</b>	<b>Program Budget</b>	<b>Year to Date Spent</b>	<b>% Spent</b>
As of September 30, 2022	\$448,718.00	\$154,600.02	34.5%
<b>Placement at Sites</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Participants	8	11	12
<b>Low-to-Medium (LMI) Individuals</b>	<b>Quarterly Outcomes</b>		<b>Program Target</b>
Community Members Impacted	64,002		40,000

**Outreach Efforts:**

- In December, leadership made efforts with Pasco Community Services to extend the contracts for two participants through June 2023. Finalizing the contracts will occur in the next month.
- Additionally, leadership worked with Second Harvest to address any needs within their site. This led to leadership securing a third placement at Second Harvest that began on December 2, 2022. This position is for a Mobile Market Associate and the contract is through June 2023.

**Community Members Impacted:**

- The total cumulative community members served to date is 64,002 which is over 1.5 times the original program target of 40,000. This number is updated on a quarterly basis with the next update occurring during March's reporting period.

## December 2022

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	4,295	N/A	N/A	N/A	N/A
Referrals	575	150	300	750	1100

### OHDC Outreach

- L&I Outreach was done to LEP (Limited English Proficiency) workers through the month of December with a total of 403 monolingual Spanish speakers reached through OHDC support.
- OIC attended resource fairs and youth engagement events and were able to create referrals and enrollments to their National Farmworker Jobs Program and Agricultural Health and Safety Program.
- A DSB radio Campaign is going live on January 12 – April 5 to reach more individuals within Benton and Franklin counties and increase enrollments in their Vocational Rehabilitation Program.



### OHDC Research

**Community Survey:** To support the findings from the focus groups, a community survey with questions regarding key findings will be released on the week of January 16 to validate and form conclusions based on preliminary data from our focus groups. A **minimum** of 150 qualified responses with a goal 20% of responses from each identified target population. The survey will be live for 4 weeks and will be boosted through community organizations, groups, and social media channels. The format of the survey will be offered in both English and Spanish and for accessibility, a QR code and link will be provided.

#### Research Goals:

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



STATE OF WASHINGTON  
EMPLOYMENT SECURITY DEPARTMENT

PO Box 9046 • Olympia WA 98507-9046

January 10<sup>th</sup>, 2023

RE: Recognizing Your Team's Successes

Dear Tiffany,

It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please feel free to share this with your board and entire team, as you see fit, in appreciation of the hard work and dedication they put into finding solutions and support for the communities served by your LWDB.

Benton-Franklin Workforce Development Council quarter ending September 30<sup>th</sup>, 2022 (March 31, 2022 for employment outcomes):

Outcome	Target	Actual
WIOA Adult Enrollments	82	80
WIOA Adult Employment Placements	62	74
WIOA Youth Enrollments	110	121
WIOA Youth Employment Placements	70	76
Federal EcSA Enrollments	110	125
Federal EcSA Employment Above Self-Sufficiency Wage	40	34
State EcSA Enrollments	22	55

You continue to exceed your targets for exits to employment in the WIOA Adult program while also maintaining high median earnings. In the EcSA program, excellent progress toward meeting, and exceeding, most outcome targets. Additionally, great job launching an electronic approval process for eligibility to connect participants more efficiently to the program and services. If we could offer additional technical service in any area of grant administration, training, policy guidance, or others, please just let us know. Our goal is to support your local success.

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to [ESDGPWorkforceInitiatives@esd.wa.gov](mailto:ESDGPWorkforceInitiatives@esd.wa.gov). Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington's employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst  
Grants Director  
360-790-4913



## **NOVEMBER 2022 SPECIAL REPORT**

**NOTE:** The following information has been put together for ESD123 School Improvement Plan per State regulations.

**Total program (OSY/Open Door) enrollments:** 424 (including carry-ins)

**GED month-to-date:** 0

**GED YTD:** 28

**Co-enrollment month-to-date:** 2

**Co-enrollment YTD:** 13

\*YTD- July 1, 2022- November 30, 2022

### **ESD 123 – TC Futures Annual Open Doors School Improvement Plan**

#### **Summary**

TC Futures hosts the Open Doors/UGrad program and is contracted with Richland, Kennewick, Pasco, North Franklin, Kiona-Benton, Prosser, and Columbia School Districts to provide GED Plus programs. Though the pandemic changed the way services were provided, the program continued to grow from 119 served in 2018-2019 to 247, an increase of 128 enrollees in 2019-2020 school year. In 2021-2022, 273 were enrolled. We begin the 2022-2023 school year with 282 enrollees and over 6 months left in the school year to continue enrollment.

