



Adult & Employer Linkage Committee Meeting

August 19, 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

AGENDA

- 1. Call to Order** – Adolfo de Leon
- 2. Welcome & Roll Call** – Adolfo de Leon & Jamilet
- 3. Approval of Committee Minutes**
Adult & Employer Linkage – June 17, 2021 (Needs a vote)
- 4. New Policies**
 - Measurable Skills Gain – Cynthia (Needs a vote)
 - Data Element Validation – Jamilet (Needs a vote)
- 5. Occupations in Demand Committee Recommendations** (Needs a Vote)
- 6. Program Highlights** – Diana
 - Adult
 - Dislocated Worker
 - Rapid Response
 - Employment Recovery
 - Disaster Recovery
- 7. Program Highlights** – Jamilet
 - Economic Security for All (EcSA)
 - Community Development Block Grant (CDGB)
- 8. Liaison Report** - David
- 9. WorkSource Columbia Basin (WSCB) Update** – Crystal
- 10. Other Business**
- 11. Next Meeting**
 - Adult & Employer Linkage Committee – Thursday, September 16, 2021, at 8:30 a.m. on Zoom
- 12. Adjournment**

Attachments

- Adult & Employer Linkage Minutes - July 15, 2021
- Measurable Skills Gain Policy
- Data Element Validation Policy
- OID Committee Recommendations
- Program Performance Summaries – July
- Layoff Profile – July
- Liaison Report – July
- WSCB Operations Mgr. Report – July

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

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Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

July 15, 2021, at 8:30 a.m.

Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Melanie Olson, Co-Chair	Adolfo de León	Lori Mattson	Tiffany Scott, BFWDC
Jamie Rasmussen	Karl Dye	Jamilet Nerell	David Chavey-Reynaud, BFWDC
Jennie Weber	Michael Lee		Diana Hamilton, BFWDC
Todd Samuel			Jessie Cardwell, BFWDC
			Becky Smith, BFWDC
			Heather Woodruff, CPS
			Rebecca Williamson, ESD
			Rosa Reyna, GW
			Israel Delamora, OIC
			Rosenda Henley, PFP
			Crystal Bright, WSO

Call to Order

Melanie was in route to her office, and Jennie started the meeting by welcoming everyone and calling the meeting to order at 8:30 a.m. Becky read through the roll call while everyone responded.

Approval of Committee Minutes

The Minutes of June 17, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve June 17, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jamie Rasmussen. Motion carried.

Program Highlights – Diana

Diana shared the Program Performance Summaries that were provided in the packet. She noted that this is the last summary for Program Year (PY)20 as the year came to an end on June 30, 2021. She reminded everyone that these summaries show the actual program outcomes compared to the goals. She reported that the Adult program did a great job serving customers during COVID restrictions by serving 183 customers. This was primarily due to their outreach efforts to encourage customers to engage in WorkSource services by partnering with the Employment Security Department (ESD) to email Unemployment Insurance (UI) recipients using GovDelivery, direct email marketing, phone calls, social media, flyers in the library book bags, and food boxes. All of these efforts resulted in their ability to reach customers that needed services. While employed exits were behind target, 70 participants were still able to obtain employment during COVID. We usually have very few training dollars by the year-end. During PY20, customers were unable to take advantage of training opportunities due to COVID impacts. While we are hopeful to see an increase of customers accessing services as the recovery process continues, we may not see customers take full advantage of WorkSource services until the additional \$300 in Pandemic UI ends, as well as children returning to school in September.

The Dislocated Worker numbers are very similar to the Adult numbers. She reviewed the summary. Once again, there were challenges with customers taking advantage of the training services because of classroom size limitations, training provider closures, access to technology, and childcare issues. The BFWDC took the funds that were not expended in PY20 and will use them to increase the first quarter cap for PY21 so customers will have access to training and support services.

The Rapid Response Increase Employment (RRIE) performance summary shows that they were slightly behind on all program deliverables. This program has been extended until December 31, 2021. The subrecipient will continue to provide the program services needed to serve customers while fully expending this contract to reach performance deliverables.

The Disaster Recovery program doesn't end until March 2022. All of the performance targets are being exceeded, but the expenditures are behind. Listed in summary are all of the temporary Disaster Recovery employment opportunities that the subrecipient is working to fill to meet the needs of our community partners in providing humanitarian assistance. ESD staff utilize GovDelivery to recruit qualified individuals who would be a good fit for these programs. They are also completing an extensive pre-screening process. So far, two Disaster Relief food support positions have been backfilled at Second Harvest. They are working to assist Community Services who need 5-8 food support workers to replace the eight National Guard members that will depart at the end of July. Once all of these Disaster Relief positions have been onboarded, the expenditures will increase to get back on track as planned.

The Employment Recovery program also ends in March of 2022. The program is currently behind in all targets. The subrecipient has implemented strategies to increase performance outcomes and increase expenditures by shifting funds to increase training opportunities and prioritizing enrollments into the Employment Recovery program for permanently laid-off customers.

Diana shared a letter received from ESD. It recognizes the positive performance outcomes for Adult, Youth, and the Disaster Recovery programs through March 31st and the positive employment outcomes for the Dislocated Worker and RRIE programs through September 30, 2020. She highlighted the dedication and hard work Career Path Services and the Benton Franklin Workforce Consortium put into serving customers during the pandemic.

Melanie asked if WorkSource Columbia Basin (WSCB) has had trouble finding people to enroll in entry-level training programs. Diana answered that there are lots of entry-level training opportunities throughout the community. Employers are having a hard time filling these positions. There are many variables from people still receiving the additional \$300 Pandemic UI and childcare issues. Melanie shared that Lourdes Counseling is struggling with many open positions that she cannot fill. Diana shared that the State Grant Managers are saying that until kids are back in school and the additional \$300 Pandemic UI ends, we will face these challenges. Many businesses are offering sign-on bonuses or incentives.

Economic Security for All (EcSA) Update – Jamilet via Video

Jamilet shared that Employed Exits continue to be behind the target. Staff continues to work with the WorkSource Columbia Basin (WSCB) Business Services Team (BST) to ensure those job seekers are matched with employers with open positions. They continue to refer participants who recently completed training or certification to local employers to match their newest skills to on-demand job openings. They continue to place participants in subsidized training in commercial driver licensing, nursing assistants, and welding. The EcSA staff continue to work on strategies to do outreach to new customers, such as working with Department of Social and Health Services (DSHS) for referrals and continue to post on social media.

