



Adult & Employer Linkage (AEL) Committee Meeting

May 19, 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** – Jessie
3. **Motion to Approve Adult & Employer Linkage Minutes- April 21, 2022** (Needs a vote)
4. **Economic Security for All** – Jamilet
5. **State Monitoring Visit** – Jessie
6. **Community Development Block Grant** – Jamilet
7. **Disaster and Employment Recovery Spending** - Diana
8. **Together We Rise – Outreach to Historically Disadvantaged Communities** – Isaac
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, June 16, 2022, at 8:30 a.m. on Zoom
 - Executive Board Meeting - Tuesday, May 31, 2022, at 4 p.m. on Zoom
14. **Adjournment**

Attachments

- Adult & Employer Linkage Minutes – April 21, 2022
- April 2022 Program Performance Summaries for Adult, Dislocated Worker, Disaster Recovery, Employment Recovery, Economic Security for All & Community and Development Block Grant.
- April 2022 Layoff Profile
- Disaster and Employment Recovery Spending Chart
- OHDC-Together We Rise Quarterly Report
- Tri-Cities Futures Report
- April 2022 Liaison Report
- April 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

April 21, 2022, at 8:30 a.m.

Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>BFWDC Staff Present</u>
Adolfo de León-Chair	Karl Dye	Lori Mattson	Tiffany Scott
Jennie Weber	Diana Hamilton	Michael Lee	Jamilet Nerell
Jamie Rasmussen	David Chavey-Renaud	Todd Samuel	Cynthia Garcia
Jim Smith			Jessie Cardwell
			<u>Presenters</u>
			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 from March 17, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Jamie Rasmussen moved to approve March 17, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

COVID-19 Disaster Recovery DWG Contract Extension through June 30, 2022, to the Benton Franklin Workforce Consortium – Jessie

Jessie shared that the Employment Security Department offered all local areas that did not apply for a no-cost extension the option to extend the Disaster Recovery contract from May 31, 2022, to June 30, 2022. As a reminder, the last disaster relief employment position, the Migrant Seasonal Farmworker Outreach Coordinator, ended on February 1st, and all disaster relief food distribution workers transitioned to the Community Development Block program in January. This extension will allow subrecipient staff additional time to focus on participants in need of training and wrap-around support.

After an extensive review of the remaining budget, performance deliverables, and community needs, BFWDC staff recommends extending the contract end date through June 30th for the Disaster Recovery contract to the Benton-Franklin Workforce Consortium (BFWC). If approved, the recommendation will be included in the consent agenda at the Quarterly Board Meeting on April 26th.

Jamie Rasmussen moved to approve the COVID-19 Disaster DWG Contract Extension through June 30, 2022, to the Benton Franklin Workforce Consortium as presented, seconded by Adolfo de León. Jennie Weber Abstained. Motion carried.

COVID-19 Employment Recovery DWG Contract Extension through June 30, 2022, to Career Path Services

– Jessie

Jessie shared the Employment Security Department also offered the option to extend the Employment Recovery contract to June 30, 2022. This extension will allow subrecipient staff additional time to assist permanently laid-off individuals by using the remaining funds for training and wrap-around supports.

BFWDC staff recommends extending the contract end date through June 30, 2022, for the Employment Recovery contract to the Career Path Services. If approved, the recommendation will be included in the consent agenda at the Quarterly Board Meeting on April 26th.

Adolfo de León moved to approve the COVID-19 Disaster DWG Contract Extension through June 30, 2022, to the Benton Franklin Workforce Consortium as presented, seconded by Jamie Rasmussen. Jennie Weber Abstained. Motion carried.

Economic Security for All (EcSA) - Jamilet

Jamilet shared that the EcSA is here to stay, and with the round two funds, we will be able to serve rural communities in Benton and Franklin Counties. Our main goal for round two funding is to increase employment placements leading to self-sufficiency and move families out of poverty—the timeline for this second is April 1, 2022, to June 30, 2023. Jamilet will share the performance goals next month for round two.

Community Development Block Grant (CDBG) – Jamilet

Jamilet shared we are currently working with Pasco Community Services and Second Harvest. Both agencies have been receiving funds since January of this year, and we are at 50% of our target participant placements to date. Also, we have served 18,263 low to moderate-income individuals under this project. We are at 45% of our target goal of 40,000 individuals under this category. Jamilet encouraged board members to read the performance summaries and the CDBG success story.