#### **Student Learning**

Essential Education’s GED Academy has been expanded to include preparation and testing in both Spanish and English. The platform is currently developing a reading comprehension tool. When this tool becomes available it will be considered as an addition to the current services offered. A new module, Computer Essentials, offers industry recognized certificates and is now available to help with computer literacy. This module will be offered in Spanish sometime early in 2023. Along with GED preparation, TC Futures offers group, one-on-one tutoring, and a variety of workshops. Use of technology, such as Prowise interactive tools, to deliver academic content was added earlier this year.

Throughout the pandemic, the rate of homeless youth increased at an alarming rate. Recognizing that individuals who are unstably housed or facing food insecurity are less likely to complete an academic credential or remain engaged, services were increased through contracting for emergency housing and enhancing access to food. As a requirement of receiving emergency housing assistance, the recipient is required to attend independent living skills development workshops. These workshops range in content from financial literacy to basic activities of daily living such as how to grocery shop, maintain a household, and other topics designed to impart knowledge for successful community living.



Other basic needs are addressed through referrals to community services or through our informal partnership with Community Health Plan of Washington along with support from our case management team.

### **Continuous Improvement**

The use of Essential Education's GED Academy continues to perpetuate the continuous improvement process. In 2020, TC Futures became a certified Pearson Vue testing site, allowing enrollees to take their GED exams on site with little waiting time. Typically, a person can be scheduled to test within 1 business week and sometimes same day.

### **Continuous Improvement, Continued**

The administrative tools available on the Essential Education software platform are regularly updated to best enable the team to identify trends in both curriculum and instruction. Data is monitored and adjustments to processes are easily implemented when changes are indicated. As the demographics of our enrollees have changed, so too does our approach to adapt and best serve our enrollees.

### **Qualified Case Management and Instruction**

ESD 123 - UGrad maintains its focus on obtaining academic credentials and improving work readiness skills. The year 2022 brought opportunity to increase staffing and widen the scope of services as COVID restrictions began to relax. In addition to the already qualified case managers and certificated teachers, 3 new positions were added to meet student and administrative needs. With the expansion of our team, we now offer more intensive, one-on-one tutoring and academic instruction as well as workshops designed to promote financial literacy and self-sufficiency skills. The team of case managers prioritizes student choice to attend any pathway the student determines is the best for their situation. Students who express interest in high school diploma completion or returning to school are provided referrals and assistance with engagement into those programs.

All team members are provided opportunities for professional development. Training on evidence-based practices of Motivational Interviewing techniques and Wellness Recovery Action Planning (WRAP) was provided to enhance service delivery.

### **Data-driven**

ESD 123 - UGrad has used data to drive improvement. Based on demographics generated through mandatory reporting, we established a need to offer GED services in both English and Spanish. Essential Education offers preparation and testing in both languages. In addition, the need for more bilingual staff became apparent. When expanding our team, we added a new employee who is fluent in English and Spanish and the other is fluent in English, Spanish and American Sign Language. Data was also used in determining the need for additional space and testing capacity. This led to

certifying a new testing room and leasing a secondary space to meet the needs of our growing caseloads.

### **Moving Forward**

TC Futures is open to new partnerships and ways to engage youth in academic proficiency and workforce readiness. To better support our program participants, proposals, partnerships, and service contracting are considered and pursued based on program needs.

Our current formal partnerships with the Benton-Franklin Workforce Development Council and Career Path Services continues to thrive. Our integrated programs with Career Path Services (CPS) remain seamless and successful. As our regions provider of federally funded out of school youth programs, CPS consistently exceeds contractually established outcomes and are recognized by the state as one of Washington's top performers. Comprehensive workforce skill building including paid internships along with job search and linkage to livable wage jobs are available to eligible enrollees through their federally funded, Out of School Youth Program. Career Path Services also provides support services such as payment for retrieving identification, required work attire, transportation costs and other incidentals that enhance accessibility to the labor market.

TC Futures enjoys several informal partnerships with organizations that concentrate on outreach to engage historically disadvantaged communities, furthest from opportunity. Community Health Plan of Washington co-locates a representative who connects people with health care and other basic needs and recently awarded a \$10,000 grant for our efforts to advance health equity. Job Corps offers orientation and informational services within the youth center along with other local community partners interested in youth services.

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

## DECEMBER 2022

### Monthly Data-December 2022\*

Total program (OSY/Open Door) enrollments: 383 (including carry-ins)

GED month-to-date: 5

GED YTD: 33

Co-enrollment month-to-day: 0

Co-enrollment YTD (Includes carry over): 37

### Summary

December is typically a slower month for traffic due to the holidays, cold weather, and poor driving conditions. Despite these factors, the team at TC Futures worked diligently together and created a month full of well-attended activities, and enrolled 22 new customers in our services.