Families Forward Washington (FFW) Updates – Jamilet via Video

This is the last report for FFW as they have completed their grant cycle as of June 30, 2021. She is happy to report the successful outcomes. They were able to serve 73 non-custodial parents, which exceeded their goal by 130.4%. Of those enrolled, 84% found employment with the help of the career counselor conducted by Goodwill of the Columbia, and 27% expanded their financial literacy knowledge. The Washington state FFW project ranked at the top of the five programs across the nation. 69 out of 73 participants were placed in employment. This study provided 73 non-custodial parents with the necessary tools to find the pathway to self-sufficiency, get back on track with their child support obligations, and reunify with their families and children. Congratulations to Goodwill for meeting and exceeding expectations and working with the community to serve marginalized populations.

We look forward to finding different avenues and funding sources to continue serving non-custodial parents in the future.

Community Development Block Grant (CDBG) Update – Jamilet via Video

The CDBG is a new program for which we have secured funding. She thanked the AEL Committee and Board Members for their E-Votes to have Career Path Services (CPS) be the subrecipient for this grant. They continue to work through finalizing the contract. This will now be included as a standing agenda item on the AEL agenda.

Liaison Report – David

David shared that the number of job seekers and total services to job seekers continue to improve as people start to come back into the center and book appointments. We are only below 22% of staff-assisted job seekers compared to 2019. This is a significant improvement from where we have been. We will stop reporting on FFW and will be adding the CDBG information to this report.

Unemployment figures have dropped significantly. This number mirrors where we were in 2019.

He shared that we are wrapping up the pilot for LinkedIn Learning. We used about 100 licenses. The state has moved forward with a one-year license to be shared amongst the 12 Workforce Development Areas (WDAs). The BFWDC has requested 700 licenses for our area over the next year. We are excited to continue to take advantage of this tool to bring value to our customers.

He is pleased to report that we are at 102% COVID-19 job recovery. Many industries are pulling forward. Those that were hit hardest are bouncing back. There is some concern over national jobs. By fall, we should see this rebound. Retail trade is growing strong. We still have a shortage in hospitality, construction, healthcare, and government services. We hope that the job search waiver and the \$300 Pandemic UI going away and school starting in the fall will find more workers coming back.

WorkSource Update – Crystal

Crystal called out highlights of work happening at WSCB. The BST held a virtual job fair in June. They reached out to employers that are struggling to find workers during this recovery time. They were able to attract 27 local businesses and 59 job seekers. They were also able to provide customers with job referrals and make introductions to get them connected. The Summer Virtual Job Fair will be on July 29 from 10:00 a.m. – 1:00 p.m. via Brazen. There will be a Public Service Announcement (PSA) coming out shortly.

She shared that the center reopened on July 1 and that she is currently stationed outside at a front triage table. It is going well. They are bringing the team back in phases. The Alpha Team started back the third week of June, and they are currently doing a re-orientation with the Beta Team. A huge shout out to the front-line workers for their work to onboard and orient team members back to the office. Some of the newest team members have never worked at the center before.

Crystal shared that they are filling the front-end services appointments (basic career services). They are seeing an increase in the number of self-serve customers.

She shared that WSCB will embark on a Spanish radio campaign. Thank you to the partners from ESD and Opportunity Industrialization Center (OIC) of Washington for funding this opportunity. It starts today at 2:00 p.m. on La Zeta 96.7. The kick-off is an overview of who WSCB is and the services provided. Every other Thursday from 2:00 – 3:00 p.m., they will continue with this hour-long radio show through December. This program will also allow the callers to engage directly with representatives.

Todd asked what the public interest in services has been. Crystal answered that for now, we do not see demand that exceeds capacity. They continue to get the word out to the community. The table out front has been a way to connect folks with resources, information and help with appointments. There has been a steady uptick in customers. Todd asked about the intent for fully reopening. Crystal answered that they continue to get the team ready. They are in a holding pattern waiting on revised direction from the state.

Other Business:

Tiffany shared a Happy New Year as we have entered into a new Program Year. She thanked all partners at WorkSource and in the community for their stellar work during a challenging year. She also thanked board members for engaging consistently and being committed to the necessary work. When there were so many opportunities for things to fall apart or go awry, the right people were in the right place at the right time. We have gotten to this point through the collaborative efforts of our system partners. She also thanked the BFWDC team.

Melanie shared that there have been many challenges, but we learned much about ourselves, each other, and the strengths we can rely on. The BFWDC is an amazing team, and WorkSource is doing a great job.

Melanie thanked everyone for attending and being patient with the technical difficulties.

Rosa thanked everyone on behalf of Goodwill for the opportunity to partner and provide services to the non-custodial parents in our community. They look forward to future opportunities to work together.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, August 19, 2021, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:15 a.m.

Meeting Co-Chair

Date

Becky Smith, Office Manager

Date

Subject: Measurable Skills Gains Policy

Policy No: 2021-02

Effective Date: 8/XX/2021

Revised: N/A

Purpose:

The purpose of this policy is to provide guidance on Measurable Skill Gains (MSG) documentation requirements specific to Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, Out-of-School Youth programs, and discretionary programs.

Background:

The MSG indicator is the percentage of participants who, during a program year, are in an education or training programs that lead to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

Operational Procedure

The MSG indicator measures the interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs. It also helps fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

A. Types of Measurable Skill Gains and Documenting Progress

Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following:

1. Documented achievement of at least one Educational Functioning Level (EFL) of a participant receiving instruction below the postsecondary level.

The Subrecipient shall measure EFL gain in one of three ways:

- Compare the participant's initial EFL, as measured by a pre-test, with the participant's EFL, as measured by a post-test. The approved pre-and post-tests must be based on the list of tests the Secretary of Education determines suitable for use in the National Reporting System for Adult Education. The list of approved assessments is published annually in the Federal Register;
- Adult high school programs that lead to a secondary school diploma or its recognized equivalent shall measure and report educational gain through the awarding of credits or Carnegie units; or
- Report an EFL gain for participants who exit a program below the postsecondary level and enroll in postsecondary education and training during the program year. A program below the postsecondary level applies to participants enrolled in a basic education program.

2. Documented attainment of a secondary school diploma or its recognized equivalent.

- The Subrecipient shall document in the Management Information System (MIS) attainment of a secondary school diploma or its recognized equivalent if the participant obtains certification of attaining passing scores on all parts of a State-recognized high school equivalency test, or the participant obtains a diploma or State-recognized equivalent documenting satisfactory completion of secondary studies or an alternate diploma, including a high school or adult secondary school diploma.
- Secondary school diploma refers to a regular high school diploma, as defined in section 8101(43) of the Elementary and Secondary Education Act.