Outreach to Historically Disadvantaged Communities (OHDC) Together We Rise– Jamilet

Jamilet welcomed Isaac Estrada to the team as the Communications Coordinator for the OHDC-Together We Rise project. Isaac introduced himself and said he comes from a predominantly Spanish-speaking household, and in his background, he has worked with this population and cannot wait to get started.

Our Communications Coordinator, Isaac, will be researching to help identify the communication pipelines to disadvantaged communities. We know there are barriers that the urban and rural black, indigenous people of color, urban and tribal Indians, immigrants and refugees, single parents with young children, women and monolingual Spanish speakers, and other historically disadvantaged populations face when communicating and connecting to workforce development resource and services. The main focus of this project will be to connect these populations to the services that WorkSource Columbia Basin, and TC Future for Employment, and Training Resources. Isaac will be reaching out to system partners to learn about their services, outreach strategies, and develop ways to refer individuals. Feedback for this project is appreciated.

Tri-Cities Futures Update – Cynthia

Cynthia stated it was requested she provide an update on TC Futures at this meeting and will do so going forward. She will go over the TC Futures report here next time, and from now on, she will present highlights and focus less on the report but wants to explain what the numbers mean. She continued to go over the report.

Cynthia also shared that TC Futures has expanded its footprint and will be having an Open House on Friday, April 22nd, from 3:00 p.m. to 7:00 p.m.; everyone is welcome to stop by. Community resources will be there assisting youth.

Liaison Report – Jessie, Cynthia, and Jamilet

Jessie, Cynthia, and Jamilet shared details of the Liaison Report:

WorkSource Columbia Basin (WSCB)

- There is more traffic coming into WSCB, as shown by the Qtrac graph on the second page.
- Numbers are comparative to pre-pandemic levels, which is exciting.

TC Futures

- TC Futures is doing amazing with their outreach; check out the Facebook page if you haven't.
- 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 97% of the monthly total served participant target and 78% employed monthly exit target.

CDBG and EcSA

- EcSA numbers will carry on with round two of funding, and numbers will increase from there. Employment placements is a priority for the next round of funding.
- CDBG is at 45% of the target for serving low to moderate-income individuals and 50% for placement of participants, LMI targets will be added to the next Liaison report.

Jessie shared unemployment numbers are similar to last month and last year.

WorkSource Columbia Basin (WSCB) Update – Crystal

Crystal shared some of the highlights from WSCB:

- The Hanford hiring event was a huge success; 1119 of 1500 people attended, 74%.
- They continue to monitor the number of served customers as they have a 5% increase from last year as their goal.
- They have created a new workshop that intends to connect customers quickly and efficiently to the variety of services at WSCB.
- Crystal shared that WSCB is fully open, which means business as usual, still operating with 6 feet of social distancing, masks being worn during one-on-one appointments, and that they do not turn people away. There are still virtual options as well.

Cynthia added that TC Futures is fully open as well. They maintain a visitor log for contact tracing purposes, and they follow the ESD123 guidelines similar to the school districts.

Other Business - All

The two 15-second commercials developed by the WSCB Equity committee will be emailed to AEL Members after the meeting.

Next Meeting: The next Adult & Employer Linkage Committee meeting is Thursday, May 19, 2022, at 8:30 a.m. via Zoom.

Adjournment

The meeting adjourned at 9:18 a.m.

Adolfo de León, Committee Chair Date

Jessie Cardwell, Programs Coordinator Date

April 2022

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of March 31, 2022	\$432,948	\$416,065	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	191	161	187
Exits			
Total Employed Exits	62	75	105
Placement Rate	66%	85%	85%
Median Wage	\$18.67	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	24	33	41
On-the-Job Training (OJT)	0	3	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:

- Staff shared upcoming hiring events for Amazon Call Center, Packers Sanitation Services, Inc. (PSSI), and Lamb Weston with job-ready program participants through newsletters and emails.
- Staff assisted employers recruiting for hard-to-fill positions by reviewing and submitting participant resumes matching job requirements, coordinating hiring events, and providing local wage and labor market information.
- The WorkSource Columbia Basin Business Services Team (WSCB BST) provided recruitment assistance to 97 unique employers to help with their hiring needs.

Placement Rate: The placement rate will increase as participants complete their education/training goals and obtain unsubsidized employment.

ITA Training Services:

There are fourteen (14) ITA's in progress, with expected completion dates from May 2022 to June 2022.

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

Work Experience (WEX) and On-the-Job Training (OJT): Staff developed one (1) WEX to start in May and hope to transition it into an OJT opportunity upon WEX completion. Staff connects participants interested in WEX/OJT opportunities with the BST to ensure placements occur when willing employers are identified.

