



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

March 17, 2022 at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

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### **AGENDA**

1. **Call to Order** - Adolfo de León
2. **Welcome & Roll Call** - Jamilet
3. **Approval of Committee Minutes**
  - Adult & Employer Linkage – Jan 20, 2022 & February 17, 2022 (Needs a vote)
4. **WorkSource System Policy (WSP)-01 Rapid Response Policy** – Jessie (Needs a vote)
5. **Alignment of WIOA Programs Procurement Schedule** - Diana
6. **WIOA Title 1 PY22 Adult Contract Extension to Career Path Services**– Diana (Needs a vote)
7. **WIOA Title 1 PY22 Dislocated Worker Extension to Career Path Services**-Diana (Needs a vote)
8. **EcSA Round 2 Funding Subrecipient Award to Career Path Services** - Jamilet (Needs a vote)
9. **Outreach to Historically Disadvantaged Communities (OHDC) Introduction** – Jamilet
10. **Liaison Report** - David Chavey-Reynaud
11. **WorkSource Columbia Basin (WSCB) Update** - Crystal Bright
12. **Other Business / Updates** – All
13. **Next Meeting**
  - Adult & Employer Linkage Committee - Thursday, April 21, 2022, at 8:30 a.m. on Zoom
  - Executive Board Meeting - Tuesday, April 26, 2022, at 3:15 p.m. on Zoom
  - Full Board Meeting - Tuesday, April 26, 2022, at 4:00 p.m. on Zoom
14. **Adjournment**

### **Attachments**

- Adult & Employer Linkage Minutes – January 20, 2022 & February 17, 2022
- WSP-01 Rapid Response Policy
- February 2022 Program Performance Summaries for Adult, Dislocated Worker, Disaster Recovery, Employment Recovery, Economic Security for All & Community Development Block Grant
- OHDC Project Summary
- February 2022 Layoff Profile
- February 2022 Liaison Report
- February 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

January 20, 2022, at 8:30 a.m.

Zoom

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

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### **Call to Order**

Adolfo started the meeting by welcoming everyone and called the meeting to order at 8:32 a.m. Jamilet read through the roll call while everyone responded. She asked guests to put their names and organization in the chat and thanked everyone for joining the meeting.

### **Approval of Committee Minutes**

The Minutes of November 18, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

*Todd Samuel moved to approve November 18, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jamie Rasmussen. Motion carried.*

### **BFWDC Highlights**

#### **Disaster and Employment Recovery E-Votes - Diana**

Diana thanked everyone for approving the e-vote motion to increase the Disaster and Employment Recovery contract amounts. This enables our subrecipients to continue serving our community for an additional two months through May 31, 2022. She stated both the Benton-Franklin Workforce Consortium (BFWC) and Career Path Services (CPS) have done an excellent job of providing employment and training opportunities to our customers. By providing temporary disaster employment relief placements, employers were able to offset the impacts of COVID.

#### **Additional Rapid Response Allocation - Diana**

The state had a total of \$1,478,170 million in unspent obligated rapid response funds that were over a year old. The governor has the option to transfer one-year-old unobligated funds into the governor's reserve, but he did not exercise that option. Instead, the state forwarded these funds directly into local dislocated worker allocations. Employment Security Department (ESD) awarded the BFWDC an additional \$106,348 that must be spent by June 30, 2022. The contract with the state for these funds is fully executed.

### **South Central Staff Visit – Diana**

The BFWDC was excited to have six staff members from South Central Workforce Development Council (SCWDC) visit our area in December. They were interested in hearing the strategies that were implemented to support our seamless, customer-focused integrated service delivery system utilizing our two integrated functional teams, both business services and front-end services. After discussing strategies with SCWDC, they had the opportunity to tour WorkSource and TC Futures to observe the service delivery models in action. It is a compliment when another high performing area wants to visit our one-stop to hear about our strategies and best practices to enhance their service delivery system,

### **ESD Recognition Letter for Positive Performance – Diana**

Diana directed attendees to look in their packets for the ESD letter recognizing the positive performance outcomes during the first quarter of PY21 for both WIOA Title I and discretionary contracts. Diana congratulated our subrecipients, the BFWC and CPS, for having the state recognize their hard work and dedication in serving our customers, especially during these very challenging times.

### **Economic Security for All (EcSA) - Jamilet**

In the previous months, Jamilet mentioned the second phase of the EcSA pilot program evaluation is currently happening. She meets with the Social Policy Research (SPR) Associates every quarter to discuss how things are going and evolving (or conversations are inclusive of adaptation, challenges, success- based on quarterly reports sent to state). This evaluation will continue with gathering data from the Program Exit Survey through March of 2022. Jamilet will share outcomes when they are available.

The second round of EcSA funding conversations is happening (total award of \$280,489.24), we are planning and strategizing the execution of this funding. This funding will be available starting April 1, 2022, and in a couple of months, we will execute that contract, and details will be presented to the AEL committee.

As part of being an initiative across WA State, the EcSA programs attend and present to the Technical Advisory Group on a rotation basis – all WDCs will have to present. Benton-Franklin will be presenting in January. Jamilet will outline services for the second round of EcSA and how we will be implementing them.

We are also preparing for our annual monitoring of EcSA leading to the state monitoring happening in May.

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

Jamilet shared there were five placements in January to help with food distribution in our local area. We are working with 2<sup>nd</sup> Harvest and Pasco Community Services as both sites have been approved to receive funding under CDBG. Outcomes will be reported as we collect the data; there is one performance outcome that will be reported quarterly (Community Impact).

Jamilet reminded everyone to review the performance summaries in the packets.

Monitoring- Commerce will monitor us sometime next year, after at least three (3) months of direct participant expenditures. They will give us notice of when monitoring will occur. We were allowed to provide feedback on the monitoring checklist used by Commerce to conduct monitoring. Once dates are finalized, Jamilet will inform the committee.

