



## **Adult & Employer Linkage (AEL) Committee Meeting**

April 21, 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**

---

### **AGENDA**

1. **Call to Order** - Adolfo de León
2. **Welcome & Roll Call** – Jamilet
3. **Motion to Approve Adult & Employer Linkage Minutes- March 17, 2022** (Needs a vote)
4. **Motion to Approve COVID-19 Disaster Recovery DWG Contract Extension through June 30, 2022, to the Benton Franklin Workforce Consortium** (Needs a vote) – Jessie
5. **Motion to Approve COVID-19 Employment Recovery DWG Contract Extension through June 30, 2022, to Career Path Services** (Needs a vote) – Jessie
6. **Economic Security for All** – Jamilet
7. **Community Development Block Grant** – Jamilet
8. **Together We Rise – Outreach to Historically Disadvantaged Communities** – Jamilet
9. **Tri-Cities Futures Update** – Cynthia
10. **Liaison Report** - David
11. **WorkSource Columbia Basin (WSCB) Update** – Crystal
12. **Other Business / Updates** – All
13. **Next Meeting**
  - Adult & Employer Linkage Committee - Thursday, May 19, 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 – March 17, 2022
- March 2022 Program Performance Summaries for Adult, Dislocated Worker, Disaster Recovery, Employment Recovery, Economic Security for All & Community and Development Block Grant.
- March 2022 Layoff Profile
- Tri-Cities Futures Report
- March 2022 Liaison Report
- March 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

March 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	Jennie Weber	Lori Mattson	Tiffany Scott
Karl Dye		Michael Lee	David Chavey-Reynaud
Jamie Rasmussen		Jim Smith	Diana Hamilton
Todd Samuel			Jamilet Nerell
			Cynthia Garcia
			Jessie Cardwell
			<b><u>Presenters</u></b>
			Crystal Bright

---

### **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, 2022 and February 17, 2022, Adult & Employer Linkage Committee Meetings were provided for members to review.

*Todd Samuel moved to approve January 20, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Adolfo de León. Motion carried.*

*Todd Samuel moved to approve February 17, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Adolfo de León. Motion carried.*

### **WorkSource System Policy (WSP)-01 Rapid Response Policy – Jessie**

Jessie presented the WorkSource System Rapid Response Policy and stated the intent is to inform the One-stop System of the rapid response team's roles and responsibilities when providing rapid response services to employers and impacted workers. It also outlined the duties of the BFWDC's designated Local Rapid Response Coordinator to establish, maintain and direct the local Rapid Response Team to provide resources and services to assist laid-off workers. If approved by the AEL Committee, it will be presented at the Executive Board meeting. Todd asked who the Rapid Response Coordinator was, and Jessie stated Jasmine Sanchez.

*Todd Samuel moved to approve the WorkSource System Policy (WSP)-01 Rapid Response Policy as presented, seconded by Jamie Rasmussen. Motion carried.*

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

During the February Youth, AEL, and Executive committee meetings, members discussed the Benton-Franklin Workforce Development Council strategy to align the procurement schedule for the WIOA Adult and Dislocated Worker programs by releasing a request for proposal and RFP in February of 2023. Currently, our WIOA programs are not on the same procurement schedule because, in PY19, we had to procure for the Dislocated Worker Program

separately when the service provider was not meeting case management expectations and performance outcomes. Administratively, this approach streamlines our resources, and it's an effective use of the board's time since board members are needed to participate on the RFP review committee. Additionally, WIOA regulations do not establish timeframes for boards to procure WIOA contracts. The AEL committee members in attendance for the February meeting supported the procurement schedule realignment. However, due to the low attendance, they wanted to allow additional members to hear our procurement strategy.

**WIOA Title 1 PY22 Adult & Dislocated Worker Service Provider Extension to Career Path Services– Diana**

The BFWDC staff would like to recommend extending the WIOA Adult and Dislocated Worker service provider contracts to Career Path Services (CPS) for another program year based on their following accomplishments:

- CPS has continued to develop new strategies throughout the program year to provide alternative ways for customers to access services and engage with program participants to assist them in attaining their goals.
- The BFWDC also received letters from the Employment Security Department recognizing CPS for their positive performance outcomes in the Adult and Dislocated Worker programs through December of 2021.
- State monitors reviewed the Adult and Dislocated Worker Program Files during their PY20 annual monitoring visit and found no disallowed costs or findings. These results showed CPS's quality work when providing case management services to program participants and working with employers to meet their hiring needs.

Should this motion be approved, your recommendation will be presented to the Executive Committee.