April 2022

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of March 31, 2022	\$617,065	\$684,738	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	132	190	223
Exits			
Total Employed Exits	58	105	134
Placement Rate	75%	85%	85%
Median Wage	\$22.11	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	39	40	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:

- Subrecipient leadership reached out to WSCB staff and partners to discuss program referrals and ways to leverage funding to increase access to services.
- Staff is focusing on targeted outreach efforts on 400-450 Benton and Franklin Unemployment Insurance (UI) recipients that received UI in the last 90 days and were laid off due to a substantial layoff or from a declining industry.
- Staff developed flyers to promote program services and in-demand training opportunities such as welding and IT courses.

Total Employed Exits:

- Staff shared upcoming WSCB hiring events for the Amazon Call Center, Packers Sanitation Services, Inc. (PSSI), Lamb Weston with job-ready program participants through newsletters and emails.
- Staff assisted employers recruiting for hard-to-fill positions by reviewing and submitting participant resumes matching job requirements, coordinating hiring events, and providing local wage and labor market information.
- The WSCB BST provided recruitment assistance to 97 unique employers to help with their hiring needs.

Placement Rate: The placement rate will increase as participants complete their education/training goals and obtain unsubsidized employment.

Individual Training Account (ITA): There are fourteen (14) ITA's in progress with expected end dates from May to June 2022.

On-the-Job Training (OJT): Staff is working with the WSCB BST to plan an open house event on May 11th to help local employers learn more about WorkSource Services available such as WEX and OJT opportunities.

April 2022

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of March 31, 2022	\$408,710	\$414,352	\$437,575
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	42	32	32
# of Participants in Training Services (excluding	15	15	15
# of Participants Placed in Disaster-Relief Employment	26	23	23
# of Participants Receiving Supportive Services	21	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 end date in the Disaster Recovery program from May 31, 2022, to June 30, 2022, has been fully executed with our subrecipient. This extension will allow staff to continue assisting participants in need of training/supportive services and fully expend the contract budget.
- Staff provided over 70 supportive services to 21 unique customers and continue to offer wrap-around support to ensure participants are successful in their re-employment goals.

Strategic Partnership:

Partnership activities focused on coordinating training start times with Opportunities Industrialization Center (OIC) and T-Enterprises Trucking School. There is a waiting list for new enrollments into Commercial Driver's License (CDL) classes due to training taking longer than four weeks to complete and delays in getting CDL permits issued to students. Staff worked with OIC and T-Enterprises to prioritize filling classroom seats when students cancel.

April 2022

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	March Quarterly Target	Total Contract
As of March 31, 2022	\$403,623	\$ 415,703	\$456,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	60	55	55
# of Participants Enrolled in Training Services (excluding OJT)	47	40	40
# of Participants Receiving Support Services	30	40	40
# of Participants entered unsubsidized employment at exit	31	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 end date for the Employment Recovery program from May 31, 2022, to June 30, 2022, was fully executed to ensure customers in need of training and supportive services obtain the assistance needed and fully expend contract funds.
- Staff is working with leadership to identify customers who have not received supportive services, and re-offer wrap-around supports based on individual needs.

Total Employed Exits:

- Staff shared upcoming hiring events for the Amazon Call Center, Packers Sanitation Services, Inc. (PSSI), and Lamb Weston with job-ready program participants through newsletters and emails.
- Staff assisted employers recruiting for hard-to-fill positions by reviewing and submitting participant resumes matching job requirements, coordinating hiring events, and providing local wage and labor market information.
- The WSCB BST provided recruitment assistance to 97 unique employers to help with their hiring needs.

April 2022

PY20 EcSA Program Performance Summary (Cumulative from April 2022-June 2023)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of April 1st, 2022	\$245,372	\$	%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	96	87	150
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	34	20	40
Exits			
Total Employed Exits (at or above \$34,480)	15	15	95
Total Employed Exits (below wage threshold)	8	n/a	n/a

Round 1

- EcSA Round 1 Contract ending March 31st 2022 was 100% expended

Round 2

- New program outcomes reflect EcSA Round 2 targets for the performance period of April 1st, 2022, to June 30th, 2023. Expenditures for April will not be available until the 20th of each month. April expenditures will be provided on the May narrative.
- Expanded area of service to Benton County (we now serve both Franklin & Benton Counties).