3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.

- For secondary education, the subrecipient shall document this gain through receipt of a secondary transcript (Secondary transcript is specific to youth attending high school) or report card for one semester showing that the participant is achieving the State unit's policies for academic standards. For postsecondary education, this gain must demonstrate a sufficient number of credit hours—which is at least 12 hours per semester (or equivalent) or, for part-time students, a total of at least 12 hours over the course of two completed semesters (or equivalent) during 12 months that shows a participant in achieving the State unit's academic standards (or the equivalent for other than credit hour programs). For example, if a postsecondary student completed 6 hours in the spring semester and six more hours in the fall semester and those semesters crossed two program years, they would not count as a skill gain in the first program year, but they would count as a skill gain in the second program year.

4. Satisfactory or better progress report towards established milestones, such as completion of On-the-Job Training (OJT) or completion of one year of an apprenticeship

program or similar milestones from an employer or training provider providing training.

- Documentation for this gain shall vary, as the subrecipient identifies appropriate methodologies based upon the nature of services being provided, but progress reports must document substantive skill development that the participant has achieved. The subrecipient shall document the gain by a satisfactory or better progress report from an employer or training provider. Progress reports shall include training reports on milestones completed as the individual masters the required job skills or steps to complete an OJT or apprenticeship program. Increases in pay resulting from newly acquired skills or increased the performance also can be used to document progress.

NOTE: In the description of this type of MSG, "completion of one year of an apprenticeship" is just one example of a timeframe that shall be established for achieving a satisfactory or better progress report toward a specific milestone, and the "one-year" timeframe should not be construed as a required timeframe or the only way that a participant in an apprenticeship can achieve a Measurable Skill Gain.

5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.

- Documentation for this gain shall include passage of a component exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.

Examples:

- A participant has enrolled in a 4-year registered apprenticeship program: the measurable skill gains indicator tracks the skills the participant gains throughout the reporting period, not just at the end of the 4-year training program.
- Low-skilled adult participants of an adult education program: the MSG indicator provides an opportunity to track and report gains in reading, writing, mathematics, and English proficiency.

B. Participants Included in the Measurable Skills Indicator

- All participants in a Title I Adult or Dislocated Worker-funded training program are included in the MSG indicator (which includes funding a training program for a secondary school program equivalent and all participants in work-based training).
- All Title I Out-of-School Youth program participants who are in one of the following are included in the indicator:
 - The program element occupational skills training;
 - Secondary education during participation;
 - Postsecondary education during participation;
 - Title II-funded adult education during participation;
 - The YouthBuild program during participation;
 - Job Corps during participation

If a participant achieves more than one type of measurable skill gain in a reporting period, the most recent gain is the skill gain type that should be recorded.

C. Participants Excluded from the Measurable Skills Indicator

Participants who exit for any of the reasons listed below are excluded from the MSG indicator.

- The participant exits the program because they have become incarcerated in a correctional institution or have become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- The participant exits the program because of medical treatment and that treatment is

expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.

- The participant is deceased.
- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

YOUTH ONLY - The participant is in the foster care system as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the local workforce as part of such a program or system.

D. Guidance for Recording/Reporting MSG in the State Management Information System (MIS)

- [Measurable Skills Gain \(MSG\) guidance - Documenting and recording progress](#)
- [MSG - Recording Measurable Skills Gain in ETO](#)
- [MSG - Running the Measurable Skills Gain report](#)

E. Additional Requirements

- Even though only one gain may be counted in the numerator per reporting period (i.e., program year), subrecipient should record ANY skill gain attained throughout the program year.
- Procedures should be in place to ensure staff are documenting participant's skills progressions.
- Subrecipient shall develop procedures suitable for the applicable academic system in use by the secondary or postsecondary institution in which the participant is enrolled including, but not limited to, semesters, trimesters, quarters, and clock hours for the calculation of credit hours (or their equivalent) when documenting progress towards MSG.

F. References

- [Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs \(doleta.gov\)](#)

Subject: Data Element Validation Policy

Policy No: 2021-01

Effective Date: 8/XX/2021

Revised: N/A

Purpose: This policy provides guidance regarding Data Element Validation (DEV) requirements specific to Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, Dislocated Worker, Trade Adjustment Assistance (TAA), and discretionary programs.

Background:

Data Element Validation is a federally mandated process. The state annually assesses the accuracy of prescribed data elements in randomly sampled participant files against source documents in program files for compliance with federal definitions (refer to [TEGL 07-18](#) and [TEGL 23-19](#)). DEV training, tutorials and frequently asked questions are located on the [DOLETA Data Validation website](#).

Operational Procedure

Data Element Validation (DEV) ensures, to the maximum extent feasible, the accuracy of the data entered by WIOA Title-1B core and non-core programs into the state's Management Information System (MIS). Source documentation for required data elements can be found in the State's [Data Element Validation Policy- Attachment B](#).

- Non-core programs include National Dislocated Worker Grants (DWG) and others outlined in [TEGL 23-19](#). Non-core programs shall fully implement data element validation that aligns with this policy.
1. Data validation requires subrecipients to ascertain the validity, accuracy, and reliability of report and participant record data submitted and recorded in the Management Information System (MIS). Data validation consists of two separate functions:
 - **Report Validation** checks the accuracy of local calculations used to generate performance reports;
 - **Data Element Validation** checks the validity, accuracy, and reliability of the data used by the state to perform the calculations.
 2. DEV is a periodic activity conducted by the Benton-Franklin Workforce Development Council (BFWDC) to identify and resolve any errors compromising Data Validation and DEV. This includes periodic data element reviews to ensure that data entered and its supporting documentation is accurate and reliable:
 - Data reviews identifying and correcting errors to improve performance reporting, as well as ensuring the data accurately reflects the program participants, services, and outcomes;
 - Data reviews to maintain and demonstrate system integrity, assess the accuracy of submitted participant data, and identify and correct problems associated with data entry processes;
 - Review of results of data validation efforts and the effectiveness of the data validation process and revise as needed;
 - Data review for errors, missing data, and other anomalies, including missing documentation;
 - Selected samples of participant data reported are reviewed against source documentation in participant records for compliance with local, state, and federal definitions.
 3. Although DEV may verify the existence of source documentation for some eligibility criteria, the process does not validate participant eligibility. DEV should not be confused with WIOA and Trade Adjustment Assistance (TAA) eligibility verification requirements.
 4. Data element process and requirements:
The state's [Data Element Validation - Attachment A](#) contains details of Washington's DEV process and requirements.