### **Liaison Report – Diana**

Diana informed committee members that David was unable to attend today's meeting. She encourage members to forward any questions about the Liaison Report to David who will respond upon his return.

### **WorkSource Columbia Basin (WSCB) Update – Crystal**

Crystal shared some of the highlights from WorkSource, Columbia Basin (WSCB).

- Staff were honored to host a tour of WSCB with the BFWDC for SCWDC.
- The Business Services team is hosting a WorkSource LinkedIn page intended to reach business customers in a way their Facebook page cannot. The Business Services will also host an event in February for new businesses, a year old or less, to provide them information on WSCB services.
- Crystal also shared some ways that the team has been innovative during the pandemic. The Front-End Services team is working closely with the Migrant Seasonal Farm Worker team to help with the seasonal unemployment for industries such as agriculture and construction.

### **Other Business - All**

Israel de la Mora from Opportunities Industrialization Center (OIC) of Washington shared they are doing face-to-face services and still utilize technology for virtual services as needed. They are limited as to how many people can be in their center at a time, and have not had capacity issues. They are co-enrolling many customers into Commercial Drivers License (CDL) training with the Adult and Dislocated Worker program. Call their mainline to make any referrals.

Israel stated that it has been more challenging lately to place CDL drivers fresh out of training. Since September, employers have raised the bar and are requiring six months to one year of experience before they will hire. He is not sure why this change has occurred suddenly. He did say it is normal to be a little slower this time of year; historically, they pick up with employment placements in February, March, and April. Jamilet stated that is what we see this trend locally as well.

Adolfo de Leon shared that the Department of Social and Health Services (DSHS) currently has long hold times on the phones. He said this has been the case since October, but usually long hold times don't start until January. All of their resources are on the phones. They have a skeleton crew in their lobby to help with EBT cards and support services. They are hiring across the state to assist with the long phone times, as this is their main way to serve clients at this time. He did say that two out of his last four hires came from referrals from WSCB, and he will continue to send job postings our way.

Jamie Rasmussen shared that Divisions of Vocational Rehabilitation (DVR) is working from home until March 15<sup>th</sup>. There is some staff at their main office in Kennewick. Their lobbies are not open; the staff performs only office functions. They are meeting with customers virtually.

Crystal Bright shared Labor & Industries has a person who meets people in person by appointment only; otherwise, they are working from home. Columbia Basin College (CBC) is providing limited services at the Workforce Education Center on campus; no one is at WSCB at this time. ESD and CPS are serving mostly in person, which has created a lot of flexibility for our customers. They still encourage by appointment only but have space to accommodate walk-ins. Keeping staff and customers safe is the top priority.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, February 17, 2022, at 8:30 a.m. on Zoom.

### **Adjournment**

**The meeting adjourned at 9:10 a.m.**

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Adolfo de León, Committee Chair      Date

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Jessie Cardwell, Programs Coordinator      Date



## **Benton-Franklin Workforce Development Council (BFWDC)**

Adult & Employer Linkage (AEL) Committee

February 17, 2022, at 8:30 a.m.

Zoom

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

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### **Call to Order**

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

### **Approval of Committee Minutes**

The Minutes of January 20, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

*Approval of the minutes was postponed until the next AEL Meeting on March 18, 2022, due to only having two board members in attendance.*

### **BFWDC Highlights**

#### **Disaster and Employment Recovery Subrecipient Spending - Diana**

Diana reviewed the subrecipient spending status for the disaster and employment recovery programs to show how our area is doing in expending these funds through December of 2021. In Disaster Recovery, Benton-Franklin received a total budget of \$589,613, and spent \$433,320, so as of December 2021 we are 100% of our quarterly target. Benton Franklin is highlighted in green which identifies areas that are considered low risk because they are 80% or above target. We have expended 73% of the total budget, and still have five months remaining to fully expend these funds. For Employment Recovery program, Benton-Franklin received a total of \$596,781, and through Dec 2021 we have spent \$408,631, which puts us at 84% of our target. Both of these grants have experienced challenges along the way due to the impacts of COVID, but our subrecipients have done a wonderful job of serving our community and are on track to expend these funds by May 31, 2022.

#### **Alignment of WIOA Program Procurement Schedule - Diana**

Diana shared that the WDC procures for all of our WIOA programs at the same time. In PY18, the WDC released an RFP (Request for Proposal) for the WIOA youth, adult, and dislocated worker programs. As you may recall, staff had to put out another RFP in PY19 for the Dislocated Worker program because the service provider at that time was not meeting performance outcomes and case management expectations. This means our programs are no longer on the same procurement schedule. Rather than putting out a Request for Information (RFI) in October to

determine service provider interest, as discussed during the June executive meeting, staff would like to propose to the board to procure all WIOA formula programs in February of 2023. This will get the WIOA formula programs on the same procurement schedule. As a reminder, there are no WIOA regulations that establish a timeframe for boards to procure WIOA contracts. This request was presented to the youth committee yesterday, and they are on board with our procurement schedule proposal. Diana stated that while we are not asking for a formal vote, we are asking if AEL committee members support our efforts to procure WIOA programs in Feb 2023 to get them on the same procurement schedule.

*It was determined that members present supported the request, but not enough board members were in attendance to go forward. Diana will present this request at the next AEL Meeting and add the motion to extend WIOA program services provider an additional year to the agenda.*

#### **Adult, Dislocated Worker, Rapid Response, Disaster & Employment Annual Monitoring – Diana**

WDC staff are preparing for our local annual monitoring. We conduct a comprehensive file review of eligibility, services, outcomes, support services, case notes, data element validation, and entries into the state management information system. Our best practice is to conduct quarterly monitoring reviews of our subrecipient and issue a CQI worksheet that identifies the areas of concern and questioned costs that need to be addressed. This quarter, we are reviewing a total of 16 participant files. There will be two in disaster recovery, one in employment recovery, six in adult, and seven in the dislocated worker programs. Once we've completed our review, we will issue the final annual monitoring report to our subrecipients and provide a monitoring summary to our board members.