Total Served:

- EcSA team is working on outreach strategies to connect with Benton county potential participants through partnership with the Adult, Dislocated Worker, and TC Futures to co-enrollment into the Out of School Youth (OSY) program; specifically working with Supplemental Nutrition Assistance Program recipients (meeting 200% Federal Poverty Level Income Guidelines).
- EcSA staff had attended an open house event with partners over at TC Futures prioritizing youth, young adults, and their families to learn more about getting connected to work opportunities, work readiness services, and community resources. Other entities in attendance included Community Health Plan of WA, Goodwill, ESD123, and many more. EcSA staff were able to reconnect with certain partners and made connections needed to reinstitute the community provider meetings that were previously a success.

Total Employed Exits:

- For participants seeking to receive training assistance leading to employment placements, staff are creative in leveraging funds with other programs to fully fund services.

April 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 st , 2021	\$448,718.00	\$41,276.43	9.2%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	3	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	18,263		40,000

Outreach Efforts:

- Subrecipient leadership started attending the Food Access and Security Coalition meetings for Benton and Franklin counties. This coalition is in very early stages.
- CDBG will be presenting to the coalition in June in partnership with Second Harvest.
- CDBG will go over the grant and how it will benefit the community and Second Harvest will provide testimony on the partnership efforts through CDBG.

Participant Placements:

- Second harvest: hosting three (3) participants
 - All of the Second Harvest placements started on January 17, 2022. The Bite2Go Manager vacated their position at the end of March (Second Harvest reported to subrecipient in April).
 - Program offered to help backfill and contract again through CDBG, however, Second Harvest is still identifying need and will keep leadership posted.
- 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.



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

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Employment Security Department	12/9/2021	Government				March 2nd & 16th	800 - 900
4/6/2022: The last statewide rapid response session was held on April 6th, 2022. 32 non permanent workers attended the final session; staff was also informed that 217 of the workers had found employment within other state agencies. No surveys have been received for workers who reside in the Benton-Franklin counties.							
Columbia Pulp	2/17/2022		Dayton	Feb. 18, March 4, April 1		March 3rd & March 10th	80
4/15/2022: Staff met with Brad Papineau; an impacted worker from the Columbia Pulp layoff to discuss program enrollment and details. Customer stated that at this time program would not be something he would be interested in as he does not have any training needs or other supportive services. Staff will continue to connect with Brad to provide other services such as mock interviews, job leads, and review for program as needed.							
Lamb Weston	4/25/2022	Manufacturing		May 23rd - June 14th	N/A		625
4/25/2022: Staff was informed of annual equipment maintenance down time and received a request for onsite UI specific presentations. Due to COVID protocols WorkSource staff were informed that no in person or onsite UI sessions were being provided, staff informed Lamb Weston of this but offered to provide virtual sessions; a response has not been received from Lamb Weston regarding virtual sessions. In addition, flyers with UI information were provided to Lamb Weston as an additional resource/example of alternatives to onsite sessions. Impacted workers are estimated to be 625 with half being Spanish speaking workers, no further information was provided about the locations of the annual layoffs.							

DISASTER RECOVERY NDWG					
	Total Budget	Invoiced through 3/30/22	% Exp of March Target	% Exp of Total Budget	Contract End Date
01 OLY	\$ 566,508	\$ 276,208	49%	49%	5/31/2022
02 PACMTN	\$ 974,647	\$ 879,396	100%	90%	6/30/2022
03 NW	\$ 857,754	\$ 726,481	100%	85%	9/30/2022
04 SNO	\$ 1,069,862	\$ 574,434	66%	54%	6/30/2023
05 SEA	\$ 2,621,871	\$ 2,061,199	82%	79%	6/30/2022
06 WFC	\$ 1,100,059	\$ 641,914	81%	58%	6/30/2022
07 WSW	\$ 510,604	\$ 393,217	97%	77%	3/31/2023
08 NC	\$ 958,062	\$ 827,930	100%	86%	6/30/2023
09 SC	\$ 872,121	\$ 594,487	113%	68%	3/31/2023
10 EWP	\$ 142,648	\$ 58,211	43%	41%	5/31/2022
11 BF	\$ 589,613	\$ 505,402	98%	86%	6/30/2022
12 SPO	\$ 626,743	\$ 584,586	105%	93%	6/30/2022
ESD	\$ 1,109,508	\$ 651,974	101%	59%	6/30/2023
In Reallocation	\$ -				
TOTAL	\$ 12,000,000	\$ 8,775,438	88%	73%	