5. Approved data elements:
Data elements identified for DEV review in each program year are found in the monitoring tools checklists posted annually on [ESD's Workforce Professionals Center](#) website.
6. Alignment of DEV and eligibility documentation:
DEV does not validate participant eligibility, it is the policy of the BFWDC to use DEV documentation requirements outlined in [TEGL 23-19](#) as the foundation for WIOA program eligibility documentation for all eligibility components included under DEV requirements. The alignment of these requirements will increase efficiencies and ensure DEV requirements are met (for eligibility components) at the time of participant enrollment. In this way, DEV documentation will fulfill certain eligibility documentation requirements.
7. Allowable source documentation:
[Data Element Validation Policy - Attachment B](#) details the allowable source documentation for data element validation in Washington. For data elements that allow self-attestation, self-attestation form can be found in the [BFWDC Eligibility Policy 2015-01](#). Additional guidance from the state's self-attestation forms can be found in the state's [Data Element Validation Policy - Attachment C](#).

Definitions:

Data Validation – A series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data.

Data Element Validation (DEV) – The federally mandated process by which the state annually assesses the accuracy of prescribed data elements in randomly sampled participant files against source documents in program files for compliance with federal definitions (refer to [TEGL 07-18](#)).

Self-Attestation – Self-attestation occurs when participants (applicants) state their status for a particular data element, such as pregnant or parenting youth, and then sign and date acknowledgment forms. The key elements for self-attestation are:

- (a) participants (applicants) identifying their status for a data element and;
- (b) signing and dating a form attesting to this self-identification. Self-attestation can also be in the form of a signed and dated WIOA eligibility application that is in paper format or either of two electronic formats (a scanned and uploaded copy of the paper document or an application in the state's case management system with the participants' date-stamped electronic signatures).

Periodic Reviews - An internal review undertaken at regular intervals (i.e., monthly, quarterly, annually).

References:

- [Data Element Validation State Policy](#)

						WDC/OID Committee Recommendations
SOC	Occupational title	Base supply/demand adjusted definition 2020	Base supply/demand adjusted definition 2021	Compare 2020 Base with 2021 Base Same or Different	WDA	Type desired occupational definition (in_demand, not_in_demand, balanced) in this column.
13-1020	Buyers and Purchasing Agents	not_in_demand	balanced	Different	11	In Demand
15-1241	Computer Network Architects	not_in_demand	not_in_demand	Same	11	In Demand
21-1019	Counselors, All Other	not_in_demand	in_demand	Different	11	In Demand
21-1021	Child, Family, and School Social Workers	not_in_demand	in_demand	Different	11	In Demand
21-1022	Healthcare Social Workers	balanced	balanced	Same	11	In Demand
21-1023	Mental Health and Substance Abuse Social Workers	balanced	balanced	Same	11	In Demand
29-1051	Pharmacists	not_in_demand	balanced	Different	11	In Demand
29-2052	Pharmacy Technicians	not_in_demand	balanced	Different	11	In Demand
31-1120	Home Health and Personal Care Aides	not_in_demand	not_in_demand	Same	11	In Demand
31-1131	Nursing Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9091	Dental Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9092	Medical Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9095	Pharmacy Aides	not_in_demand	balanced	Different	11	In Demand
31-9097	Phlebotomists	not_in_demand	balanced	Different	11	In Demand
31-9099	Healthcare Support Workers, All Other	not_in_demand	in_demand	Different	11	In Demand
33-1011	First-Line Supervisors of Correctional Officers	not_in_demand	not_in_demand	Same	11	In Demand
33-1012	First-Line Supervisors of Police and Detectives	not_in_demand	not_in_demand	Same	11	In Demand
33-1090	Miscellaneous First-Line Supervisors, Protective Service Workers	balanced	not_in_demand	Different	11	In Demand
33-2011	Firefighters	not_in_demand	not_in_demand	Same	11	In Demand
33-3012	Correctional Officers and Jailers	not_in_demand	balanced	Different	11	In Demand
33-3051	Police and Sheriff's Patrol Officers	not_in_demand	not_in_demand	Same	11	In Demand
33-9032	Security Guards	not_in_demand	not_in_demand	Same	11	In Demand
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	not_in_demand	not_in_demand	Same	11	In Demand
35-2011	Cooks, Fast Food	not_in_demand	not_in_demand	Same	11	In Demand
35-2012	Cooks, Institution and Cafeteria	not_in_demand	in_demand	Different	11	In Demand
35-2014	Cooks, Restaurant	not_in_demand	not_in_demand	Same	11	In Demand
35-2021	Food Preparation Workers	not_in_demand	not_in_demand	Same	11	In Demand
35-3011	Bartenders	not_in_demand	not_in_demand	Same	11	In Demand
35-3023	Fast Food and Counter Workers	#N/A	not_in_demand	Different	11	In Demand
35-3031	Waiters and Waitresses	not_in_demand	not_in_demand	Same	11	In Demand
35-3041	Food Servers, Nonrestaurant	not_in_demand	balanced	Different	11	In Demand
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	not_in_demand	balanced	Different	11	In Demand
35-9021	Dishwashers	not_in_demand	not_in_demand	Same	11	In Demand
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	not_in_demand	not_in_demand	Same	11	In Demand
37-2012	Maids and Housekeeping Cleaners	not_in_demand	not_in_demand	Same	11	In Demand
39-9011	Childcare Workers	not_in_demand	not_in_demand	Same	11	In Demand
41-3021	Insurance Sales Agents	not_in_demand	in_demand	Different	11	In Demand
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	not_in_demand	not_in_demand	Same	11	balanced
43-9061	Office Clerks, General	not_in_demand	not_in_demand	Same	11	balanced
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	not_in_demand	in_demand	Different	11	In Demand
47-2021	Brickmasons and Blockmasons	not_in_demand	in_demand	Different	11	In Demand
47-2031	Carpenters	not_in_demand	not_in_demand	Same	11	In Demand
47-2041	Carpet Installers	not_in_demand	not_in_demand	Same	11	In Demand
47-2044	Tile and Marble Setters	not_in_demand	not_in_demand	Same	11	In Demand
47-2051	Cement Masons and Concrete Finishers	not_in_demand	in_demand	Different	11	In Demand
47-2061	Construction Laborers	not_in_demand	not_in_demand	Same	11	In Demand
47-2073	Operating Engineers and Other Construction Equipment Operators	not_in_demand	not_in_demand	Same	11	In Demand
47-2081	Drywall and Ceiling Tile Installers	not_in_demand	not_in_demand	Same	11	In Demand
47-2082	Tapers	balanced	not_in_demand	Different	11	In Demand
47-2111	Electricians	not_in_demand	not_in_demand	Same	11	In Demand
47-2121	Glaziers	not_in_demand	in_demand	Different	11	In Demand
47-2131	Insulation Workers, Floor, Ceiling, and Wall	not_in_demand	not_in_demand	Same	11	In Demand
47-2132	Insulation Workers, Mechanical	not_in_demand	balanced	Different	11	In Demand
47-2141	Painters, Construction and Maintenance	not_in_demand	not_in_demand	Same	11	In Demand
47-2152	Plumbers, Pipefitters, and Steamfitters	not_in_demand	not_in_demand	Same	11	In Demand
47-2161	Plasterers and Stucco Masons	not_in_demand	in_demand	Different	11	In Demand
47-2181	Roofers	not_in_demand	in_demand	Different	11	In Demand
47-2211	Sheet Metal Workers	not_in_demand	not_in_demand	Same	11	In Demand
47-2221	Structural Iron and Steel Workers	not_in_demand	in_demand	Different	11	In Demand
47-3011	Helpers—Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	balanced	not_in_demand	Different	11	In Demand
47-4011	Construction and Building Inspectors	not_in_demand	in_demand	Different	11	In Demand
47-4031	Fence Erectors	not_in_demand	in_demand	Different	11	In Demand
47-4041	Hazardous Materials Removal Workers	not_in_demand	in_demand	Different	11	In Demand
47-4051	Highway Maintenance Workers	not_in_demand	not_in_demand	Same	11	In Demand
49-3023	Automotive Service Technicians and Mechanics	not_in_demand	not_in_demand	Same	11	In Demand
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	not_in_demand	not_in_demand	Same	11	In Demand
49-3041	Farm Equipment Mechanics and Service Technicians	not_in_demand	balanced	Different	11	In Demand
49-9041	Industrial Machinery Mechanics	not_in_demand	in_demand	Different	11	In Demand
51-1011	First-Line Supervisors of Production and Operating Workers	not_in_demand	balanced	Different	11	In Demand
51-2090	Miscellaneous Assemblers and Fabricators	not_in_demand	not_in_demand	Same	11	In Demand
51-3011	Bakers	not_in_demand	balanced	Different	11	In Demand
51-3021	Butchers and Meat Cutters	not_in_demand	balanced	Different	11	In Demand
51-3091	Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	#N/A	not_in_demand	Different	11	In Demand
51-3092	Food Batchmakers	not_in_demand	not_in_demand	Same	11	In Demand
51-3093	Food Cooking Machine Operators and Tenders	not_in_demand	not_in_demand	Same	11	In Demand
51-4041	Machinists	not_in_demand	not_in_demand	Same	11	In Demand
51-4121	Welders, Cutters, Solderers, and Brazers	not_in_demand	not_in_demand	Same	11	In Demand
53-3031	Driver/Sales Workers	not_in_demand	not_in_demand	Same	11	In Demand
53-3032	Heavy and Tractor-Trailer Truck Drivers	not_in_demand	not_in_demand	Same	11	In Demand
53-3052	Bus Drivers, Transit and Intercity	not_in_demand	not_in_demand	Same	11	In Demand
53-7051	Industrial Truck and Tractor Operators	not_in_demand	not_in_demand	Same	11	In Demand
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	not_in_demand	not_in_demand	Same	11	In Demand
53-7064	Packers and Packagers, Hand	not_in_demand	not_in_demand	Same	11	In Demand
53-7065	Stockers and Order Fillers	not_in_demand	not_in_demand	Same	11	In Demand
53-7199	Material Moving Workers, All Other	not_in_demand	not_in_demand	Same	11	In Demand

