



Adult & Employer Linkage Committee Meeting

October 21, 2021 at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** - Adolfo de León
2. **Welcome & Roll Call** - Jamilet
3. **Approval of Committee Minutes**
 - Adult & Employer Linkage - September 16, 2021 (Needs a vote)
4. **Election of Committee Chair(s)** (Needs a vote)
5. **Benton-Franklin Workforce Development Council (BFWDC) Highlights**
 - PY21 Department of Labor (DOL) Disaster/Employment Recovery Monitoring Visit – Diana
 - Disaster and Employment Recovery Updates - Diana
 - Economic Security for All (EcSA) - Jamilet
6. **Liaison Report** - David Chavey-Reynaud
7. **WorkSource Columbia Basin (WSCB) Update** - Crystal Bright
8. **Childcare Aware** - Suzanne Suyama
9. **Other Business**
10. **Next Meeting**
 - Adult & Employer Linkage Committee - Thursday, November 18, 2021, at 8:30 a.m. on Zoom
 - Executive Board Meeting - Tuesday, October 26, 2021, at 3:00 p.m. on Zoom
 - Full Quarterly Board Meeting - Tuesday, October 26, 2021, at 4:00 p.m. on Zoom
11. **Adjournment**

Attachments

- Adult & Employer Linkage Minutes - September 16, 2021
- Adult, Dislocated Worker, PY19 Rapid Response, Disaster Recovery, Employment Recovery, Economic Security for All, and Community Development Block Grant Program Performance Summaries – September
- Layoff Profile – September
- Liaison Report – September
- WSCB System Coordinator Report – September
- Childcare Aware Presentation – PowerPoint Slide

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

September 16, 2021, at 8:30 a.m.

Zoom

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

Call to Order

Melanie started the meeting by welcoming everyone and called the meeting to order at 8:33 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 August 19th, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve August 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

Program Highlights

PY21 State Monitoring Schedule Updates-Diana

Diana announced that the state monitoring visit scheduled for next month during the week of October 4, 2021 has been rescheduled for May 23 -27, 2022. Rescheduling gives the BFWDC and subrecipient staff more time to ensure participant files are compliant with the federal, state, and local policies and data element validation requirements. We still don't know if it's going to be an in-person or virtual visit.

Washington Integrated Technology (WIT) Replacement Updates – Diana

Diana provided an update on the Washington Integrated Technology (WIT) replacement sessions that BFWDC staff have attended. Last month, we talked about how all 12 WDC's are working with the Athena group to develop an operating framework to acquire a new case management system to replace Efforts to Outcomes (ETO) and the WorkSourceWA. The first session was last week, and the group identified and agreed upon the factors needed to support a constructive and productive meeting, and then we reviewed the working agreements. During the second session, which was yesterday, the group brainstormed the challenges that might come up during the decision-making process. It was encouraging to hear everyone agree that we need to have the right people at the table when final decisions are made. That was a key piece that was missing when ETO was implemented. Diana will continue to provide you with updates as we progress with this project.

Crystal Bright thanked the BFWDC for ensuring that when the conversation around the new MIS happens, we support having the right people at the table.

PY21 WIOA Adult & Dislocated Worker/Rapid Response Contract Updates - Diana

Diana provided an update on the status of the PY21 Adult and Dislocated Worker contracts. They have been thoroughly reviewed and were approved by the Benton County Deputy prosecuting attorney this last Tuesday. We continue with the required signature process and hope to have fully executed contracts sometime in October.

PY21 Subrecipient Strategic Plan – Diana

Diana spoke about the strategy that our subrecipient is working on to increase training and employment opportunities for our program participants. They are working to coordinate training cohorts around pre-planned Business Services hiring events. This strategy entails that every participant who goes through cohort training will be given access to guaranteed job interviews after completing training. The plan is to schedule core training sessions that are completed before the pre-planned hiring events. Then the employment specialists ensure each participant has a resume and cover letter in hand and provides mock interviews before scheduling interviews with the employer. The industries that staff is targeting are healthcare, construction, Commercial Drivers License (CDL), transportation, and welding. We will report out on the outcomes of this strategy once it has been implemented.

Diana encouraged members to review the Performance Summaries in the meeting packets to find more programmatic details for the Adult, Dislocated Worker, Rapid Response, Disaster and Employment Recovery programs.