- The CG Public House prepared and donated a meal for 50+ to enjoy
- Staff and customers created gingerbread houses and made no-bake treats
- Soroptimists brought gifts for women and young families
- Both buildings were decorated with a holiday tree and lights

\*An error was discovered on the datasheets for Open Doors causing enrollment numbers and other data to be incorrect. The formulas have been corrected, and the information in this report should be accurate.

### Student Learning

ESD 123 expanded the Essential Education software platform to include services to address individuals needing extra reading comprehension support. Also, the team is now able to offer new GED pre-tests to add a variety of preparation options.

### Housing Assistance

We continue to work through the issue of access to the Homeless Management Information Systems (HMIS) issue, which has resulted in the temporary suspension of managing the financial aspect of our housing contract. At this time, we are waiting for the Federal Department of Education to weigh in on whether or not we are able to provide information into the HMIS system, as required by our contract. Currently, there is no precedence for allowing Local Education Agency (LEA) to have HMIS access. We are hopeful to have this resolved in the very near future.

Until we receive a response for the federal government, we continue to provide case management services and have been able to transition the fiscal management back to our contractor without any disruption of service to our customers. We will continue practicing in this manner until there is a full resolution to this issue.

### **Continuous Improvement**

TC Futures has been without an adequate means to measure the number of visits of our customers. We are working with the BFWDC and the OHDC funds to introduce a process for tracking traffic as well as develop a means to survey and follow up with customers.

### **Qualified Case Management and Instruction**

Career Path Services experience some attrition and is in the process of hiring a replacement for the open position.

### **Data-driven**

As mentioned above, an error was discovered in the formulas used to calculate some of the data that has been reported out over the past several months. The data and formulas have been reviewed to ensure we are reporting accurate numbers and have the most updated information each month.

### **Moving Forward**

The STEM Foundation, in partnership with several other organizations, responded to a planning grant offered by the Washington Student Achievement Council (WSAC). The purpose of the funding is to:

“employ regionally- and locally-based, innovative and collective-impact strategies to build a culture of credential attainment using a two-generation model”; specifically, to increase exposure to careers and education pathways for all students; to improve the effectiveness of High School and Beyond planning and accelerate the implementation of the Career Connect Washington model to ensure all students, elementary through high school, have a robust career connected learning experiences each year; and to increase direct enrollment of high-school students in post-secondary credential programs, and increase enrollment of young adults and family members returning to education/training.’

We are one of several partners involved in this project and are looking forward to creating, building on and solidifying our community partnerships through our contributions to this grant.

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

# November 2022 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: 605 (+29)  
Total Staff Assisted Services to Job Seekers: 1226 (+25)  
Unique Number of Businesses Served: 46 (-39)  
Staff Provided Business Services: 84 (-90)

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



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

TC Futures Total Youth Enrolled (YTD): 424 (+79)  
Out-of-School Youth (OSY) Program (YTD): 140 (+10)  
Co-enrolled in Both Programs: 13 (+7)  
Total Youth attained GED: 28 (+0)  
Total OSY Employed and/or Post-Secondary Exits: 42 (+11)

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

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

Youth \* Adult \* Dislocated Worker/Rapid Response

Total Participants Served (YTD): 355  
Monthly-to-Date Target: 325 (109%)

Total Employed Exits (YTD): 96  
Monthly-to-Date Target: 92 (104%)

### Additional BFWDC Programs

#### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 129 Monthly-to-Date Target: 120  
Total Employed Exits: 37 Monthly-to-Date Target: 55

#### Economic Security for All (STATE EcSA)

Participants Served (YTD): 63 Monthly-to-Date Target: 28  
Total Employed Exits: 11 Monthly-to-Date Target: 17

#### Community Development Block Grant (CDBG)

Site Placements: 7 Monthly-to-Date-Target: 12  
Low/Middle Income Served: 64,002 Program Target: 40,000

#### Outreach to Historically Disadvantaged Communities

Referrals Made: 558 Monthly-to-Date Target: 150  
Customers Reached: 3689 Program Target: 1,110

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

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (October)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 3.9%