* An N/A in the "Base supply/demand adjusted definition 2020" column indicates that an occupation was not defined or was not included in the list, for this region in 2020, for various reasons (e.g. suppression, staffing patterns, new code-aggregations, etc.).

July 2021

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
Available next reporting period			\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	63	66	187
Exits			
Total Employed Exits	3	6	105
Placement Rate	100%	85%	85%
Median Wage	\$13.69	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	0	3	41
On-the-Job Training (OJT)	0	0	4
Work Experience (WEX)	0	0	4
Entrepreneurial Training	0	0	1

Total Served:

- Subrecipient partnered with Basic Food Employment & Training (BFET), Opportunities Industrialization Center (OIC), and Employment Security Department (ESD) to facilitate co-enrollment opportunities when appropriate.
- The soft reopening of WorkSource Columbia Basin (WSCB) has increased access to services for customers experiencing technology barriers.
- Subrecipient staff is planning to have booths at community events to provide program information and meet customers in person.
- Subrecipient partnered with the Department of Social and Health Services (DSHS) to call customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) to let them know WSCB is open and scheduling in-person services by appointment only.

Total Employed Exits:

- Subrecipient staff connected with the Kennewick School District who is looking to hire 5-10 part-time school bus drivers
- WSCB held a Summer Virtual Job fair on July 29th.
 - 30+ employers attended
 - 158 job seekers registered, of those 117 attended (75%)
 - 256 Chats took place, and 12 interviews scheduled
 - 49 job seekers were moved to further screening, and 94 were put in the pipeline for future positions.
- The Business Services Team assisted AutoZone, Lineage Logistics, and Ocean Peace Inc with marketing their hiring events and open interviews.

Median Wage: This will increase as ITA's complete and more participants are hired into higher-wage positions.

Training Services (ITA's): There are twelve (12) ITA's in progress with expected end dates in August 2021-October 2021.

July 2021

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
Available next reporting period			\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	44	45	223
Exits			
Total Employed Exits	2	6	134
Placement Rate	100%	85%	85%
Median Wage	\$20.77	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	0	5	50
On-the-Job Training (OJT)	0	0	4
Entrepreneurial Training	0	0	1

Total Served:

- Subrecipient partnered with Basic Food Employment & Training (BFET), Opportunities Industrialization Center (OIC), and Employment Security Department (ESD) to facilitate co-enrollment opportunities when appropriate.
- The soft reopening of WorkSource Columbia Basin (WSCB) has increased access to services for customers experiencing technology barriers.
- Subrecipient staff is planning to have booths at community events to provide program information and meet customers in person.
- Subrecipient partnered with the Department of Social and Health Services (DSHS) to call customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) to let them know WSCB is open and scheduling in-person services by appointment only.