*Todd Samuel moved to approve the WIOA Title I PY22 Adult Service Provider Extension to Career Path Services as presented, seconded by Jamie Rasmussen. Motion carried.*

*Todd Samuel moved to approve the WIOA Title I PY22 Dislocated Worker Service Provider Extension to Career Path Services as presented, seconded by Adolfo de León. Motion carried.*

**EcSA Round 2 Funding Subrecipient Award to Career Path Services - Jamilet**

Jamilet shared that the state will BFWDC staff recommend to the Adult/Employer Linkage Committee to award the continuation of EcSA funding to subrecipient CPS to provide direct service delivery for the timeline of April 1, 2022, to June 30, 2023, in the amount of \$245,372.00. The BFWDC staff recommendation is based on the following (in no order of significance):

- CPS has demonstrated knowledge of serving rural communities and established strategic and meaningful relationships with community leaders to increase awareness of EcSA services;
- CPS program outcomes demonstrate the impact all EcSA participants served to date;
- On June 25, 2019, the BFWDC Executive Board approved the motion to Sole Source the EcSA Contract to Career Path Services (CPS) as recommended by the Adult/Employer Linkage committee following guidance from the BFWDC's Procurement and Selection of One-Stop Operators and Service Providers Policy No: 2015-34.

Todd asked if there would be a different strategy with this round of funding when providing services. Jamilet said they are looking to expand services into Benton County as the pilot EcSA Round 1 demonstrated that there is a need in other rural communities outside of Franklin county; she will report when she hears back from the state if it is a go. She also stated there will be a slight increase in training placements and enrollments; the main focus will be employment placements.

*Todd Samuel moved to approve the EcSA Round 2 Funding Subrecipient Award to Career Path Services as presented, seconded by Adolfo de León. Motion carried.*

### **Outreach to Historically Disadvantaged Communities (OHDC) Introduction – Jamilet**

The BFWDC set a goal last year to request to provide a proposal a competitive proposal to the Washington State Commerce agency. We were awarded half a million dollars, and as of March, we have fully executed the contract to provide outreach to historically disadvantaged communities. Locally, we call it "Together We Rise," Our project has three different phases. The first phase is research and collaboration with our partners and system partners, including anyone in Benton and Franklin counties serving any disadvantaged population. Second, we will use strategies learned from this research and create an outreach plan to connect customers and refer to appropriate local services within WorkSource and TC Futures. The second phase is about all implementations. Third, we will mitigate a sustainable partnership plan and publish lessons-learned research results. We want to provide something meaningful not only for our system partners but also to any agency anywhere in the world that can benefit from what we did locally as far as the research and implementation.

Jamilet also mentioned that we are hiring a Communications Coordinator to serve this grant and encouraged meeting attendees to refer anyone they know that may be interested.

### **Liaison Report – David**

David shared details of the Liaison Report:

#### **WorkSource Columbia Basin**

- We are in a seasonal dip on the employment side of things, which is historically typical.
- We are seeing UI traffic come into the center. As we get into winter layoffs, weather can impact traffic to the center. There should be an increase in traffic with the weather getting better.
- We are still down in staff-assisted job seeker as well as staff assistance services to job seekers in comparison to pre-pandemic levels.
- WorkSource Columbia Basin (WSCB) is now offering a Grow with Google certificate pilot, a free service to customers being piloted by Employee Security Department (ESD) through AmeriCorp.

#### **TC Futures**

- The figures in this report will change to program year data (July 1-June 30) rather than calendar year (January 1-December 31) data.
- TC Futures traffic numbers are all customers who walk into TC Futures.
- TC Futures total youth enrolled are those customers enrolled in the Out of School Youth Program and/or the Open Doors program.

#### **WIOA Programs**

- We are at 92% of the total served monthly participant target and 82% employed monthly exit target.
- Business Services collaborated with a couple of hiring events:
  - Fred Meyer- 22 individuals hired
  - Total Employment and Management (TEAM)- 15 individuals hired

David explained this report is shared across our workforce system network, uploaded to the BFWDC website monthly, posted on Facebook and LinkedIn.

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

Crystal shared some of the highlights from WSCB:

- In partnership with the BFWDC, WWA, and ESD, WSCB hosted two individuals working on the WIT replacement to be able to share what WSCB's wish list is for the new system. They focused on the customer experience and staff input. This visit went well.
- WSCB Business Services team is working hard with local businesses to promote hiring and how to market open positions.

- The Equity Committee, made up of representatives from WSCB, TC Futures, and other community partners, is working on a project to serve Spanish Speaking customers better. They have developed newspaper and TV ads that will be aired via digital media with Telemundo.
- Phase two for the Equity Committee is about staff training and creating more cultural awareness and better ways to serve those from different cultures.