Franklin County Unemployment: 4.5%

Tri-Cities Employment (October 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	124400	100	0.1%	4,400	3.7%	156%
Total Private	104900	(1,000)	-0.9%	3,500	3.5%	162%
<b>Goods Producing</b>	19600	(200)	-1.0%	600	3.2%	153%
Mining, Logging, and Construction	11100	(100)	-0.9%	600	5.7%	145%
Manufacturing	8500	(100)	-1.2%	-	0.0%	175%
<b>Service Providing</b>	104800	300	0.3%	3,800	3.8%	157%
Private Service Providing	85300	(800)	-0.9%	2,900	3.5%	164%
Trade, Transportation, Warehousing and Utilities	20900	(200)	-0.9%	(100)	-0.5%	207%
Retail Trade	14100	(200)	-1.4%	-	0.0%	163%
Financial Activities	4200	(100)	-2.3%	-	0.0%	67%
Professional and Business Services	22100	(600)	-2.6%	100	0.5%	233%
Administrative and Support Services	11900	-	0.0%	(500)	-4.0%	367%
Educational and Health Services	20600	200	1.0%	1,500	7.9%	309%
Leisure and Hospitality	12900	(100)	-0.8%	1,100	9.3%	123%
Food Services	10200	(100)	-1.0%	800	8.5%	141%
<b>Government</b>	19500	1,100	6.0%	900	4.8%	100%
Federal Government	1100	-	0.0%	(100)	-8.3%	100%
Total State Government	3100	200	6.9%	300	10.7%	50%
Total Local Government	15300	900	6.3%	700	4.8%	122%

### Other News

- The BFWDC is now hiring for a Business Engagement Manager. This position will be responsible for establishing and expanding upon our community relationships to enhance talent pipeline programs and business connections, as well as manage and develop content for media engagement. The position will close on December 23<sup>rd</sup>; for more information, please visit [bentonfranklinwdc.com/career-opportunities](https://bentonfranklinwdc.com/career-opportunities).
- Our local EO Officer, Cynthia Garcia provided an accessibility presentation at the state EO conference in partnership with the WSCB Front-End Services Manager, Ric Valdez. The presentation focused on the most utilized accessibility options at WSCB and included a video of onsite accommodations available.
- Amazon launched a statewide workshop around hiring practices and applicant tips. This workshop was originally piloted with WSCB staff in October 2022. The team's feedback helped shape the final product.
- OHDC Research Project: Five focus groups were completed in November with participants from different underserved demographics (LGBTQIA+, Single Parents, BIPOC, Monolingual Spanish Speakers, and Persons with Disabilities) with the purpose of developing a communications document that will provide insight and perspective of barriers, challenges, and most optimal messaging for communication.

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](https://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5988**



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## Vision

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## 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

# December 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the AmericanJobCenter network

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

Total Staff Assisted Job Seekers: 811 (+206)  
Total Staff Assisted Services to Job Seekers: 1610 (+384)  
Unique Number of Businesses Served: 56 (+10)  
Staff Provided Business Services: 137 (+53)

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



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

TC Futures Total Youth Enrolled (YTD): 383 (-41)  
Out-of-School Youth (OSY) Program (YTD): 147 (+7) Co-enrolled in Both Programs: 37 (+24)  
Total Youth attained GED: 33 (+5)  
Total OSY Employed and/or Post-Secondary Exits: 42 (+7)

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

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

Youth \* Adult \* Dislocated Worker/Rapid Response

Total Participants Served (YTD): 399  
Monthly-to-Date Target: 356 (112%)

Total Employed Exits (YTD): 110  
Monthly-to-Date Target: 121 (91%)

### Additional BFWDC Programs

#### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 133 Monthly-to-Date Target: 125  
Total Employed Exits: 42 Monthly-to-Date Target: 60

#### Economic Security for All (STATE EcSA)

Participants Served (YTD): 63 Monthly-to-Date Target: 30  
Total Employed Exits: 13 Monthly-to-Date Target: 18

#### Community Development Block Grant (CDBG)

Site Placements: 8 Program Target: 12  
Low/Middle Income Served: 64,002 Program Target: 40,000

#### Outreach to Historically Disadvantaged Communities

Referrals Made: 575 Monthly-to-Date Target: 300  
Customers Reached: 4295 Program Target: 1,110

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

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.0%

Franklin County Unemployment: 6.2%

Tri-Cities Employment (November 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	125200	400	0.3%	5,400	4.5%	163%
Total Private	105900	500	0.5%	4,900	4.9%	172%
<b>Goods Producing</b>	19600	-	0.0%	1,000	5.4%	153%
Mining, Logging, and Construction	11100	-	0.0%	600	5.7%	145%
Manufacturing	8500	-	0.0%	400	4.9%	175%
<b>Service Providing</b>	105600	400	0.4%	4,400	4.3%	165%
Private Service Providing	86300	500	0.6%	3,900	4.7%	176%
Trade, Transportation, Warehousing and Utiliti	21300	400	1.9%	(100)	-0.5%	233%
Retail Trade	14400	300	2.1%	(100)	-0.7%	181%
Financial Activities	4200	-	0.0%	-	0.0%	67%
Professional and Business Services	22600	100	0.4%	1,000	4.6%	317%
Administrative and Support Services	11900	-	0.0%	(200)	-1.7%	367%
Educational and Health Services	20700	100	0.5%	1,600	8.4%	318%
Leisure and Hospitality	12900	(100)	-0.8%	1,200	10.3%	123%
Food Services	10300	100	1.0%	1,000	10.8%	144%
<b>Government</b>	19300	(100)	-0.5%	500	2.7%	82%
Federal Government	1100	-	0.0%	(100)	-8.3%	100%
Total State Government	3000	-	0.0%	200	7.1%	0%
Total Local Government	15200	(100)	-0.7%	400	2.7%	111%