Total Employed Exits:

- Subrecipient staff connected with the Kennewick School District who is looking to hire 5-10 part-time school bus drivers
- WSCB held a Summer Virtual Job fair on July 29th.
 - 30+ employers attended
 - 158 job seekers registered, of those 117 attended (75%)
 - 256 Chats took place, and 12 interviews scheduled
 - 49 job seekers were moved to further screening, and 94 were put in the pipeline for future positions.
- The Business Services Team assisted AutoZone, Lineage Logistics, and Ocean Peace Inc with marketing their hiring events and open interviews.

Training Services (ITA's): There are twelve (12) ITA's in progress with expected end dates in August 2021-October 2021.

July 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 June 30, 2021	\$230,541	\$259,679	\$259,679
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	59	65	65
Exits			
Total Employed Exits	29	47	47
Placement Rate	75%	85%	85%
Median Wage	\$22.00	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	17	27	27

Program Expenditures: The PY19 Rapid Response contract has been extended through December 30th to meet customer needs and fully expend the contract budget.

Total Served:

- Partnership with Basic Food Employment & Training (BFET), Opportunities Industrialization Center (OIC), Employment Security Department (ESD), and Reemployment Services and Eligibility Assessments (RESEA) to facilitate co-enrollment opportunities when appropriate.
- The soft reopening of WorkSource Columbia Basin (WSCB) has increased access to services for customers experiencing technology barriers.
- Subrecipient staff is planning to have booths at community events to provide program information and meet customers in person.
- Subrecipient partnered with the Department of Social and Health Services (DSHS) to call customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) to let them know WSCB is open and scheduling in-person services by appointment only.

Total Exited:

- WSCB held a Summer Virtual Job fair on July 29th.
 - 30+ employers attended
 - 158 job seekers registered, of those 117 attended (75%)
 - 256 Chats took place, and 12 interviews scheduled
 - 49 job seekers were moved to further screening, and 94 were put in the pipeline for future positions.
- The Business Services Team assisted AutoZone, Lineage Logistics, and Ocean Peace Inc with marketing their hiring events and open interviews.

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

Training Services (ITA's): There are seven (7) ITA's in progress with expected end dates in August 2021-November 2021.

July 2021

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of June 30, 2021	\$140,010	\$242,286	\$424,000
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	28	26	32
# of Participants in Training Services (excluding	10	6	10
# of Participants Placed in Disaster-Relief Employment	21	15	23
# of Participants entered unsubsidized employment at exit	13	5	22

Program Expenditures:

Staff placed participants in the following disaster relief employment positions to provide humanitarian support and increase expenditures during July:

- Three (3) cleaner/screeners were placed at WorkSource Columbia Basin (WSCB).
- Two (2) food distribution workers were placed at 2nd Harvest.
- One (1) food distribution worker was placed at Pasco Community Services.

Recruitment is underway to fill the following disaster relief positions:

- One (1) mobile market worker to be placed at 2nd Harvest.
- One (1) Migrant Seasonal Farm Worker Outreach Coordinator to be placed at WSCB.
- One (1) food distribution worker for 2nd Harvest to replace the person who left in July.
- Four to Seven (4-7) food distribution workers to be placed at Pasco Community Services.

Disaster Recovery Modification:

- Benton-Franklin Workforce Development (BFWDC) staff submitted a contract modification to the state to better align the Disaster Recovery budget with customer needs. Funds will be shifted to increase training opportunities and support services. This will enable five (5) more participants to receive training and wrap-around supports to become employable.

July 2021

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of June 30, 2021	\$166,606	\$255,002	\$446,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	29	42	55
# of Participants Enrolled in Training Services (excluding OJT)	14	17	38
# of Participants Receiving Support Services	6	26	40
# of Participants entered unsubsidized employment at exit	10	20	44

Program Expenditures:

- Prioritized Employment Recovery enrollments and spending for all permanently laid-off customers.
- Subrecipient is hiring an Employment Specialist to focus only on Employment Recovery activities.

Total Served:

- Partnered with Basic Food Employment & Training (BFET), Opportunities Industrialization Center (OIC), Employment Security Department (ESD), and Reemployment Services and Eligibility Assessments (RESEA) to facilitate co-enrollment opportunities when appropriate.
- The soft reopening of WorkSource Columbia Basin (WSCB) has increased access to services for customers experiencing technology barriers.
- Subrecipient staff is planning to have booths at community events to provide program information and meet customers in person.
- Subrecipient partnered with the Department of Social and Health Services (DSHS) to call customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) to let them know WSCB is open and scheduling in-person services by appointment only.

Number in Training Services (excluding OJT):

- The state approved the BFWDC's contract modification to shift OJT and WEX funds to increase training opportunities to meet the needs of participants.

Number of Participants receiving Support Services:

- Subrecipient staff connected with all participants to ensure they were aware of the supportive services available to help them attain their goals, such as transportation assistance, appropriate clothing, and hygiene items for training and job search.

Total Employed Exits:

- WSCB held a Summer Virtual Job fair on July 29th.
 - 30+ employers attended
 - 158 job seekers registered, of those 117 attended (75%)
 - 256 Chats took place, and 12 interviews scheduled
 - 49 job seekers were moved to further screening, and 94 were put in the pipeline for future positions.
- The Business Services Team assisted AutoZone, Lineage Logistics, and Ocean Peace Inc with marketing their hiring events and open interviews.

July 2021

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of June 30, 2021	\$700,000.00	\$510,503.37	72.9%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	53	64	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	16	14	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	11	32	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

Employed Exits:

- Staff is working with the WorkSource Business Services team to match job seekers to employers with open positions;
- Staff continue to refer participants who recently received their training completion certification to local employers to match their new skills to in-demand job openings;
- Employment exits will increase in the following months as employers unfreeze hiring restrictions impacted by COVID.