#### **Economic Security for All (EcSA) - Jamilet**

Jamilet shared that the state will start their first week of monitoring on May 16<sup>th</sup> virtually; the second week, they will be on-site, and their third week will be virtual monitoring focusing on Data Element Validation. To prepare for that, the BFWDC is now conducting our local annual monitoring, which we do quarterly, but during the third quarter, we monitor the final set of files to complete the annual review. Once the results are issued to our subrecipients, they have 30 calendar days to respond. Next, we combine all of those responses and finalize them with an annual monitoring report that will be issued to our subrecipient and shared with the board.

The BFWDC staff will attend the monitoring tool review session held by the state monitoring team. WDC's across the state will have the opportunity to provide feedback on the monitoring tool that will be utilized in this year's monitoring. It is important for us to see what tools are being drafted for our monitoring. Jamilet shared that she will be discussing some of the tool's elements as she needs clarification to ensure we are in compliance; our subrecipient will also be allowed to provide feedback. The state is hoping to finalize this monitoring tool by the end of February and will be using that monitoring tool here at the BFWDC later in May.

Adolfo asked about EcSA performance from the Performance Summary and how it stacked up to other areas. Jamilet provided feedback by saying in some categories, we are similar to other areas, and in some categories, we are doing better in comparison to the 4 EcSA pilot programs.

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

The Community Development Block Grant (CDBG), is funded by the Washington Department of Commerce, has developed a monitoring tool that is now available to the WDCs. However, we are still waiting on our monitoring schedule; the BFWDC will more likely be notified in June or July. The monitoring will be conducted at the BFWDC level only; they may ask for supporting documentation regarding the tracking of expenditures and see the way that we conduct business administratively and programmatically. However, locally we are monitoring every month through the reviews of the monthly reporting submitted by our subrecipient. We follow the guidance

on tracking programmatic, administrative, and fiscal elements as guided by Commerce. This monitoring will not be a challenge for us; it will be a learning opportunity.

Jamilet also shared the great local outcomes of CDBG. Today, we have five placements out of 12. There are more coming our way in February in March. Outcomes for community members impacted are released quarterly, so you will not see a number there until April 2022. We are exceeding expectations to date.

### **Liaison Report – Diana**

David shared details of the Liaison Report:

#### **WorkSource Columbia Basin**

- Job seekers and business services are up compared to last month.
- We are seeing UI traffic come into the center. We are up 90% in total staff-assisted job seekers, 351% in staff-assisted services to job seekers, and staff-assisted business services is up 7%.

#### **TC Futures**

- Total youth served is up 33% for the center; it is up 70% for the Out of School Youth program.

#### **WIOA Programs**

- We are at 98% of the total served monthly participant target and 87% employed monthly exit target.

David explained a new table on the report that a more accurate snapshot of what is happening locally. Unemployment is down to 4.2% in Benton County and 5.5% in Franklin County, which is lower than comparable times in 2021 and 2020. He shared that he had learned when working in economic development that 4% unemployment is an ideal rate for creating competition in the market and ensuring a healthy economy for the workforce and businesses.

### **WorkSource Columbia Basin (WSCB) Update – Crystal**

Crystal shared some of the highlights from WorkSource, Columbia Basin (WSCB).

- She shared appreciation for the partnership with Employment Security Department and how they share Unemployment information with system partners.
- WSCB is revamping their workshops and outreach methods
- The Business Services Team is planning several hiring events; they are excited about a Hanford hiring event coming up in March. The team is working with the Department of Energy and other Hanford employers, Columbia Basin College, WSU Tri-Cities, Goodwill, and more.
- WSCB launched an eight-week challenge on Facebook to get more engagement from customers.

### **Other Business - All**

Jamilet shared that next month there would be different data on the EcSA narrative to demonstrate the employed outcome deliverable better.

Cynthia Garcia shared that the Youth Committee approved the TC Futures expansion to suite A. The next steps are Executive Committee approval and signing of the lease. They are aiming for a March 1<sup>st</sup> move-in date.

Adolfo de Leon shared that the Department of Social and Health Services (DSHS) hopes to open its offices for full services starting February 28, 2022.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, February 17, 2022, at 8:30 a.m. on Zoom.



**Adjournment**

**The meeting adjourned at 9:10 a.m.**

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Adolfo de León, Committee Chair      Date

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Jessie Cardwell, Programs Coordinator      Date

**Subject: WorkSource Rapid Response Policy**

**Policy No: WSP-01**

**Effective Date: 03/xx/22**

**Purpose:**

This policy informs the WorkSource system of the rapid response team's roles and responsibilities when providing rapid response services to workers and employers. Rapid response activities should be provided in a coordinated and timely manner, tailored to the circumstances surrounding each dislocation event.

**Background:**

The Workforce Innovation and Opportunity Act (WIOA) requires the implementation of rapid response activities to assist employers and impacted workers as quickly as possible following the announcement of a permanent closure, layoff, or natural or other disaster resulting in a mass job dislocation ([Employment Security Department \(ESD\) WIOA Policy 5603, Rev. 2](#)).