### Other News

- In collaboration with ESD, the BFWDC and members of WSCB leadership created a draft change management plan in preparation for the transition to a new Management Information System (MIS), which will replace Efforts to Outcomes (ETO).
- Due to winter weather, WSCB saw an increase in customer traffic due to seasonal unemployment starting in November 2022. This is demonstrated by a year over year (PY22 vs PY21) increase in customer traffic at the front end of 46% in December and 58% in November. Service access is reviewed regularly, with adjustments as needed to accommodate customer needs/traffic flow.
- WSCB partnered with CBC, WSU Tri-Cities to support DOE and the Hanford site in hosting the One Hanford Virtual Career Fair on December 7<sup>th</sup> and 8<sup>th</sup>. The event had 951 registrations, 659 attendees (69% attendance rate), and resulted in 1095 chats between job seekers and businesses. Positions posted and interviewed for included firefighters, engineers, crane operators, contract specialists, project controls, IT specialists, truck drivers, security specialists, safety specialists, and more.

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

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

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



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

**November Highlights:**

- Our Front End Services Manager provided an accessibility presentation at the state EO conference in partnership with our local EO Officer, Cynthia Garcia. The presentation focused on the most commonly utilized accessibility options at WSCB and included a video of onsite accommodations available.
- Amazon launched a statewide workshop around hiring practices and applicant tips. This workshop was originally piloted with WSCB staff in October 2022. The team’s feedback helped shape the final product.

**WorkSource Site Operations:**

<b>Customer Counts 11/1 – 11/30/2022</b>		
<b>Total Staff Assisted Seekers</b>	<b>605</b>	
<b>Total Staff Assisted Services</b>	<b>1226</b>	
<i>Basic Career Services</i>	1002	
<i>Individualized, Training, and Support Services</i>	153	
<b>Unique Number of Businesses Served</b>	<b>46</b>	
<b>Staff Provided Business Services</b>	<b>84</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	3
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	10	3
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	46	29
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	36	21
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (12/8/22).



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### **November 2022 Customer Feedback:**

- 44 survey responses were received via Survey Monkey and QTRAC (7% response rate):
  - Of the customers who responded, 94% will refer family and friends.
  - Top 3 services reviewed: job search, resume help, and Unemployment Insurance assistance.
- We received two reviews on our Google Business page, including a 5-star review and a 4-star review with a positive comment.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 26 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “AnJanet is swift to respond. She is very informative and helps with literally everything. I appreciate her promptness, professionalism and stellar customer service skills.”
  - “Michelle, the lady that helped me, put me at ease immediately!! I am not good at phone interviews, but felt relaxed and confident after only a couple of minutes.”
  - “Just wanted to thank Lisandra for all her help through my process in obtaining my CDL I really appreciate it all the extra effort she gave me! I was stuck...and I was going to give up because I was discouraged however Lisandra took the time to help me...I am now employed earning \$1000 a week...”
  - “Elina was very nice, polite, and very explanatory. I appreciate her taking the time to send me actual screen shots of WorkSourcewa.com website so I can navigate the site properly.”
  - “My BFET coach (Marissa) was wonderful, thank you for helping me get the things I needed in order to get back to work. I truly appreciate you and WorkSource.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in November to be addressed in December:
    - “Drop the mask requirement.”
    - “Turn the thermostat up a few degrees in one of the rooms.”

### **Service Delivery**

#### **Career Services:**

- One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- During November WSCB provided 44 group services to 44 individuals through our locally offered workshops and group sessions. WorkFirst Orientation was our most attended group service. Note: this number is lesser than previous months and is directly impacted by a temporary shift from in-person Strategies for Success classes to virtual state wide class offerings.