Todd asked if finding a WIT replacement was going better this time around than last time. Crystal said yes, they are using information from the previous process, and there is a lot of local involvement this time. David added there is an extensive amount of research being done not to repeat history. Tiffany stated that WWA has more seats at the table, and there are many accountabilities to upper leadership, and Commissioner Feek is involved as well. Signs point to a better experience this time.

Todd also asked Crystal about the difference in the customer experience pre-pandemic to now. She said she felt the customer experience was better now.

### **Other Business - All**

Cynthia Garcia shared that the TC Futures expansion to suite A is underway. The lease has been signed, and they have begun moving in.

Todd requested to add a TC Futures Update to our agenda. Cynthia said we would add that to the agenda.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is Thursday, April 21, 2022, at 8:30 a.m. via Zoom.

### **Adjournment**

**The meeting adjourned at 9:27 a.m.**

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

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

## March 2022

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of February 28, 2022	\$374,477	\$366,430	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	171	151	187
Exits			
Total Employed Exits	53	62	105
Placement Rate	67%	85%	85%
Median Wage	\$19.00	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	20	30	41
On-the-Job Training (OJT)	0	2	4
Work Experience (WEX)	2	3	4
Entrepreneurial Training	0	0	1

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

### Employed Exits:

- There were two (2) hiring events in March:
  - One Hanford Hiring Event: 1,119 participants out of 1,510 registered attended (74%), 1,000 chats occurred, 398 chats moved to further screening, 228 were kept in the pipeline, and 17 interviews were scheduled.
  - Amazon in-person Hiring Event on March 17. Seventy-five individuals signed up and attended, and another hiring event is scheduled for April.
- The WorkSource Columbia Basin (WSCB) Business Services Team (BST) continues to assist employers with their hiring needs. In March, they helped 86 unique businesses with recruitment services.
- Customers job searching receive the Hot Jobs lists twice weekly when positions are posted in their goal occupation.

**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 April 2022-June 2022.

- 5 Commercial Driver's License (CDL)
- 2 Nursing Assistant
- 1 Medical Coding
- 1 QuickBooks and Excel Certification
- 2 Dental Assisting
- 2 Welding

**Work Experience (WEX) and On-the-Job Training (OJT):** Staff is working with the WSCB BST to identify WEX and OJT opportunities. While employers are hesitant to participate, progress is being made in achieving WEX placements.

## March 2022

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of February 28, 2022	\$519,253	\$601,528	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	119	170	223
Exits			
Total Employed Exits	50	90	134
Placement Rate	74%	85%	85%
Median Wage	\$22.02	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	35	32	50
On-the-Job Training (OJT)	0	3	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:

- Targeted flyers for the Dislocated Worker services and Forklift training will be posted on social media such as Facebook, LinkedIn and sent via GovDelivery in early April. Recipients targeted will be Unemployment Insurance (UI) recipients in Benton and Franklin counties who have started receiving UI in the last 90 days and have been laid off as a part of a substantial layoff or coming from a declining industry.
- Staff also hope to get referrals from the upcoming Pathways Workshops at WSCB. These workshops provide robust information on the service offered at WSCB.
- Front-end services continue to refer customers who need program services to ensure success in their re-employment journey.

### Total Employed Exits:

- There were two (2) hiring events in March:
  - One Hanford Hiring Event: 1,119 participants out of 1,510 registered attended (74%), 1,000 chats occurred, 398 chats moved to further screening, 228 were kept in the pipeline, and 17 interviews were scheduled.
  - Amazon in-person Hiring Event on March 17. Seventy-five individuals signed up and attended, and another hiring event is scheduled for April.
- The WSCB BST continues to assist employers with their hiring needs. In March, they helped 86 unique businesses with recruitment services.
- Customers job searching receive the Hot Jobs lists twice weekly when positions are posted in their goal occupation.

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

**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. The BST is cold calling employers in industries such as CDL and the medical field to develop OJT Opportunities.

## March 2022

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – May 31, 2022)			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of February 28, 2022	\$387,910	\$414,352	\$437,575
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	41	32	32
# of Participants in Training Services (excluding	14	15	15
# of Participants Placed in Disaster-Relief Employment	26	23	23
# of Participants Receiving Supportive Services	19	25	25
# of Participants entered unsubsidized employment at exit	25	22	22

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

**Number of Participants Receiving Supportive Services:** A contract modification to extend the contract end date from March 31, 2022, to May 31, 2022, has been fully executed with our subrecipient. This extension will allow staff to continue assisting participants in need of training and supportive services while meeting expenditure and supportive service outcomes.