EMPLOYMENT RECOVERY NDWG					
	Total Budget	Invoiced through 3/30/22	% Exp of March Target	% Exp of Total Budget	Contract End Date
01 OLY	\$ 334,747	\$ 165,270	49%	49%	3/31/2022
02 PACMTN	\$ 1,241,411	\$ 944,572	101%	76%	6/30/2022
03 NW	\$ 883	\$ 883	100%	100%	12/31/2021
04 SNO	\$ 1,440,506	\$ 708,688	85%	49%	3/31/2023
05 SEA	\$ 1,681,136	\$ 1,181,250	74%	70%	6/30/2022
06 WFC	\$ 1,284,109	\$ 1,022,590	90%	80%	6/30/2022
07 WSW	\$ 1,080,380	\$ 614,614	84%	57%	3/31/2023
08 NC	\$ 400,000	\$ 294,120	103%	74%	6/30/2023
09 SC	\$ 720,253	\$ 542,084	90%	75%	3/31/2023
10 EWP	\$ 200,000	\$ 9,090	7%	5%	6/30/2022
11 BF	\$ 596,781	\$ 482,488	96%	81%	6/30/2022
12 SPO	\$ 1,458,816	\$ 1,146,657	96%	79%	6/30/2023
WTECB	\$ 89,810	\$ 48,090	107%	54%	6/30/2023
ESD	\$ 1,112,016	\$ 274,138	42%	25%	6/30/2023
In Reallocation	\$ 359,152				
TOTAL	\$ 12,000,000	\$ 7,434,533	83%	62%	

%Exp Target Key	Definitions
Red	High Risk- Below 50% of target
Yellow	Medium Risk- Between 50-79% of target
Green	Low Risk- 80% or above target

TOGETHER WE RISE

Outreach to Historically Disadvantaged Communities (OHDC)



Summary

Together We Rise is a new BFWDC initiative under the OHDC grant funded by Washington State Department of Commerce. With funding towards outreach, we will be utilizing resources to communicate and reach historically disadvantaged communities, connecting them to employment, training, and state and federal services. Through three phases: Research, Implementation, and development of a sustainability plan, our data driven approach will allow the BFWDC to engage with our customers and our partners; furthering our relationships with the overall community and strengthening our values of creating a prosperous and diverse local workforce.

Communities We Serve

- Urban or rural Black, Indigenous, People of Color (BIPOC) individuals
- Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, etc. (LGBTQ+) individuals, with emphasis on Black Transgender community
- Urban and Tribal Indians
- Monolingual Spanish-speaking individuals
- Single parents
- Homeless/houseless individuals
- Individuals with disabilities
- And others

STAKEHOLDERS



OUTREACH METHODS

Our outreach methods include, but are not limited to:



In order to create a data driven strategic outreach plan, our research will include collaboration with our partners to create an inclusive plan by establishing relationships and engagement with historically disadvantaged communities.

As we commit to outreach during phase 2, accessibility and transparency will be a major element as we evaluate and analyze both our processes and outcomes; ensuring that our outreach is open to all stakeholders.

Using the results from OHDC, we'll develop a sustainable outreach plan to elevate systemic transformation for our community to flourish and in an essence, we want long-lasting solutions to ensure reach for historically disadvantaged communities.

Contact us to learn more: 509.366.2091

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



Transforming the futures of youth and young adults through inclusive access to equitable and holistic services

April 2022

Traffic:	494	(Number of visits, not unique customers)
Monthly GED:	5	(Number of GEDs obtained in April)
YTD GED:	44	(Number of GEDs obtained since August)
Co-enrolled:	77	(Enrolled in both Open Doors and OSY)
Total Served:	504	(Total combined served, including exited customers)

Open Doors' numbers begin at the start of the school year calendar, August 1st. Beginning July 1st, 2022, Open Doors will begin reporting numbers aligned with OSY's program year.

Customer Profile

Profile/Challenges	Partners	Solutions
A 19-year-old homeless female enrolled at TC Futures has domestic issues with her brother, with whom she currently resides. Initially reported homelessness. No academic credential. Needs work readiness skills.	Housing Resource Center, River's Edge, Community in Schools, Open Doors, and OSY Case Managers	Assisted with emergency housing and was provided case management to find permanent housing. Now has an apartment. Also received support for utility payments. Recently disclosed episode of domestic violence involving her brother. She reported safety concerns and being overwhelmed with stress regarding her living situation.
Few resources, including no access to technology. The phone was taken by her brother, leaving her limited ability to communicate with outside support.	School District, Open Doors, and OSY Case Managers	Arranged with the school district to provide a Chromebook. Has passed 2 GED Exams and has a planned training for a career in welding. Referred to support to access a new phone independent of her brother.
Transportation issues, no vehicle or license.	OSY Program	OSY assisted with earning a driver's license. She was able to acquire a vehicle.
The customer came to TC Futures with a crisis involving violence in the home and a lack of resources.	Open Doors and OSY Case Managers	Case Managers from Open Doors and TC Futures helped her prioritize their basic needs. She was given referrals to SARC, Legal Services, and access to a phone. She was referred to counseling. She left feeling relief and a sense of hopefulness.