## **POLICY**

1. In collaboration with the Benton Franklin Workforce Development Council (BFWDC), the designated local Rapid Response Coordinator is responsible for planning and coordinating rapid response activities in Benton and Franklin Counties to quickly meet the needs of employers and impacted workers. Four circumstances trigger initial rapid response activity:
  - A Worker Adjustment and Retraining Notification Act (WARN) notice.
  - The filing of a Trade Adjustment Assistance (TAA) petition.
  - Employers notifying the ESD Rapid Response Team of impending layoff events.
  - Outreach to employers in need of Rapid Response services based on local business intelligence in the form of news stories, information from potentially impacted workers, labor market information, etc.
2. The designated local Rapid Response Coordinator will establish, maintain and direct the local Rapid Response Team to provide resources and services to assist laid-off workers. The Rapid Response Team should include representatives from:
  - ESD Unemployment Insurance (UI) Claims Center;
  - TAA;
  - Worksource System Partners;
  - Community and Technical Colleges;
  - Community Action Agencies;
  - WIOA Dislocated Worker Program;
  - Veterans Program Services;
  - Organized Labor and/or Washington State Labor Council, if applicable;
  - Other stakeholders and interested parties.
3. BFWDC will provide the name and email address of the designated local Rapid Response Coordinator to the ESD Rapid Response Coordinator.
4. The Rapid Response Coordinator will oversee the planning and coordination of Rapid Response events. Rapid Response events should be conducted at the worksite of impacted workers or at locations or venues that are reasonably accessible by impacted workers, to include dates and times that do not conflict with the working hours of impacted shift workers. When it is not feasible or safe to meet in person, Rapid Response events will be conducted virtually.
5. The Rapid Response Coordinator will consult with ESD, state and local economic development organizations, and other entities to explore and deliver layoff aversion services when appropriate and timely.
6. The Rapid Response Coordinator is the main point of contact for employers and worker representatives (if applicable) to do the following:

- Identify layoff schedules and employer plans to assist dislocated workers, including the status of collective bargaining negotiations that might affect layoff benefits.
  - Obtain (as possible) information related to severance, separation pay, retirement incentives, and voluntary layoffs and provide it to ESD UI Claims Center so the department can review and assess impacts, if any, on UI eligibility and provide appropriate guidance to impacted workers when they file UI claims.
  - Inquire as to the role of foreign trade, if any, in precipitating layoffs or closures. If trade impacts are cited, provide that information to the ESD TAA Program Operator so the department can independently or in coordination with the Washington State Labor Council follow up with employers to determine if the events warrant the filing of TAA petitions with the U.S. Department of Labor.
7. The Rapid Response Coordinator will organize the delivery of Rapid Response layoff orientations for affected workers through the Rapid Response team. Required topics for orientations include:
- Unemployment Insurance
  - Training Benefits program
  - Commissioner Approved Training
  - Wagner-Peyser Employment Services
  - WIOA Title I Dislocated Worker program
  - Veteran's Priority of Service
  - Community and Technical College programs and resources for dislocated workers
  - TAA and Trade Readjustment Allowance, if it is established that the layoff or closure is trade-related and regardless of whether a TAA petition is filed.
  - Other WorkSource (One-Stop) partner programs deemed necessary and appropriate
- The Rapid Response Coordinator will arrange for participation by local service providers in these sessions.
8. The Rapid Response Coordinator will assess the needs of the impacted workers as quickly as possible through surveys or other instruments that identify affected workers' skills, education, and potential assistance needs.
- Note:** The U.S. Department of Labor requires survey results if closures or layoff events are of a magnitude that compels the state to pursue National Dislocated Worker Grants (NDWGs).
9. The Rapid Response Coordinator will determine the need for and promote a voluntary labor-management committee or a workforce transition committee comprised of representatives of employers, affected workers or their representatives, and other community entities as necessary. This committee will

assist in planning and overseeing event-specific strategies that support the reemployment of affected workers.

10. The Rapid Response Coordinator will determine the need for peer worker outreach to connect dislocated workers with services in conjunction with labor-management committees or their equivalents.
11. The Rapid Response Coordinator will consult and coordinate with appropriate labor representatives when planning Rapid Response activities for those impacted workers covered by a collective bargaining agreement. Rapid Response teams must be cautious and avoid any actions that might impact collective bargaining negotiations and be aware of the impact that the offer of services and resources may have on the negotiation process, especially with respect to financial arrangements related to the provision of severance benefits.
12. The Rapid Response Coordinator will initiate contact with employers to offer Rapid Response services if notified of a layoff or closure that does not meet the WARN threshold or is unrelated to a TAA petition filing to explore the need for and interest in Rapid Response services, and to determine if there are trade impacts that might warrant the filing of a TAA petition.
13. The Rapid Response Coordinator will notify and coordinate with the WorkSource System Operator when Rapid Response events are completed so local WorkSource sites can assume responsibility for service delivery to laid-off workers who are interested in accessing career, training, supportive, and other relevant services available through the one-stop system.

## DEFINITIONS

Local Rapid Response Coordinator – The individual designated by the BFWDC as the lead contact for affected employers and dislocated workers and responsible for coordinating rapid response activities.

## REFERENCES

- [Training and Employment Guidance Letter \(TEGL\) 4-20](#) - Integrating Services for TAA & WIOA
- [Public Law 113-228, Workforce Innovation and Opportunity Act of 2014, Section 134\(a\)\(2\)\(A\)](#)
- [WIOA Final Rule, 20 CFR 682, Subpart C, 682.300-370](#)
- [TAA Final Rule 20 CFR 618, Subpart C](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16, Section 18](#)
- [Training and Employment Notice \(TEN\) 23-14](#) - How-to-Guide for completing a petition for TAA
- [Training and Employment Notice \(TEN\) 09-12](#) - Layoff Aversion in Rapid Response Systems

- [Training and Employment Notice \(TEN\) 32-11](#) - Rapid Response Self-Assessment Tool
- [Training and Employment Notice \(TEN\) 31-11](#) - Rapid Response Framework

## February 2022

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of January 31, 2022	\$317,312	\$316,465	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	150	140	187
Exits			
Total Employed Exits	46	54	105
Placement Rate	69%	85%	85%
Median Wage	\$19.17	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	16	26	41
On-the-Job Training (OJT)	0	2	4
Work Experience (WEX)	2	2	4
Entrepreneurial Training	0	0	1

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

### Employed Exits:

- Staff connect participants to the Business Services Team (BST) once they have completed training and are ready for direct job placement.
- There were three (3) hiring events in February:
  - Total Employment and Management (TEAM)- 18 attended; 15 were hired
  - Fred Meyer- 35 attended; 22 were hired
  - First Fruits-5 attended
- The BST hosted a WorkSource Columbia Basin (WSCB) Open House to welcome new businesses. Eight (8) local businesses attended. These partnerships will lead to more employed exits.
- Staff utilizes the Hot Jobs list to help market employment opportunities to participants.