**Participant Success Story:** Frankie (26) entered the Disaster Recovery program in August 2021 after being laid off from her employment with Lindofo Puente Family due to the impacts of COVID-19. Frankie was placed in a Disaster Relief Employment Opportunity with Pasco Community Services Food Bank to assist with the food security efforts in Franklin County while supplementing her income. She also started preparing to re-enter the workforce with coaching from her employment specialist and following up on job referrals to obtain unsubsidized employment. She was offered a full-time position on March 4, 2022, earning \$19.45 per hour as an Operations Supervisor with Family Dollar Store. This position has a complete benefits package of medical, dental, vision, long-term disability, 401K retirement match, life insurance, and paid leave.



## March 2022

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – May 31, 2022)			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of February 28, 2022	\$368,223	\$ 446,253	\$446,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	56	55	55
# of Participants Enrolled in Training Services (excluding OJT)	41	29	38
# of Participants Receiving Support Services	26	40	40
# of Participants entered unsubsidized employment at exit	29	44	44

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

**Number of Participants Receiving Support Services:** A contract modification to extend the Employment Recovery contract end date from March 31, 2022, to May 31, 2022, has been fully executed to ensure customers in need of training and supportive services can obtain the assistance meet spending and supportive service outcomes.

### Total Employed Exits:

- There were two (2) hiring events in March:
  - One Hanford Hiring Event: 1,119 participants out of 1,510 registered attended (74%), 1,000 chats occurred, 398 chats moved to further screening, 228 were kept in the pipeline, and 17 interviews were scheduled.
  - Amazon in-person Hiring Event on March 17. Seventy-five individuals signed up and attended, and another hiring event is scheduled for April.
- The WSCB BST continues to assist employers with their hiring needs. In March, they helped 86 unique businesses with recruitment services.
- Customers job searching receive the Hot Jobs lists twice weekly when positions are posted in their goal occupation.

**March 2022**

<b>PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>Contract Spent</b>	<b>% Spent</b>
As of August 31, 2021	\$700,000.00	\$688,288.62	95.5%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	87	138	138
<b>Training Placements</b>			
Participants placed in subsidized training (for employment at or above \$34,480)	31	30	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
<b>Exits</b>			
Total Employed Exits (at or above \$34,480)	12	95	95
Total Employed Exits (below wage threshold)	8	N/A	N/A
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

\* New program outcomes will be shared in the next month to reflect the EcSA Round 2 targets for the performance period of April 1st, 2022, to June 30th, 2023.

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

**Total Served:**

- EcSA staff traveled to North Franklin County to continue flyer distributions within local businesses and hot spots. In total, approximately 200 flyers towards were provided to the Connell Food Bank; flyers are distributed every 2nd and 4th Wednesday of the month.
- Participants were referred to two (2) hiring events in March in partnership with WSCB Business Services Team: Hanford Virtual Hiring Event and Amazon in-person Hiring Event.
- Amazon Hiring Event: The employer seeks to fill customer service, digital service, and management positions at their local call center in Kennewick, WA. Job seekers and interested parties approached the WSCB and TC Futures booths seeking information on reemployment and services. EcSA staff took the opportunity to promote the program as well.
- Customers job searching receive the Hot Jobs lists twice weekly when positions are posted in their goal occupation.



**March 2022**

**Total Employed Exits:**

- EcSA staff had the unique opportunity to connect with the City of Connell Mayor, Lee Barrow. The team discussed ways of working with both local employers and job seekers. EcSA staff connected the Mayor to a member of the WorkSource Columbia Basin (WSCB) Business Services Team to focus on the job seeker's needs in Connell.
- To increase employment outcomes, staff will continue working closely with the WSCB Business Services Team to stay apprised of hiring events, job openings, and other relevant labor market updates to expedite access to jobs for EcSa customers.
- Staff is developing new outreach material-specific targeted toward in-demand industries such as Forklift and Welding to attract customers who will complete short-term training and exit into employment.
- Staff is also generating outreach material highlighting connections to employment and support services for job search to emphasize how work readiness services via EcSa can increase a customer's employability.
- Staff will focus on over-enrolling in EcSa to meet employment outcomes.
- To advertise and increase enrollment into individualized services (Adult, Dislocated Worker, EcSa, BFET, etc.) WorkSource staff has stood up a weekly workshop entitled WorkSource Pathways. This workshop is offered in a hybrid model (virtual and in-person) and covers services available via Title 1b and other WorkSource programs. All attendees receive a JotForm link at the end of the course to self-refer to services. This will help increase enrollments in programs and eventually lead to employment placements.
- The next EcSA round of funding will have a high priority on employed exits.