Customer Profile- Additional Information: This individual has several challenges to overcome in pursuing her GED and preparing for the workforce. Though she has experienced many obstacles, she continues to pursue solutions with guidance from the TC Futures team. Faced with homelessness, living in temporary housing, and experiencing violence in a place that is supposed to be a haven of safety has not deterred her from working on her personal goals. Like most of our customers, she lacks guidance or help from natural support. TC Futures has become a place where she has been able to find the assistance she needs to focus and prioritize her needs to stay the course.

As a demonstration of true teamwork, each case manager has contributed their expertise in navigating community support available to her. Despite the uneven playing field, she has managed to keep her footing and, with the help of this team, has made numerous gains. This takes guts, courage, and stamina.

Partnerships

- **Legal Counsel for Youth and Children (LCY):** Submitted a grant to Building Changes in partnership with ESD 123. This grant will provide FTE Support for a Youth Engagement Team (YET). The proposed YET will consist of an attorney and case manager to support youth who are facing issues of homelessness. If awarded, the grant will fund a .5 FTE for ESD 123 to provide the case management services. Notification of award will occur June 3rd with an implementation date of July 1st. LCYC is the applicant. ESD 123 will be the sub-recipient if awarded.
- **Department of Human Services-** ESD 123 is contracting for support service dollars earmarked to end homelessness. A .5 FTE will be designated to assist with emergency housing and related support services. Tentative roll out date is June 1st.
- **Job Corps-** Is seeking a replacement employee. Once hired, we will revisit negotiating rent.
- **Community Health Plan of Washington (CHPW)-** Continues to sponsor events such as GED graduation. They sponsored a photo booth for graduation (a BIG HIT), which 81 people attended. In addition, the CHPW team aids with engaging customers in health care, assisting with applications for Medicaid, and scheduling appointments. We continually search for opportunities to expand our partnership, keeping our eye on our mission to *allow inclusive access to equitable and holistic services*.
- **WorkSource Columbia Basin-** Out-of-School Youth Staff has been promoted to Lead Practitioner and has joined the WSCB Business Team for the Entry Level Business Sector creating more opportunities to host workshops and hiring events.

Events

- TC Futures hosted 37 Students from Kennewick School District in partnership with the Migrant Education Program. Staff facilitated a workshop covering the topic "How to find your dream job when you don't know what you want to do" and an overview of services available to customers through TC Futures.
- **Equal Opportunity Monitoring:** Local and State Equal Opportunity Officers completed their monitoring review of TC Futures. They conducted a facility walkthrough and interviewed staff and customers to ensure compliance with the equal opportunity and nondiscrimination requirements.
- **TC Futures 101 in-Person Sessions:** Staff provides an in-person overview of resources that customers have access to through TC Futures; this has resulted in additional referrals to the program. In April, there were eight attendees and three enrollments.
- **TC Futures Open House:** The open house was well attended by community partners and was a successful networking opportunity.

Center Updates

- We are getting the second testing room approved by Pearson Vue, the room is set up, and we are waiting for approval. This will double our testing capacity.
- **Benton-Franklin Workforce Development Council-** Provided TC Futures with funding to install 2 paneled workspaces to allow for more private meetings between staff and customers. Installation is expected on June 10th. Thank you, BFWDC!

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

April 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: 646 (-557)
Total Staff Assisted Services to Job Seekers: 1640 (-1011)
Unique Number of Businesses Served: 100 (+11)
Staff Provided Business Services: 180 (+24)

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: 494 (-39)
TC Futures Total Youth Enrolled (YTD): 504 (+97)
Out-of-School Youth (OSY) Program (YTD): 211 (+14)
Co-enrolled in Both Programs: 77 (+4)
Total Youth attained GED: 44 (+5)
Total OSY Employed and/or Post-Secondary Exits: 79 (+4)

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): 636

Monthly-to-Date Target: 643 (99%)

Total Employed Exits (YTD): 249

Monthly-to-Date Target: 331 (75%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 96