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

### ITA Training Services:

There are thirteen (13) ITA's in progress, with expected completion dates from March 2022-June 2022.

- 6 Commercial Driver's License (CDL)
- 2 Nursing Assistant
- 1 Medical Coding
- 2 Forklift
- 2 Dental Assisting

**On-the-Job Training (OJT):** Staff is working with the WSCB BST to identify OJT opportunities, but employers are not interested in utilizing this service due to current Covid-19 challenges.

## February 2022

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of January 31, 2022	\$435,882	\$522,997	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	110	140	223
Exits			
Total Employed Exits	47	78	134
Placement Rate	76%	85%	85%
Median Wage	\$21.31	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	31	30	50
On-the-Job Training (OJT)	0	1	4
Entrepreneurial Training	0	0	1

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

**Program Expenditures:** Subrecipient continues to enroll customers to assist with ITA opportunities and wrap-around supports, which will increase program expenditures (See ITA's in progress under Training Services).

### Total Served:

- Leadership is looking to collaborate with Columbia Basin College to develop a referral process for students getting close to finishing Worker Retraining programs to increase Dislocated Worker (DW) enrollments.
- WSCB system-wide orientations to promote Individualized Services will be happening in March to increase program enrollments.
- Staff is working with other WorkSource offices to coordinate Rapid Response events for Columbia Pulp. This layoff impacts 80 workers, and events are scheduled for March 3<sup>rd</sup> and 10<sup>th</sup>.
- Statewide Rapid Response events for the Employment Security Department (ESD) non-permanent workers are scheduled for March 2<sup>nd</sup>, 16<sup>th</sup>, and April 6<sup>th</sup>.

### Total Employed Exits:

- Staff connect participants to the Business Services Team (BST) once they have completed training and are ready for direct job placement.
- There were three hiring events in February:
  - Total Employment and Management (TEAM)-18 attended, and 15 were hired
  - Fred Meyer-35 attended, and 22 were hired
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- Staff utilizes the Hot Jobs list to help market employment opportunities to participants.

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

**On-the-Job Training (OJT):** Staff is working with the WSCB Business Services team to identify OJT opportunities, but employers are currently not interested in utilizing this service due to the current Covid-19 challenges.



## February 2022

<b>Disaster Recovery Dislocated Worker</b> <b>(Cumulative from July 1, 2020 – May 31, 2022)</b>			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of January 31, 2022	\$373,277	\$414,352	\$437,575
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	39	32	32
# of Participants in Training Services (excluding	14	10	15
# of Participants Placed in Disaster-Relief Employment	26	23	23
# of Participants Receiving Supportive Services	19	24	25
# of Participants entered unsubsidized employment at exit	24	18	22

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

### Number of Participants Receiving Supportive Services:

Additional enrollments for participants needing training will occur in March. Ensuring they have the right tools and clothing required to succeed in training will increase those participants receiving support services. Upon completion of training, the staff ensures participants have appropriate interview clothing, and transportation to search for work and accept employment.

**Participant Success Story:** John, 20, entered the Disaster Recovery Program after being permanently laid off from Merriman Agriculture at the end of harvest. He had a goal of obtaining full-time, year-round employment as a Heavy and Tractor-Trailer Truck driver. John's barrier was financial, and he requested assistance in paying for Class A Commercial Driver's License (CDL) training. John also requested assistance with clothing and hygiene items to ensure his employment success. John attended training for his Class A CDL endorsement at T Enterprise on December 27, 2021, to February 4, 2022, and earned his licensure on February 8, 2022. John quickly re-entered the workforce through employment with Connell Oil. He started February 21, 2022 and is working full-time earning \$20.00 per hour. He is grateful for year-round employment and being able to provide for himself.

## February 2022

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of January 31, 2022	\$355,406	\$ 446,253	\$446,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	52	54	55
# of Participants Enrolled in Training Services (excluding OJT)	41	29	38
# of Participants Receiving Support Services	24	39	40
# of Participants entered unsubsidized employment at exit	28	40	44

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

### Total Served:

- Staff is prioritizing enrolling participants who are permanently dislocated into Employment Recovery.
- Staff is working with other WorkSource offices to coordinate Rapid Response events for Columbia Pulp. This layoff impacts 80 workers, and events are scheduled for March 3<sup>rd</sup> and 10<sup>th</sup>.
- Statewide Rapid Response events for the Employment Security Department (ESD) non-permanent workers are scheduled for March 2<sup>nd</sup>, 16<sup>th</sup>, and April 6.

**Number of Participants Receiving Support Services:** Additional enrollments for participants needing training will occur in March. Ensuring they have the right tools and clothing required to succeed in training will increase those participants receiving support services. Upon completion of training, the staff ensures participants have appropriate interview clothing and transportation to search for work and accept employment.