**March 2022**

<b>PY21 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)</b>			
<b>Program Expenditures</b>	<b>Program Budget</b>	<b>Year to Date Spent</b>	<b>% Spent</b>
As of July 31 <sup>st</sup> , 2021	\$448,718.00	\$11,728.23	2.6%
<b>Placement at Sites</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Participants	6	3	12
<b>Low-to-Medium (LMI) Individuals</b>	<b>Quarterly Outcomes</b>		<b>Program Target</b>
Community Members Impacted	18,263		40,000

**Outreach Efforts:**

- During a visit to Connell, an EcSA staff member was able to talk to the person in charge. Efforts to assist this site with CDBG resources are planned to start in April.
- Next month, the CDBG program will coordinate efforts to connect with the Food Access and Security Coalition and strategize a partnership.

**Participant Placements:**

- Second harvest: hosting three (3) participants
- Pasco Community Services (PCS): hosting three (3) participants

**Community Members Impacted:**

- Per our funding source, the WA Department of Commerce, two consecutive quarters of reporting are required per calendar year.
- The following report will include April to June.

**CDBG Hunger Relief Staffing & Services Spotlight:**

The Hunger Relief Staffing & Services project addresses elevated food insecurity facing the Low-and-Moderate-Income (LMI) level populations and volunteers human resources to mitigate staffing shortages affecting the operational capacity of emergency food programs. Across the state, CDBG resources have helped fund staffing and service placements, such as providing wages/stipends, applicable benefits, necessary training in food banks, meal delivery services, and nutrition programs. In December 2021, the local CDBG team gained approval to assist two local food programs, Second Harvest and Pasco Community Services. Through those efforts, five placements started in January 2022, with an additional placement beginning in February. This additional placement required a bilingual (English/Spanish) staff to be assigned to serve the monolingual Spanish-speaking community members at Pasco Community Services. The positive impact of 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 through other grants or volunteers after the National Guard left. To date, the Pasco Community Services site has received funding to assist with the wages of three staff and provided 11,376 food services to LMI individuals.