Monthly-to-Date Target: 87

Total Employed Exits: 15

Monthly-to-Date Target: 15

Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

LMI Served: 18,263
(Low-Moderate Income)

Program Target: 40,000

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 (March)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.4%

Franklin County Unemployment: 7.4%

Tri-Cities Employment (March 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	119800	700	1%	5,800	5%	115%
Total Private	100900	700	1%	5,000	5%	123%
Goods Producing	19000	400	2%	900	5%	113%
Mining, Logging, and Construction	10600	300	3%	100	1%	100%
Manufacturing	8400	100	1%	800	11%	150%
Service Providing	100800	300	0%	4,900	5%	115%
Private Service Providing	81900	300	0%	4,100	5%	124%
Trade, Transportation, Warehousing and Utilities	20600	100	0%	500	2%	187%
Retail Trade	14100	100	1%	500	4%	163%
Financial Activities	4300	-	0%	500	13%	100%
Professional and Business Services	21700	(300)	-1%	800	4%	167%
Administrative and Support Services	11900	-	0%	700	6%	367%
Educational and Health Services	18900	200	1%	400	2%	155%
Leisure and Hospitality	12100	300	3%	2,000	20%	105%
Food Services	9900	300	3%	1,800	22%	130%
Government	18900	-	0%	800	4%	45%
Federal Government	1100	-	0%	(100)	-8%	100%
Total State Government	3000	100	3%	400	15%	0%
Total Local Government	14800	(100)	-1%	500	3%	67%

Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 5/10/22	176	112	681	151	3674	3023

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
Customer Enrollments	8	2	8	3

- The Equity Committee launched an ad campaign via television/streaming media and newspaper to better engage Spanish speaking community members. This campaign started in April and will run through July on Telemundo/Fox and Tu Decides.
- The WSCB Business Services team is planning the second WorkSource Open House, which will feature services available to help local business save money. This event is also a great opportunity for networking.
- Review: "Thank you for giving me a mock interview with Hanford employers. It helped me prepare for the interview prior to real one. I obtained employment with the employer and thank you all that helped."

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

Questions about this report?
Contact David Chavey-Reynaud
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Email: dchavey@bf-wdc.org

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



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WorkSource Operator Report

Benton Franklin Workforce Consortium

April 2022

April Highlights:

- The Equity Committee launched an ad campaign via television/streaming media and newspaper to better engage Spanish speaking community members. This campaign started in April and will run through July on Telemundo/Fox and Tu Decides.
- The WSCB Business Services team is planning the second WorkSource Open House, which will feature services available to help local business save money. This event is also a great opportunity for networking.

WorkSource Site Operations:

Customer Counts 4/1-4/30/2022		
Total Staff Assisted Seekers	646	
Total Staff Assisted Services	1640	
Unique Number of Businesses Served	100	
Staff Provided Business Services	180	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	16	13
Employee Training Assessment, referral, enrollment, etc.	23	10
Other Employer outreach visit, marketing business services, etc.	81	58
Recruitment Hiring events, referrals, etc.	59	33
Wage & Occupation Information Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (5/10/22).

April 2022 Customer Feedback:

- 54 survey responses received via Survey Monkey and QTRAC (8% response rate):
 - Of the customers who responded, 98% would refer family and friends
 - Top 3 services received: job search, training, and workshop



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- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 35 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Thank you for giving me a mock interview with Hanford employers. It helped me prepare for the interview prior to real one. I obtained employment with the employer and thank you all that helped.”
 - “I have had a great experience at WorkSource. The strategies for Success classes are a great tool to get ready for the job market. Olivia is a great teacher. My job coach Marissa is also very supportive and helpful.”
 - “You guys do amazing work here and I am so thankful for all the services you provide. You are all very helpful and I am glad that you are here to help those of us that need it.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in April to be addressed in April:
 - “When doing mock interviews it would be helpful if they gave us a print out of the interview questions.”
 - “Would be nice to have job fairs back in person.”

Service Delivery

- Local EO monitoring activities were completed successfully in April, including staff and customer interviewing, a facility walkthrough, and completion of the ADA checklist. Per our Local EO Officer, Cynthia Garcia: “...interviews went great. All staff interviewed were knowledgeable about EO Requirements and demonstrated that they are well prepared to provide accessible service.”
- State Monitors conducted onsite monitoring at the end of April. An official state monitoring report will be shared in May.
- The WSCB Leadership team attended a demo with Unite Us to learn about a referral platform for connecting customers to resources in the community. The team will discuss further to determine if the tool may be a solution for connecting customers with community partners.