### Total Employed Exits:

- Staff connect participants to the Business Services Team (BST) once they have completed training and are ready for direct job placement.
- There were three hiring events in February:
  - Total Employment and Management (TEAM)- 18 attended; 15 individuals hired
  - Fred Meyer-35 attended; 22 individuals hired
  - First Fruits-5 attended
- The BST hosted a WorkSource Columbia Basin (WSCB) Open House to welcome new businesses. Eight (8) local businesses attended. These partnerships will lead to more employed exits.
- Staff utilizes the Hot Jobs list to help market employment opportunities to participants.

## February 2022

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of August 31, 2021	\$700,000.00	\$648,190.85	92%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	81	129	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	29	28	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	12	85	95
Total Employed Exits (below wage threshold)	7	N/A	N/A
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

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

### Total Served:

- Referral systems are integral to the recruitment of customers for the EcSA program. Recent partnership with the Connell Food Bank, City of Connell Administrator, Franklin County Graphics (local newspaper), TC Futures, and other have committed to work with the EcSA team to explore additional outreach channels such as:
  - Newspaper EcSA Story in the upcoming issue
  - E-mail outreach for individuals and business
  - Program flyer distribution via Food Bank
  - Local business engagement via City Mayor
  - TC Futures coordinating outreach to migrant youth and their families to identify potential EcSA participants

### Total Employed Exits:

- Focusing on Franklin County's growth potential, staff will identify ways to engage with employers such as Amazon and Darigold for employment opportunities in distribution/manufacturing/labor positions.
- Staff continues to work closely with the WorkSource Business Services team to connect with job seekers interested in working for these employers.
- The next EcSA round of funding will have a high priority on employed exits.

## February 2022

PY21 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of July 31 <sup>st</sup> , 2021	\$448,718.00	5,154.02	1.1%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	1	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	0		40,000

### Participant Placements:

- Second harvest: hosting three (3) participants
  - Two (2) Warehouse Associates
  - One (1) Bite2Go Manager
- The additional recruitment in January led to one additional bilingual placement at Pasco Community Services to serve Spanish speaking community members.
- Pasco Community Services (PCS): hosting three (3) participants
  - Three Food Bank Employees
  - One out of the three is a bilingual staff hired to assist with serving Spanish speaking community members. The positive impact in having someone who can communicate with the monolingual Spanish-speaking population from Franklin County is something Pasco Community Services had not been able to secure in the past through other grants or volunteers after the National Guard left.

### Community Members Impacted:

- This outcome is reported quarterly; results will be reported in April 2022.

## TOGETHER WE RISE

### OUTREACH TO HISTORICALLY DISADVANTAGED COMMUNITIES (OHDC)

As the convener of Workforce Development efforts in Benton and Franklin Counties, we, the Benton-Franklin Workforce Development Council (BFWDC) will strive to be the catalyst of change by innovating how we reach out to *historically disadvantaged communities*. The recent confluence of events, such as the unexpected COVID-19 pandemic and the associated economic crisis, the widespread racially focused protests, and demonstrations across the country, has highlighted glaring inequities for historically disadvantaged communities. These crises did not create new disparities but have magnified existing ones.

"Together, We Rise," encompasses developing and implementing a strategic outreach plan detailing optimal pipelines and best practices for connecting each subset of historically disadvantaged communities to local workforce development resources. The development of this plan will benefit our community for years to come. Our project consist of three phases:

- First, in collaboration with local federal and state agencies, analyze and identify the most meaningful and effective communication pipelines for each sub-set of historically disadvantaged populations, and use the data to create a comprehensive local outreach plan.  
By understanding and developing new pragmatic communication channels with these communities, we will establish inclusive outreach strategies striking success.  
Through intensive local research, we will:
  - Acknowledge the barriers that Urban/Rural Black, Indigenous, People of Color (BIPOC), Urban & tribal Indians, immigrant, and refugees, LGBTQIA+, single parents with young children, and other historically disadvantaged communities experience in accessing or participating in federal or state programs;
  - Recognizes diversity as both a strength and opportunity;
  - Affirm that inclusive outreach strategies need further analysis that considers our communities' racial, cultural, and socio-economic complexity.
- Second, implement the outreach plan and discoveries identified to conduct inclusive outreach strategies leading one-on-one individuals receiving assistance applying for benefits (state and federal) in Education and Job Training/Search Programs.
- Third, mitigate sustainable partnership plan and publish "lessons learned/research results."

In Benton and Franklin Counties, there are 119,662 Black, Indigenous, People of Color (BIPOC) individuals, which make up 40% of our total population ([United States Census Bureau, 2019](#)). In rural Franklin County, the City of Connell, WA, with 3,658 residents, 1,975 are at 200% Federal Poverty Level or lower. **That's a 54% poverty level.** Most households are single female head-of-householders - typically with children under 18 years of age - mothers struggling to make ends meet, further strengthening the data seen through United Way's ([ALICE](#)) project.

Who are these individuals? They could be your childcare worker, the cashier at your supermarket, the gas attendant, your waitress, a home health aide, or an office clerk. These individuals cannot always pay the bills, have little or nothing in savings, and are forced to make tough choices such as deciding between quality childcare or paying rent. One unexpected car repair or medical bill can push these financially strapped individuals, and in turn families, over the edge ([United Way, 2019](#)).

These individuals are often unaware of sources of support available to them in their community, which is why this work is so important. We need to learn the best means to connect with our desperate populations and link them to the resources they need. This project, funded by the WA State Department of Commerce, will transform lives and be a catalyst to positive community growth.