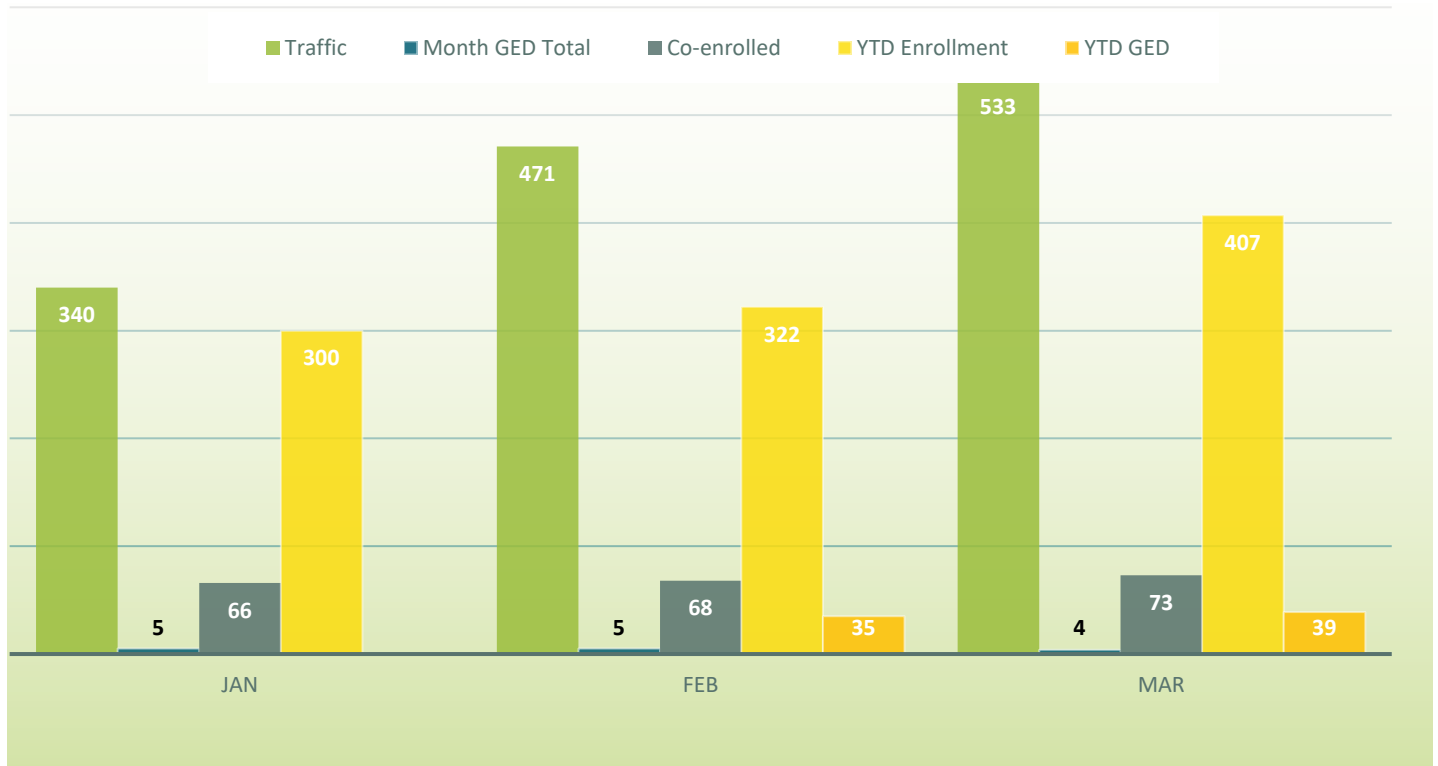


**PY21 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
March 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Mathematica	3/1/2022	Technical Services		March 1st, 2022			196 (WA State)
3/1/2022: Staff was informed of Mathematica layoff, there were 196 impacted workers statewide. Mathematica partnered with Department of Health and Aerotek on this project, eventhough Aerotek is the employer on record they do not have obligation to find the impacted workers other positions sicne they were specifically hired for pandemic work. Position titles included: (Covid-19) Investigators and Contract Tracers. Impacted workers were scheduled to be laid off on March 1st. 3/24/2022: Staff contacted the impacted workers who resided in the Benton - Franklin counties, staff were informed that the workers were not laid off but since they were employed by Aerotek it was an end of assignment, the impacted workers from the area had already moved onto other work or did not respond to outreach done by case managers for program information.							
Columbia Pulp	2/17/2022		Dayton	Feb. 18, March 4, April 1		March 3rd & March 10th	80
3/24/2022: Staff received the contact information for three of the impacted workers from the Columbia Pulp layoff who reside in the Benton - Franklin Counties. Mariah Matthews (Walla/Pullman/Clarkston) Rapid Response coordinator did an initial contact by email and phone with the workers, staff will do additional outreach for program screening. 3/28/2022: Staff made initial contact via email with the three impacted workers from Columbia Pulp, no responses have been received. Staff will make an additional attempt via phone.							
Security	12/9/2021	Government				March 2nd & 16th	800 - 900
3/31/2022: Statewide rapid response sessions were held on March 2nd and March 16th, there were 40 participants on average in each session. Staff have not received requests for additional WorkSource services from impacted workers in the Benton-Franklin area. The last rapid response session is scheduled for April 6th, for the final wave of impacted workers.							



## March 2022



## Customer Profile

Profile/Challenges	Partners	Solutions
20 years of age, single mother of 2 children (one with significant medical issues)	Referred to DSHS and CHPW	Assisting with engagement in services to help with childcare and medical care
Victim of Sex Trafficking	Referring to Behavioral Health	
Homeless	HRC/Dept. of Human Services	Given Emergency Housing Support. Now has permanent subsidized housing
Unemployed	CPS/OSY Program	Co-enrollment for maximum support
Need of basic supplies	TC Futures	Provided diapers and wipes
Aging out of Open Doors	Career Path Services/OSY	Co-enrolled for continued services

## **Center Updates**

- Suite A updates: TC Future orientations and tutoring services.
- TC Futures hosted a GED graduation. 11 youth and young adults celebrated their GED accomplishments. 81 people attended this event!
- TC Futures is updating its look with new work spaces to provide better privacy.
- TC Futures 101- In-person orientation to TC Futures services has began (Spanish and English). Meetings will be held on Wednesdays in two sessions.

## **Community Reach-Upcoming Events**

- TC Futures is hosting a Work Readiness workshop/over of TC Futures services and Employer presentation for Kennewick High School graduating class who are involved with the Migrant Education Program. 36 students are expected to attend.
- Open House/Migrant Outreach event- TC Futures is partnering with the Migrant Education Program to host an outreach event at TC Futures. The following community partners have been invited; CBC HEP, Boise State HEP, CHPW, Job Corps, Goodwill, LCYC, DSHS, ESD 123 Behavioral Health, Career Connected Learning, KSD, WorkSource, and HAPO.
- TC Futures is hosting a meeting for the Migrant Consortium.
- GESA and Lamb Weston hiring events are planned for on-site during the month of April (with more to come!).
- TC Futures is exploring a partnership with Legal Counsel for Youth and Children for limited case management.
- Partnership is in development with Department of Human Services to create a support service program specifically for our homeless youth.