Enrollment and Outreach:

- Staff also continues to collaborate with WSCB Outreach Committee (WSCB) strategizing outreach activities;
- Staff also continues to utilize social media to share flyers and communicate the services available;
- DSHS partnership: the plan is to reinstate cold-calls and the mail campaigns with new program outreach material;
 - Continued efforts of tapping into a list of over 1400 Franklin County single-parent households;
 - DSHS has committed a total of 8 hours, weekly, to conduct outreach activities mentioned above;
 - Despite the program not receiving many referrals from the complete list of contacted individuals, this work is crucial to reach those living in poverty and who may not have access to internet services.
- In the upcoming months, the EcSa staff will be updating some of the outreach strategies to let the local community know of other EcSa services, along with promoting more diverse training options.



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

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021			40
7/9/2021: Staff has began to coordinate the requested workshops for tentative dates of July 27th, August 3rd, August 17th, and August 31st. 7/16/2021: Workshop dates have been confirmed for August 3rd, August 17th, September 1st, and Sept 14th. Topics that will be presented are Resume and Cover Letter Writing, Skills Assessment, Job Search, Job Postings, Interview Preparation, LinkedIn, and UI.							
Easterday Farms	7/29/2021	Agriculture	Pasco	Not reported			Not reported
7/29/2021: Staff connected with Julie Torres via email: julie@esterdayfarms.com regarding upcoming potential layoffs to offer rapid response services. Staff was informed of potential layoffs through online resources such as news articles.							

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

July 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: 763
Total Staff Assisted Services to Job Seekers: 1743
Unique Number of Businesses Served: 126
Staff Provided Business Services: 207

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): 186
Out-of-School Youth (OSY) Program: 96
Open Doors Program: 139
Co-enrolled in Both Programs: 49
Youth Attained General Education Development (GED): 6
Total OSY Employed and/or Post-Secondary Exits: 8
Average Wage: \$15
Placement Rate: 100%

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): 319

Total Employed Exits (YTD): 68

Monthly-to-Date Target: 335

Monthly-to-Date Target: 91

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 53 Monthly-to-Date Target: 64
Total Employed Exits: 11 Monthly-to-Date Target: 32

Community Development Block Grant (CDBG)

Participant Placements: 0 Program Target: 12
Community Members Impacted: 0 Program Target: 40,000

Tri-Cities Year-over-Year Labor Force

	2021		2020		2019		2018	
	June	May	June	May	June	May	June	May
Civilian Labor Force	155,893	148,848	149,193	147,353	151,897	145,993	148,165	141,351
Employment	148,110	141,495	134,067	131,561	144,199	138,902	140,979	134,746
Unemployment	7,783	7,353	15,126	15,792	7,698	7,091	7,186	6,605
Unemployment Rate	5.0%	4.9%	10.1%	10.7%	5.1%	4.9%	4.8%	4.7%

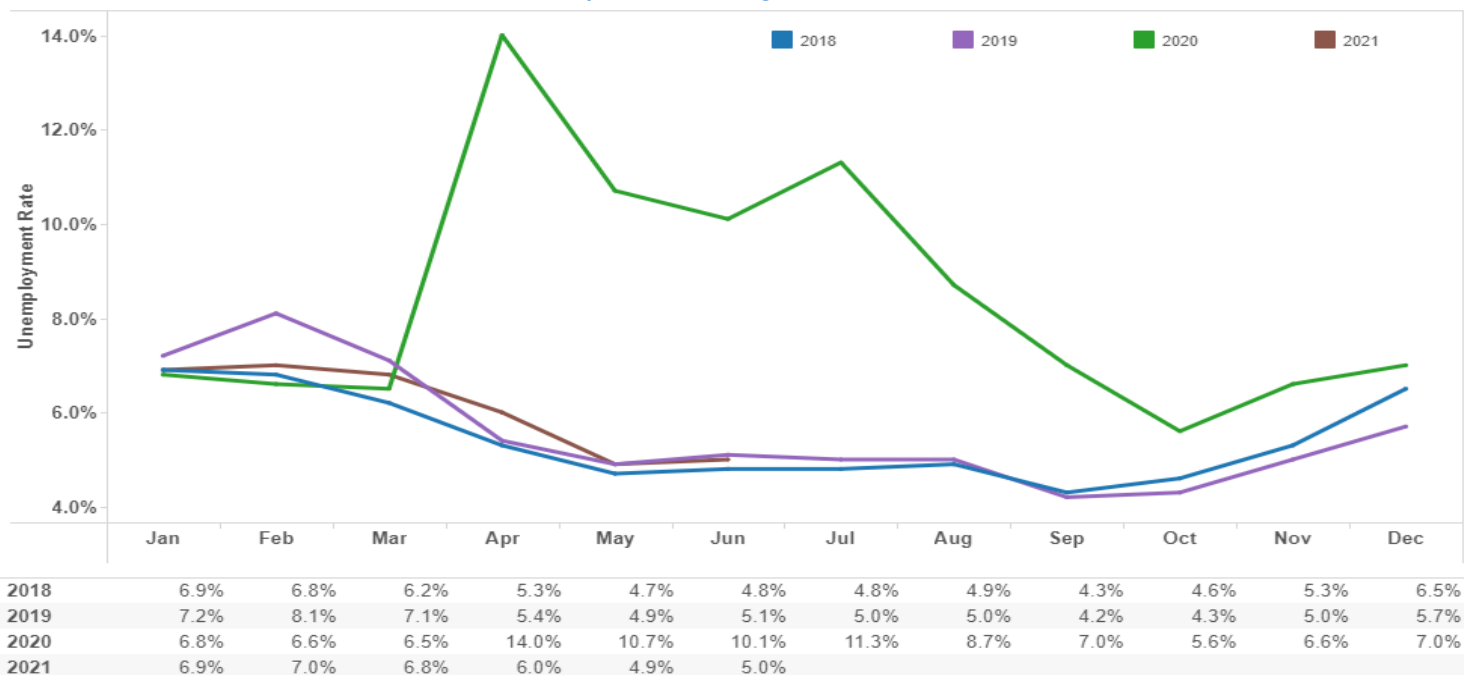
The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (June)