Career Services:

- During the month of April the Front End Services Team hosted a total of 249 one-on-one appointments and 640 walk-ins for a total of 909 customers served one-on-one.
- We saw two new “Grow with Google” enrollments during the month of April. One customer signed up for Project Management and the other of Data Analytics. Here is our current customer engagement in the pilot to date:

2/1-4/30/22	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	8	2	8	3



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- We continue to provide customers with access to LinkedIn Learning to support their employment and training needs, including polishing of existing hard and soft skills, as well as acquisition of new ones. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 5/10/22	176	112	681	151	3,674	3,023

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:

- The Business Services Team continues to collaborate with businesses to determine current needs, including hiring, and to work with community partners to support those needs. Examples include the upcoming Virtual Healthcare Job Fair and WorkSource Open House.
- Several onboarding sessions were hosted for new hires of Simplot. Facility space and technology were used to assist in onboarding monolingual Spanish Speaking employees.
- The team continues to pilot use of a LinkedIn social media page in an effort to engage employers and connect them to the local labor force. This pilot will be evaluated in June to determine if efforts are having the intended impact.
- Upcoming Events –
 - All Ways Caring Hiring Event: 5/4 from 10am –4pm
 - WorkSource Open House: 5/11 from 2-3:30pm
 - Newhouse Veteran's Job Fair: 5/21 from 12-4pm
 - Virtual Healthcare Job Fair: 6/1 & 6/2 from 10am-1pm

Community Connections:

- 4/2: A 16-week campaign with Tu Decides, a bilingual newspaper, began on 4/2 and will run through 7/16/22. Ads will alternate between digital media and print with the intent of engaging Spanish speaking community members in WorkSource & TC Futures services.
- 4/5: Attended the Virtual Services Collaborative, a statewide forum for sharing best practices and needs in virtual service delivery. The focus of the call was data and virtual services.
- 4/5: Connected with Rafael Colon, Business Outreach Manager with ESD, to discuss options for an upcoming Spanish Radio pilot with Eagle Media. Additional information needed before launching; pilot to inform whether a one-year contract will meet outreach need.
- 4/13: The Equity Committee premiered the two-15 second commercials which will air on Telemundo/Fox 4/18-7/31/22 as part of our campaign to better engage Spanish speaking community members in WorkSource & TC Futures services.
- 4/21: WSCB team members attended the Kennewick School District Conferences to connect with parents who may benefit from employment and training services.



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- 4/22: WSCB joined TC Futures for their Open House/Migrant Outreach Resource night to provide resources to students at risk of disengagement from school and their families to learn about resources in the community.
- 4/29: Connected with Roddie Markel, Referral Specialist with Compass Career Solutions to identify ways we may partner to benefit mutual customers who are in need of more intensive employment/training supports but do not qualify for case management services at WSCB.
- The WSCB Outreach group evaluated existing methods of outreach and is working to identify new and creative ways to engage customers who may benefit from our services. In alignment with our certification goal to increase engagement, this group will continue to monitor customer traffic to increase awareness and engagement with community members who may not be knowledgeable of the resources available to them or are not yet receiving them.
- 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.
- To increase visibility of outreach opportunities for the full system partnership, our Migrant Seasonal Farmworker Outreach Specialist has added outreach opportunities to a weekly Agricultural Sector email she sends.
- Upcoming event – NEW:
 - Celebrando a Los Trabajadores Agricola (Celebrating Agricultural Workers): 5/11/22 from 4-7pm; this is a new event in our community and is being hosted by WSCB, Goodwill, and the Pasco School District. Dinner and Kona Ice will be served, there will be live entertainment, and community resource providers will also be onsite to celebrate the contributions of agricultural workers in our local area, including a COVID-19 vaccination clinic.

Staff Training & Development:

Training/Development Attended:

- 4/6: Cross training – EcSA; March Customer Feedback Improvements
- 4/20: Community Partner Cross training – Compass Solutions; March Data Review
- 4/27: Committees & Working Groups at WSCB; Connecting Customers to LiL; WSCB Updates; Staff Engagement Survey

Upcoming Training/All Staff Meetings:

- 5/4: Cross training – BFET; April Customer Feedback Improvements; WSCB Updates
- 5/11: Dignity of Work Job Readiness Training; Equity Committee – Readiness to Serve
- 5/18: Cross training – WorkFirst; April Data Review

Facilities:

- 4/19: Offsite storage inventory was reviewed and a request for a smaller unit made.

Respectfully submitted by C. Bright on 5/10/22