## 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

## March 2022 Liaison Report

Program Year July 2021-June 2022



A proud partner of the [AmericanJobCenter](#) network

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

Total Staff Assisted Job Seekers: 1203 (+485)  
Total Staff Assisted Services to Job Seekers: 2651 (+811)  
Unique Number of Businesses Served: 89 (-9)  
Staff Provided Business Services: 156 (-8)

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: 533 (+62)  
TC Futures Total Youth Enrolled (YTD): 407 (+85)  
Out-of-School Youth (OSY) Program (YTD): 197 (+18)  
Open Doors Program: 283 (+72)  
Co-enrolled in Both Programs: 73 (+5)  
Total Youth attained GED: 39 (+4)  
Total OSY Employed and/or Post-Secondary Exits: 75 (+13)

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): 584

Monthly-to-Date Target: 601 (97%)

Total Employed Exits (YTD): 226

Monthly-to-Date Target: 288 (78%)

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 87

Total Employed Exits: 12

Monthly-to-Date Target: 138

Monthly-to-Date Target: 95

### Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

Program Target: 12

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

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



# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (February)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.8%

Franklin County Unemployment: 7.8%

Tri-Cities Employment (February 2022)	Jobs	MoM	YoY(21)	Jobs Lost (April 2020)	Jobs Gained (February 2022)	Recovery
<b>Total Nonfarm</b>	119100	2,400	7,400	11,200	12,200	109%
Total Private	100200	2,200	6,100	10,100	11,700	116%
<b>Goods Producing</b>	18600	500	1,000	1,500	1,300	87%
Mining, Logging, and Construction	10300	400	100	1,100	800	73%
Manufacturing	8300	100	900	400	500	125%
<b>Service Providing</b>	100500	1,900	6,400	9,700	10,900	112%
Private Service Providing	81600	1,700	5,100	8,600	10,400	121%
Trade, Transportation, Warehousing and Utilities	20500	300	700	1,500	2,700	180%
Retail Trade	14000	300	600	1,600	2,500	156%
Financial Activities	4300	100	500	300	300	100%
Professional and Business Services	22000	600	1,300	600	1,300	217%
Administrative and Support Services	11900	500	900	300	1,100	367%
Educational and Health Services	18700	300	300	1,100	1,500	136%
Leisure and Hospitality	11800	300	2,300	4,300	4,200	98%
Food Services	9600	100	1,900	2,700	3,200	119%
<b>Government</b>	18900	200	1,300	1,100	500	45%
Federal Government	1100	(100)	(100)	-	(100)	100%
Total State Government	2900	-	500	200	(100)	-50%
Total Local Government	14900	300	900	900	700	78%

### Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
<b>8/9/21 – 4/4/22</b>	159	100	557	128	3,153	2,665

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

Grow with Google (March 2022)	Project Management	UX Design	IT Support	Data Analytics
<b>Customer Enrollments</b>	7	2	8	2

- Business Services is collaborating with Simplot to provide the space and technology needed to support onboarding of monolingual Spanish speaking employees. In-person onboarding will begin in April 2022 at WorkSource Columbia Basin.
- We have seen a steady increase in customer traffic at WorkSource Columbia Basin, which we are able to track using our new scheduler, QTRAC. Here is a snapshot of customers served by the Front-End Services Team this quarter:

Month of	1:1 Appointments	Walk-Ins	Total
<b>January 2022</b>	230	510	<b>740</b>
<b>February 2022</b>	264	454	<b>718</b>
<b>March 2022</b>	320	689	<b>1009</b>

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**



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



A proud partner of the AmericanJobCenter network

## WorkSource Operator Report

Benton Franklin Workforce Consortium

March 2022

### March Highlights:

- The One Hanford hiring event was our most attended event yet. Registration was completed by 1,510 individuals, 74% attended (1119 total participants), and 1000 total chats occurred. Job seekers from 26 other states, as well as other countries, participated. Collaboration between Hanford employers, WorkSource offices across Washington and Oregon, CBC, WSU Tri-Cities, Veterans programs, and Goodwill made this event a success.
- Our newest workshop, WorkSource Pathway to Education and Meaningful Employment, launched as pilot this month. It was offered in virtual format and as a hybrid course, with customers attending virtually and in-person. Review of both workshops for key learnings and improvements based on customer feedback will occur prior to a full system launch in April.

### WorkSource Site Operations:

Customer Counts 3/1-3/31/2022		
Total Staff Assisted Seekers	1203	
Total Staff Assisted Services	2651	
Basic Services	2250	
Individualized, Training & Support Services	294	
Unique Number of Businesses Served	89	
Staff Provided Business Services	156	
	Services Provided	Businesses Served
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	10	10
<b>Employee Training</b> Assessment, referral, enrollment, etc.	8	5
<b>Other</b> Employer outreach visit, marketing business services, etc.	49	36
<b>Recruitment</b> Hiring events, referrals, etc.	87	56
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	2	2

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (4/8/22).