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

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 12/1/22	210	131	253	97	1900	1668

**Business Services:**

- Using the outcomes from the Human Centered Design (HCD) activities completed in October, the team is identifying priority areas to inform the BST Strategy plan. Five areas have been identified: re-evaluate and grow our business service offerings, partnerships, business-candidate connections, and communication – both internally and with businesses.
- The team has completed a pilot of LinkedIn and bitly links to job posts for quick candidate application on the Hot Jobs posts. Due to lack of return on investment, both projects have been discontinued. Frequency of the Hot Jobs posts and method for identifying these in demand positions is also under evaluation and actively being adjusted.
- October/November Events (with outcomes where available) –
  - 10/12: Local Police & Correctional Officers Hiring Event at Richland Public Library
    - 46 attended; 15 candidates screened and hiring process in progress, awaiting employed outcomes
  - 11/17: Senior Life Resources Hiring Event at TC Futures
    - 2 attended
- Upcoming Events –
  - 12/7 & 12/8: One Hanford Virtual Career Fair (on Brazen)

**Community Connections:**

- 11/18: The WSCB Veteran team hosted a booth at the annual Veterans Resource Expo and Stand Down to provide access to employment, training, and other related resources. There were a total of 487 attendees. You can learn more about the event here:
  - [Veterans resource expo and stand down in Kennewick | News | nbcrightnow.com](#)
  - [Hundreds gather for Tri-Cities Veterans Resource Expo and Stand Down Friday | KEPR \(keprtv.com\)](#)
- 11/21: Attended the Highlands Middle School Resource Fair-November 21<sup>st</sup>. This was an opportunity to connect with families to educate on our resources and how to connect with them.
- 11/30: Provided tour and information session for a group of students and teachers with the Kennewick School District vocational studies program for individuals with disabilities.



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- The WSCB Outreach group is currently evaluating outreach events to determine where we are able to connect with and provide the most meaningful interactions with customers. One of the areas they are piloting is extending the doors of WSCB into the community by providing services weekly at the Pasco Library. Regular outreach at other locations within the community will also be piloted.

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

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

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

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

- 12/7: Cross Training – National Farmworker Jobs Program, October Customer Feedback Updates, WSCB Business
- 12/14: October Customer Kudos, Cross Training – RESEA, November Data Review, BFWDC Updates

##### **Facilities:**

- No items to report.

Respectfully submitted by C. Bright on 12/9/22



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**WorkSource Operator Report**

Benton Franklin Workforce Consortium

December 2022

**December Highlights:**

- In collaboration with ESD, the BFWDC and members of WSCB leadership created a draft change management plan in preparation for the transition to a new Management Information System (MIS), which will replace Efforts to Outcomes (ETO).
- Due to winter weather, WSCB saw an increase in customer traffic due to seasonal unemployment starting in November 2022. This is demonstrated by a year over year (PY22 vs PY21) increase in customer traffic at the front end of 46% in December and 58% in November. Service access is reviewed regularly, with adjustments as needed to accommodate customer needs/traffic flow.

**WorkSource Site Operations:**

<b>Customer Counts 12/1 – 12/31/2022</b>		
<b>Total Staff Assisted Seekers</b>	<b>811</b>	
<b>Total Staff Assisted Services</b>	<b>1610</b>	
<i>Basic Career Services</i>	1457	
<i>Individualized, Training, and Support Services</i>	151	
<b>Unique Number of Businesses Served</b>	<b>56</b>	
<b>Staff Provided Business Services</b>	<b>137</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	8	8
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	12	7
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	50	33
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	65	26
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	2	2

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (1/10/23).



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**December 2022 Customer Feedback:**

- 48 survey responses were received via Survey Monkey and QTRAC (7% response rate):
  - Of the customers who responded, 96% will refer family and friends.
  - Top 3 services reviewed: one-on-one career guidance, job search, and resume assistance.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 15 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Chante has been really great to work with. Excellent communication. Everything done in a timely manner.”
  - “Excellent customer service, Patty is amazing.”
  - “Customer found mock interview assistance to be very beneficial, He mentioned he's been following Brenda's tips and has seen an improvement in his interviewing skills.”
  - “Marco was very helpful with my in-person resume appointment....(he) also gave me a thumb drive to keep it on so I could easily upload it when I applied for jobs online.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in December to be addressed in January:
    - “The fire alarm was unprofessional.”
    - “Hire more people to help with more customers.”