**PY21 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
February 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
<b>Employment Security Department</b>	<b>12/9/2021</b>	<b>Government</b>				<b>Feb. 2,3,15,16,</b>	<b>800 - 900</b>
2/1/2022: Statewide Rapid Response sessions will be held for the ESD non permanent workers on February 2nd, 3rd, 15th, and 16th. 2/10/2022: Staff will be hosting a statewide dedicated virtual job fair for the impacted workers via Brazen; Over 30 employers have registered, 233 job seekers have signed up and 187 registered. 2/15/2022: Rapid Response sessions have been rescheduled for March 2, March 16, and April 6th.							
<b>Columbia Pulp</b>	<b>2/17/2022</b>		<b>Dayton</b>	<b>Feb. 18, March 4, April 1</b>		<b>March 3rd &amp; 10th</b>	<b>80</b>
2/23/2022: Staff were informed of Columbia Pulp layoff, a total of 80 impacted workers are scheduled to be laidoff across three days, Feb 18th, March 4th, and April 1st. Staff were informed that 75% of the impacted workers were operations workers and the remainder consisted of administrative/accounting, mechanics, maintenance, electricians, some supervisory staff/department leads. Two virtual Rapid Response events are scheduled for March 3rd and March 10th, the majority of impacted workers reside in the Dayton/Pomeroy area, with a small percentage in Walla Walla or Tri-Cities. Staff plan to connect with the Benton-Franklin impacted workers either via the event or separately once contact information has been received.							

## 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

## February 2022 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: 718 (+42)  
Total Staff Assisted Services to Job Seekers: 1840 (+71)  
Unique Number of Businesses Served: 98 (+18)  
Staff Provided Business Services: 164 (+28)

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



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

TC Futures Traffic: 471 (+131)  
TC Futures Total Youth Enrolled (YTD): 322  
Out-of-School Youth (OSY) Program (YTD): 179 (+12)  
Open Doors Program: 211 (-28)  
Co-enrolled in Both Programs: 68 (+2)  
Total Youth attained GED: 35 (+9)  
Total OSY Employed and/or Post-Secondary Exits: 62 (+6)

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 \* Disaster Recovery \* Employment Recovery*

Total Participants Served (YTD): 428

Monthly-to-Date Target: 466 (92%)

Total Employed Exits (YTD): 211

Monthly-to-Date Target: 257 (82%)

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 81

Monthly-to-Date Target: 129

Total Employed Exits: 12

Monthly-to-Date Target: 85

### Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 1

Program Target: 12

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

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



# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (January)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 6.3%

Franklin County Unemployment: 8.1%

Tri-Cities Employment (January 2022)	Jobs	MoM	YoY(21)	Jobs Lost (April 2020)	Jobs Gained (January 2022)	Recovery
<b>Total Nonfarm</b>	116700	(2,100)	6,000	11,200	9,800	88%
Total Private	98000	(1,900)	4,700	10,100	9,500	94%
<b>Goods Producing</b>	18100	(100)	500	1,500	800	53%
Mining, Logging, and Construction	9900	(100)	(200)	1,100	400	36%
Manufacturing	8200	-	700	400	400	100%
<b>Service Providing</b>	98600	(2,000)	5,500	9,700	9,000	93%
Private Service Providing	79900	(1,800)	4,200	8,600	8,700	101%
Trade, Transportation, Warehousing and Utilities	20200	(800)	400	1,500	2,400	160%
Retail Trade	13700	(300)	300	1,600	2,200	138%
Financial Activities	4200	200	400	300	200	67%
Professional and Business Services	21400	-	700	600	700	117%
Administrative and Support Services	11400	(300)	400	300	600	200%
Educational and Health Services	18400	(700)	-	1,100	1,200	109%
Leisure and Hospitality	11500	(300)	2,700	4,300	3,900	91%
Food Services	9500	(200)	2,400	2,700	3,100	115%
<b>Government</b>	18700	(200)	1,300	1,100	300	27%
Federal Government	1200	-	-	-	-	100%
Total State Government	2900	100	500	200	(100)	-50%
Total Local Government	14600	(300)	800	900	400	44%

### Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 3/7/22	150	91	450	107	2577	2181

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

- WSCB is now offering a “Grow with Google” Career Certificate pilot. This service is free of cost for customers and includes four learning paths: Project Management, UX Design, IT Support, and Data Analytics. Learners have a flexible study schedule and IT support is offered in both English and Spanish.

GwG Feb 2022	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	4	2	5	2

- The Front-End Services team continues to lead efforts with our new scheduling system, QTRAC. They have done so successfully, booking more appointments in the system than fellow WorkSource offices, and utilizing multiple software options such as custom reports and customer surveying. This has gained praise from state level leadership and resulted in other offices reaching out to learn more about how the system can be used to support customers.
- The Business Services Team also collaborated on two hiring events with the following employed outcomes:
  - TEAM – 15 individuals hired
  - Fred Meyer – 22 individuals hired

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

Questions about this report?  
Contact David Chavey-Reynaud  
Phone: 509-734-5988  
Email: [dchavey@bf-wdc.org](mailto:dchavey@bf-wdc.org)

[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
Contact us at 509-734-5980



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## WorkSource Operator Report

Benton Franklin Workforce Consortium

February 2022

### February Highlights:

- WSCB hosted a site visit on February 22<sup>nd</sup> for two members of the state teamworking on ETO software replacement to research functionality needs. Their visit included one-on-ones with various team members to learn more about how the software is currently used, gaps in functionality, pain points, and what ideal state would look like.
- To support hiring needs of local businesses, the Business Services Team has been partnering with employers to boost promote hiring events through social media and networking.

### WorkSource Site Operations:

Customer Counts 2/1-2/28/2022		
<b>Total Staff Assisted Seekers</b>	<b>718</b>	
<b>Total Staff Assisted Services</b>	<b>1840</b>	
<i>Basic Services</i>	1396	
<i>Individualized, Training &amp; Support Services</i>	228	
<b>Unique Number of Businesses Served</b>	<b>98</b>	
<b>Staff Provided Business Services</b>	<b>164</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	19	18
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	8	5
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	63	42
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	74	46
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (3/10/22).