A proud partner of the AmericanJobCenter network

### **March 2022 Customer Feedback:**

- 94 survey responses received via Survey Monkey and QTRAC (8% response rate):
  - Of the customers who responded, 97% 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 27 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Toni Franks is wonderful at her job, telling me of all the Work Source resources and providing guidance.”
  - “Michele Brown is a very good speaker.” (Mature Worker Workshop)
  - “Jose S has been amazing to work with. He has gone above and beyond with helping Gerald as a veteran and WorkSource has exceed his expectations thanks to Jose!”
  - “Sandy’s help while she was in program helped Harmony get back on her feet and overcome obstacles to reach the level she is at now.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in March to be addressed in April:
    - “Only suggestion would be be to suggest bringing one’s laptop.”
    - “Maybe increase the help with fuel.”

### **Service Delivery**

- EO monitoring began this month in partnership with Cynthia Garcia, our local EO Officer. Activities completed include staff and customer interviewing and a facility walkthrough. Our ADA checklist will be completed in April and monitoring will close with an onsite visit and interviews with our state EO monitors.

### **Career Services:**

- We have seen a steady increase in customer traffic at WorkSource Columbia Basin, which we are able to track using our new scheduler, QTRAC. Here is a snapshot of customers served by the Front-End Services Team this quarter:

Month of	1:1 Appointments	Walk-Ins	Total
January 2022	230	510	740
February 2022	264	454	718
March 2022	320	689	1009



A proud partner of the AmericanJobCenter network

- WSCB is in our 2<sup>nd</sup> month of offering “Grow with Google,” a Career Certificate pilot. It includes four learning paths which are available at no cost to customers. Learners have a flexible study schedule and IT support is offered in both English and Spanish. Here are our current customer engagement numbers to date, including 6 new customers signed up during March.

2/1-3/31/22	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	7	2	8	2

- During March WSCB provided 223 group services to 60 individuals through our locally offered workshops and group sessions. Strategies for Success was our most attended workshop. Other services in high demand include job fair/hiring event attendance, deskside job seeker assistance, basic assessment and Reemployment Services and Eligibility Assessment Services for individuals receiving Unemployment Insurance benefits.
- Our 8-week LinkedIn Learning Facebook Challenge continued through the end of this month. It included weekly course recommendations and social engagement opportunities. LinkedIn Learning was also promoted with customers who would benefit from online learning to learn new skills or polish existing ones. Below is a snapshot of staff/customer engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 4/4/22	159	100	557	128	3,153	2,665

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:

- Business Services is collaborating with Simplot to provide the space and technology needed to support onboarding of monolingual Spanish speaking employees. In-person onboarding will begin in April 2022 at WorkSource Columbia Basin.
- Work is being done to refine the the referral process of qualified candidates from Employment Specialists and the Business Services Team.
- Available March event outcomes:
  - Amazon Customer Service Call Center Hiring Event 3/17: 75 individuals signed up and attended.
- Upcoming Events –
  - Amazon Customer Service Call Center Hiring Event #2: 4/28 from 4pm-6pm
  - All Ways Caring Hiring Event: 5/4 from 10a –4pm
  - WorkSource Open House: 5/11 from 2-3:30pm
  - Celebrando a Los Trabajadores Agricola (Celebrating Agricultural Workers): 5/11 from 4-7pm; this is the first annual event of it's kind and is in partnership with Pasco School District and Goodwill.



A proud partner of the AmericanJobCenter network

**Community Connections:**

- 3/1: Attended the Virtual Services Collaborative, a group designed for information sharing about virtual service delivery options and resources. This month we discussed hybrid work schedules and making icebreakers successful.
- 3/8: 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.
- The Equity Committee met weekly in March to finalize details of outreach campaigning designed to better engage Spanish speaking community members. A 16 week newspaper campaign with Tu Decides will start the first week of April and will alternate between digital media and print. The television campaign with Telemundo fox will consist of tw 15 second commercials which will air on television and streaming services starting the 2<sup>nd</sup> week of April.
- Customer engagement across a wide range of methods continues including weekly GovDelivery messaging, social media, PSAs, and networking to inform of event, workshop, and other service offerings available via WSCB and our community partners. In addition to these efforts, in April the WSCB Outreach group will be evaluating existing methods of outreach and identifying new/improved methods to continue increasing customer traffic and access to services.

**Staff Training & Development:**

**Training/Development Attended:**

- 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

**Upcoming Training/All Staff Meetings:**

- 4/6: Cross training – EcSA; March Customer Feedback Improvements
- 4/20: Community Partner Cross training – Compass Solutions; March Data Review

**Facilities:**

- Nothing to report

Respectfully submitted by C. Bright on 4/8/22