**Service Delivery**

**Career Services:**

- One on one services highest in demand include provision of workforce information, deskside job seeker assistance, and basic assessment.
- During December WSCB provided 34 group services to 33 individuals through our locally offered workshops and group sessions, including WorkFirst Orientation, LinkedIn, and Navigating Career Pathways (Career Assessments).
- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 1/10/23	213*	132	311	105	2286	1944

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



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### **Business Services:**

- The team is creating an action plan around the five focus areas identified in previous human centered design activities: re-evaluate and grow our business service offerings, partnerships, business-candidate connections, and communication – both internally and with businesses.
- The team is collaborating with TRIDEC and local businesses through attendance at the monthly Business Builders meeting. This is an opportunity to learn about business needs and resources, to network, and share WSCB/tcFutures updates.
- December Events (with outcomes where available) –
  - One Hanford Virtual Career Fair (on Brazen)\*
    - 12/7: 348 registered & 227 attended (65% attendance rate); 436 chats between job seekers and businesses
    - 12/8: 603 registered & 432 attended (72% attendance rate); 659 chats between job seekers and businesses
    - Follow up to obtain employed outcomes scheduled for February due to hiring process.
- Upcoming Events –
  - 1/12: Lamb Weston Hiring Event (at tcFutures)

### **Community Connections:**

- 12/1: Met virtually with Joel Bouchey to learn more about AGC's Construction website, which connects individuals with career pathways to construction careers. Follow up meeting for additional information pending – scheduled for January 2023.
- 12/9: Spoke with Julie Jackson, Advisory Board member with Richland School District on behalf of the City of Richland, about skills based assessments at WSCB. Discussed current employer technical skill needs, such as proficiency with Microsoft Excel software, and a potential pilot to assist teachers and students in evaluating career readiness.
- The WSCB Outreach group submitted a proposal for outreach items to increase brand awareness in our community. This includes WS branded items which help identify staff, as well as functional items for community members to take away from events/offsite visits.

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

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

- 12/7: Cross Training – National Farmworker Jobs Program, October Customer Feedback Improvements, Policy Training – Lost & Found Procedure, WSCB Business
- 12/14: November Customer Kudos, Cross Training – RESEA, October & November Data Review, BFWDC Updates, Veteran's Services Refresher



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**Upcoming Training/All Staff Meetings:**

- 1/4: Cross Training – Trade Act, November Customer Feedback Improvements, Policy Training – WIN0082: Realtime Data Entry in ETO, WSCB Business Updates
- 1/18: December Customer Kudos, Cross Training – Strategies for Success, December Data Review, WSCB Business

**Facilities:**

- 12/6: Riggle Plumbing completed repair work in customer restroom
- 12/8: Guardian Security completed partial fire alarm system check
- 12/14: New vinyl Wi-Fi password procured from Mustang Signs and installed on exterior doors for customer access
- 12/19: Cintas contracted to maintain AED and first aid kits onsite; installed AED and delivered first aid kits
- 12/20: Guardian Security completed remainder of fire alarm system check; repairs identified

Respectfully submitted by C. Bright on 1/10/23



## **Subject: Stevens Amendment Requirements Policy**

**Policy No: 2023-01**

**Effective Date: 02/01/2023**

### **1. Purpose:**

The Benton Franklin Workforce Development Council (BFWDC) is establishing policy 23-01 to ensure compliance with the Stevens Amendment requirements, requiring all outreach and marketing materials note federal funding appropriately.

### **2. Background**

BFWDC has established the following policy pursuant to P.L. 115-141, Division H, Title V, Section 505. P.L. 115-141, Division H, Title V, Section 505 is an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for grant program the percent of the costs financed with federal funds, the federal dollar amount, and the percentage and dollar amount financed by nongovernmental funds. Additionally, a different two-part formulation of the Stevens Amendment is included in the Department of Agriculture's (USDA's) general permanent statutory authority at 7 USC 2209d.

The policy requirements below are separate from those in 2 CFR 200 and, when appropriate, both must be complied with.

### **3. Policy**

BFWDC staff as well as BFWDC's Subrecipient Program Operators and Managers will include a statement in all applicable outreach and marketing materials acknowledging the use of Federal funds. Applicable outreach and marketing materials include but not limited to; statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with Federal money.

All grantees receiving Federal funds included in this Act, including but not limited to State and local governments and recipients of Federal research grants, shall clearly state:

- the percentage of the total costs of the program or project which will be financed with Federal money;
- the dollar amount of Federal funds for the project or program; and
- the percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

BFWDC, as the Administrative Entity and Fiscal Agent for the Benton Franklin Workforce Area and its subrecipients of WIOA funds, will formally monitor annually, the outreach and marketing materials distributed by self or subrecipients receiving state or federal dollars in accordance with the grant requirements.

## Attachment A

### Funding Statements in Publicly Distributed Outreach and Marketing Materials

#### Procedure

An acknowledgment statement is required for all distributed outreach and marketing materials. Some examples include but are not limited to; Posters, brochures, resource guides, flyers, social media posts, etc.