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### **February 2021 Customer Feedback:**

- 66 survey responses received via Survey Monkey and QTRAC (10% response rate):
  - Of the customers who responded, 98% would refer family and friends
  - Top 3 services received: job search, training, and workshop
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 10 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Sandy, I just wanted to take a minute to Thank you for all of your help. You advocated for me and have helped me along every step of the way to get me back on track. Worksource is lucky to have such a compassionate individual as yourself...”
  - “The workshop was informative and Michele was a great instructor.”
  - “Michelle Garnder-Bishop leads a great Navigating Career Paths workshop, with loads of really useful information...”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in February to be addressed in March:
    - “Make it a 2 day workshop and add more “How to do” to go with the “What to do”. I really liked the workshop. It was much more relevant to my situation than the ones that were geared towards the general population. I would like more training geared toward old geezers like me.” (Mature Worker workshop)

### **Service Delivery**

#### **Career Services:**

- We are now offering a “Grow with Google” Career Certificate pilot. This service is free of cost for customers and includes four learning paths: Project Management, UX Design, IT Support, and Data Analytics. Learners have a flexible study schedule and IT support is offered in both English and Spanish. Here are our current customer engagement numbers since the February launch:

	<b>Project Management</b>	<b>UX Design</b>	<b>IT Support</b>	<b>Data Analytics</b>
<b>Customer Enrollments</b>	4	2	5	2

- The Front-End Services team continues to lead efforts with our new scheduling system, QTRAC. They have done so successfully, booking more appointments in the system than fellow WorkSource offices, and utilizing multiple software options such as custom reports and customer surveying. This has gained praise from state level leadership and resulted in other offices reaching out to learn more about how the system can be used to support customers.
- The Workshop group completed a revamp of the workshop survey to continue collecting customer feedback which will allow them to shape workshop offerings. A sub-group completed a merge and rewrite of two workshops offered historically, creating a single session to support



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job seekers in engaging in job search and connecting with WSCB resources. This new workshop will be piloted during the month of March so that any needed changes can be made before adding to the WSCB workshop schedule.

- During February WSCB provided 122 group services to 74 individuals through our locally offered workshops and group sessions. Strategies for Success was our most attended workshop. Other services in high demand include deskside job seeker assistance, basic assessment, and provision of workforce information.
- We kicked off an 8-week LinkedIn Learning Challenge on our Facebook page this month. The campaign is designed to engage current customers, as well as community members who may not currently be receiving services from us. We are also promoting LinkedIn Learning with customers who would benefit from online learning to learn new skills or polish existing ones.

Below is a snapshot of staff/customer engagements in the Benton Franklin Workforce System:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 3/7/22	150	91	450	107	2,577	2,181

Note: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

#### Business Services:

- Work is being done to refine the the referral process of qualified candidates from Employment Specialists to the Business Services Team.
- The team hosted a successful first WorkSource Open House, allowing local business to learn more about WorkSource services and to network.
- The Business Services Team also collaborated on two hiring events with the following employed outcomes:
  - TEAM – 15 individuals hired
  - Ferd Meyer – 22 individuals hired
- To strengthen partnership and outreach efforts on behalf of employers who post H2A job openings, WSCB and WS Walla Walla have begun collaborating. Labor force is shared amongst the two areas, therefore working together will assist neighboring employers with workers and help MSFW Outreach Specialist showcase a united front.
- In preparation for the One Hanford event, the team has been highly involved in promoting the event through multiple means and has led out on advisory committee meetings. We are anticipating a large turnout, with attendees from in and out of state.
- Upcoming Events –
  - One Hanford Hiring Event: 3/2 from 10am-2pm
  - Whittier Seafood Hiring Event: 3/15 from 10am-2pm
  - Amazon call center Hiring Event 3/17 from 4-6pm
  - LiUNA Laborers Union Pre-Apprenticeship Workshop 3/29 from 8am-12pm



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### **Community Connections:**

- 2/1: Attended the Virtual Services Collaborative, a group designed for information sharing about virtual service delivery options and resources. This is a blended group which includes WorkSource and WDC staff from across the state.
- 2/8: 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.
- 2/8: Connected with Melanie Olson, Director of TC Futures to share updates and discuss ways to increase communications and partnership between our teams.
- The Equity Committee met weekly in February to finalize details of radio, newspaper, and television campaigning designed to better engage Spanish speaking community members. Both the television and newspaper campaign will kick off in March. The radio campaign kickoff date is TBD.
- 2/17: Attended the LinkedIn Workforce Working Group to learn about strategies other areas are employing to engage customers with the learning platform, as well as new features which will be rolled out soon. This is a monthly meeting which has been attended since the new contract launch in August.
- 2/17: Met with Jim Bischoff, Board Chair of ACCESS Tri-Cities, to exchange organizational updates and identify new ways to partner. We discussed the possibility of collaborative workshops, as well as promotion of LinkedIn Learning for business to increase education and awareness of hiring/working with individuals with disabilities.
- WSCB continues engaging customers via weekly GovDelivery messaging, social media, PSAs, and networking to inform of event, workshop, and other service offerings available via WSCB and our community partners. Content varies based upon the target group being outreached to.

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

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

- 2/2: Cross training – Veteran's Services; February Customer Feedback Improvements
- 2/16: Cross training – Worker Retraining; February Data Review

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

- 3/2: Cross training – Veteran's Services; February Customer Feedback Improvements
- 3/9: Cross training – Worker Retraining; February Data Review
- 3/16: Complaint & Concern Training
- 3/23: Community Partner Cross Training: L&I Wage and Hour Regulations

### **Facilities:**

- 2/8: Fire Alarm inspection
- 2/24: Brashear Electric completed final work to transition all facility lights to LED.

Respectfully submitted by C. Bright on 3/10/22