Employment Security Department Labor Market Information

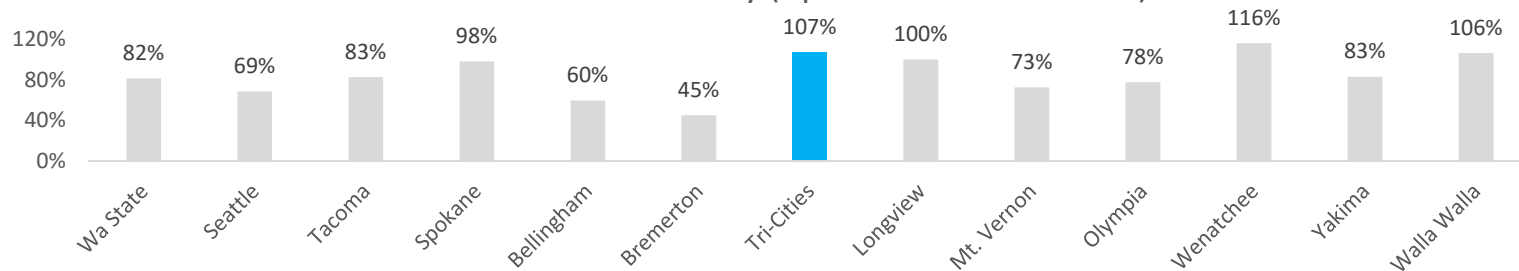
Source: <https://esd.wa.gov/labormarketinfo>



Other News

- The WSCB Business Services Team hosted the Summer Virtual Job Fair on July 29th, 2021. Of the 158 customers who completed registration, 75% (117) attended the event. There were 36 booths, 256 chats, and 12 interviews conducted. 78 customers received an employment referral from WSCB staff.
- The WSCB office reopened for in-person services beginning July 1, 2021. We now offer a hybrid model of services, including both virtual and face to face.
- We had 51 Customer Satisfaction Survey responses (10% response rate), 94% of whom would refer family and friends.

COVID-19 Job Recovery (April 2020 to June 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

www.bentonfranklinwdc.com
Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

July 2021

July Highlights:

- The WSCB Business Services Team hosted the Summer Virtual Job Fair on July 29th, 2021. Of the 158 customers who completed registration, 75% (117) attended the event. There were 36 booths, 256 chats, and 12 interviews conducted. 78 customers received an employment referral from WSCB staff.
- The WSCB office reopened for in-person services beginning July 1, 2021. We now offer a hybrid model of services, including both virtual and face to face.

WorkSource Site Operations:

Customer Counts 7/1-7/31/2021		
Total Staff Assisted Seekers	763	
Total Staff Assisted Services	1743	
Basic Services	1501	
Individualized, Training & Support Services	242	
Unique Number of Businesses Served	126	
Staff Provided Business Services	207	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	27	25
Employee Training Assessment, referral, enrollment, etc.	30	19
Other Employer outreach visit, marketing business services, etc.	53	45
Recruitment Hiring events, referrals, etc.	93	59
Wage & Occupation Information Labor Market Info, etc.	4	4

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (8/10/21)



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July 2021 Customer Satisfaction Survey:

- 51 survey responses received (*10% response rate*):
 - Of the customers who responded, 94% would refer family and friends
 - Top 3 services rated: job search, workshop, and training
- In mid-May Team WSCB implemented a 4-week pilot in an effort to gather more actionable customer feedback to inform service delivery. The pilot consisted of a one question interview with each customer to capture how we exceeded expectations or can improve. The team will relaunch these efforts during the month of August to identify ways we can enhance service delivery during quarter one.
- Customer Feedback – What we did well:
 - “Toni was fantastic in helping me navigate my unemployment needs and taking me through a lot of job search/employment improvement information. She was great!”
 - “Instructor's (Michele Brown) real world examples were the most informative for me.”
 - “Bessie is a dream. I can feel how much she cares about my success. She is easy to talk to and very informative. She helped open up options that I didn't know existed...I know I am getting your best service through her. Thank you Bessie and Worksource.”
 - “My go to person is Sandra Russell-Douglas... I've worked with her for over a year now...(and) do not feel that I would have gotten through to graduation with my AAS in Project Management without her.”
- Customer Feedback – What we can do better:
 - “Pros/cons of using a functional resume. I see many You-tube videos that say Recruiters hate functional resumes. I think it would also be helpful to give more ideas what to do with a chronological resume.”
 - “More online classes/workshops.”

Service Delivery

Career Services:

- The WSCB office reopened by appointment only for in person services on 7/1/21.
 - Staff returned to the physical office in waves, allowing for orientation to the office and training on COVID-19 safety/health protocols. Approximately 80% of Team WSCB has now returned to the office.
 - Although customer traffic was slow the first two days, we have seen an increase in customers seeking and attending one on one basic career service appointments week over week.
 - We continue to offer our full menu of services both virtually and in-person.
- We saw an increase in customer engagement this month, likely due to the end of the job search waiver for Washington State Unemployment Insurance benefits.
 - During July, WSCB provided 383 group services to 222 individuals through our local workshops and group sessions. This is an increase of over 200 customers compared to June's attendance numbers.
 - We also saw an increased demand for resume review and assistance as customers get ready to or are in the process of job search.



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- We are preparing to launch a scheduling system at WSCB called QTRAC. The system will allow customers to make their own appointments online and is set to launch in our office on 8/9, following additional staff training.

Business Services:

- The Summer Virtual Job Fair was held on July 29th. To get the word out to the community, the Business Services Team leveraged social media, PSAs, GovDelivery email, communication with community partners, and business networking. As a result, the event hosted 36 booths and saw a 70% increase in attendance over last month's virtual job fair.
- The Business Services Team, in collaboration with ESD's Shared Work, hosted the 2nd of 4 Business Friendly Program sessions. This session's focus was on Shared Work/Paid Family Medical Leave. The purpose of the event is to educate local business of resources available to them. More information can be found at <https://esd.wa.gov/SharedWork/events>, including the topics of the upcoming September and November webinars.

Community Connections:

- 7/13 & 7/27: 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.
- 7/15: WSCB kicked off a radio campaign on La Zeta de Pasco 96.7. The first show was about WorkSource services. The second show aired on 7/29 and focused on youth services. The campaign is designed to better engage Spanish speaking community members in our area and runs from 7/15-12/30/21. A huge thank you to WSCB partners OIC and ESD for making this opportunity possible.

Staff Training & Development:

Training/Development Attended:

- 7/14: Cross Training: Adult & EcSA Services; Widget Pilot: Customer Service Data
- 7/20: De-Escalation Training (Beta Team) – *Awareness Consulting & Training*
- 7/21: WSCB Referral Process; COVID Safety
- 7/28: Business Updates

Upcoming Training/All Staff Meetings:

- 8/4: Cross Training – Business Services; July WSCB Data Review
- 8/10 & 8/11: Concern & Complaint Training
- 8/18: Cross Training – Business Services

Facilities:

- 7/21: Pringles Power Vac returned to complete a second duct cleaning in parts of the facility

Respectfully submitted by C. Bright on 8/10/21