The general structure of the acknowledgment for compliance include:

The [project/program] is supported by the [federal agency]. A total of \$[amount] or [percentage] percent of [project/program] [is/will be] financed with federal funds, and \$[amount], or [percentage] percent [is/will be] funded by other sources.

Example:

*Montana's Jobs for Veterans State Grant Program is supported by the U.S. Department of Labor. A total of \$900,000, or 90 percent, of the program is financed with federal funds, and \$100,000, or 10 percent, is funded by other sources*

Alternatively, if the program or project is solely financed by the Federal Government:

Example:

*Florida's Jobs for Veterans State Grant program is 100 percent funded by the U.S. Department of Labor through awards totaling \$15,000,000.*

#### Social Media

An acknowledgment statement is required for social media posts. The acknowledgment statement shall be in any given part of the communication (e.g., on a flyer or in a blurb.) as long as the required information is clearly stated within the communication.



## **Subject: Management of Medical and Disability-Related Information Policy**

**Policy No: 2023-02**

**Effective Date: 01/XX/23**

### **Purpose:**

This policy addresses the requirements for managing medical records and disability-related information on applicants, registrants, eligible applicants or registrants, participants, and terminees under the Workforce Innovation Opportunity Act (WIOA) umbrella. This includes an outline of permissible uses, filing, and confidentiality requirements.

### **Background:**

Medical and disability-related information for customers should only be collected and used for the purposes of documenting eligibility, where disability is an eligibility criterion for a program or activity, to document reasonable accommodations, and for data analysis. All WIOA partners must ensure that customer medical and disability-related information is collected as outlined by federal law and this information notice.

## Operational Procedure

The following instructions serve as guidance for WIOA partners to use in order to meet the requirements related to the management of medical and disability-related information:

### A. Securing Medical and Disability-Related Documents/Information

- Medical and disability-related documents must be secured and maintained in a separate and confidential customer file. Medical and disability files should be stored as medical records and separate from all other confidential information (e.g., court documents). Each customer's medical file should be separate (i/e/ medical information for multiple customers should not be kept in the same file).
- Medical and disability-related information in case notes, assessment forms, or other documentation in the Management Information System (MIS) must be secured in a separate and confidential medical file. This is accomplished by copying the specific sheet of the case note file, assessment form, or language in the MIS that contains medical or this disability-related formation, placing it in a separate medical and disability file, then redacting the medical and disability-related information in the case notes, assessment form or language in the MIS and inserting 'See separate confidential file.'
- Partner staff co-located at a center should place their medical and disability-related information with that of the center or send it to their main office (WorkSource Columbia Basin) for similar storing. If medical files are maintained in power, they should be kept in a locked cabinet with limited access and separate from other file types maintained for the customer. Please note that medical and disability-related information should not be stored on staff desks. If medical files are maintained electronically, they should be secured in a password-protected file, or access to the electronic file location should be limited and separate from other file types.
- To ensure confidentiality, there should be limited access to the medical and disability file. Individuals monitoring for compliance with 29 CFR Part 32 and 38 may have access for monitoring purposes.

### B. Recording of Medical or disability Related Information

- The information of value to staff is most often the limitations caused by a customer's disability or medical condition and the effect on the customer's ability to advance through the program, as opposed to a disability or medical diagnosis. It is possible to record relevant information without documenting actual medical or disability-related information.

Here are examples of information that is **not considered medical or disability-related** to secure and maintain:

*"The customer cannot lift more than 20 pounds"; "cannot sit for more than an hour"; "must take frequent breaks or must take breaks at least every hour"; "must be located in a quiet room with few interruptions"; "cannot drive in mornings until 9 a.m."; "will be unavailable during the next six weeks"; etc.*

Here are examples of information that is **considered medical/disability information** and must be secured:

*"The customer has a herniated disk," "stage 2 abdominal cancer", "Crohn's disease," "seasonal affective disorder," "hypertension," "diabetes," "a fractured tibia," "mild depression," etc.*

- Medical and disability-related information can be acquired during the delivery of case management services but should then be stored securely. This information should be kept confidential and not be shared with employers, other customers, immediate co-workers, or those providing labor exchange and job matching services. It may be appropriate to discuss a customer's disability or medical condition in

limited circumstances and at the customer's request, such as with program supervisors or trainers to explain reasonable accommodations or with first aid and safety personnel if the customer asks us to because the condition may require emergency treatment.

### **C . Records Retention**

Medical files, whether they exist in electronic form (including email) or hard copy, must be maintained in a separate confidential file for a period of **not less than six years** from the close of the applicable program year.

### **References**

- [WIN 0023 Change 2](#)
- [The Washington State Nondiscrimination Plan Element 5.](#)
- [The Americans with Disabilities Act, as amended, 28 CFR Part 36.](#)