Economic Security for All - Jamilet

In terms of monitoring: scheduled for May 2022, the EcSA program may or may not be monitored. As of the last program monitoring, the State Monitoring team concluded all programmatic, administrative, and fiscal monitoring. However, EcSA is not a formula grant but a discretionary grant, monitoring (inclusive of programmatic, administrative, and fiscal elements) happens once in the life of a discretionary grant. As you know, EcSA has been awarded the second round of funding starting in April 2022. Depending on how long the new contract funding takes to process and execute, we may or may not be monitored. We will be starting a new grant cycle in April of next year, therefore should EcSA not be monitored in May 2022, we will be in 2023.

An update on the Participant survey from evaluation team Social Policy Research Associates: as discussed last month, the Second Phase of EcSA Evaluation includes the execution and dissemination of Participant Exit Survey (only for participants completing the program) to all the 4 EcSA pilot program participants (these are active participants). The SPS team has let us know that we should be receiving the final survey draft by the end of Sept. They then will have the EcSA pilot sites use the survey for 1 quarter (October – December). In January, they will analyze the feedback gathered, convene with the EcSA pilot sites, and modify the survey based on feedback to later launch this to all the EcSA programs across the state and then all the other WDCs will be joining Phase 2 of the evaluations. The other WDC are currently in Phase 1, which includes site interviews, and other one-on-one check in with the SPR team.

Community Development Block Grant - Jamilet

We submitted our first A-19 (invoice) to the Department of Commerce. Jamilet mentioned this because, with this grant, the BFWDC has been exposed to a new online platform where programmatic and fiscal activities are recorded and submitted for review and approval.

Jamilet pointed out that CDGB is collaborating with Disaster Recovery to ensure we are not duplicating services at the same food distribution sites. The next step is to continue exploring additional "food site distributions" that meet the program eligibility. For the next months, the BFWDC will focus on creating new partnerships in our community, strategic outreach while continuing working with the Disaster Recovery program to assist when they no longer have the resources to pay participant wages.

Jamilet encouraged members to review the attachments in this meeting packet to find more programmatic details for EcSA and CDBG.

Liaison Report – David

David explained that the August liaison report had a new element; a month-over-month change represented red for decline and green for incline. These changes are largely seasonal and year-over-year; you can see patterns for our area. There is still a strong showing in Benton and Franklin in terms of recovery; the percentage change from this year compared to last year is 135% to 219%.

In total, staff assistance to jobseekers and staff assisted services to job seekers; there is a small decline compared to 2019 or pre-pandemic levels. It's down 9%, or down 2% in total staff-assisted services. We are still significantly up in our business services. In 2020, we served 48 unique businesses, and in 2021, we have served 201. That's an increase of 319%, and in 2019, we only served 56, so it's an increase of 259% from there.

The WIOA numbers have dropped back down as we've restarted the program year. The total participants served and total employed exits are now significantly lower than where they were in June as we have restarted the program year. Families Forward Washington was replaced with the Community Development Block Grant.

The unemployment rate has dropped significantly compared to last year, even last month. Even pre-pandemic levels were at 4.5% unemployment in Benton County, 4.9 and Franklin compared to 2019, that was at 5.2 and five or by 5.2 and 5.8 respectively, we are doing well with jobs right now, even if you compare it to COVID-19.

The COVID-19 job recovery charts there at the bottom; we have dropped a little bit there. If you remember from our July liaison report, we had that number at 108%. I've been using the most up-to-date ESD numbers, which ESD always releases kind of a preliminary estimate for the month, and then they solidify or adjust those figures the following month. So the previous month wasn't sitting at 108. It was sitting at 98%. So the swing I just wanted to assure everybody is not a full 16 percentage points; it is just six. Starting next month, we really should start seeing much more stable numbers.

WorkSource Update – Crystal

Crystal highlighted that the business services team continues to knock it out of the park in terms of working with businesses, engaging them, and increasing engagement over the year. At the top of the Worksource operator report, you will see some statistics around the August virtual job fair, which had an attendance rate of 75%. Anything over 50% is generally considered excellent. There was a slight decrease in numbers of job seeker customers in August. We are not entirely sure at this point exactly why that occurred. But there is an increase in walk-in traffic. The word is getting out as we are continuing to do outreach into the community and attend some of the events like the Hapo back-to-school bash in early September. It's been a long time that our doors were closed, and even though we were available virtually, being able to reintroduce ourselves and remind the community of the resource that they have right here is important.

Crystal also highlighted the new scheduler that was procured by the state, called Qtrac. WorkSource Columbia Basin (WSCB) has been learning how to use it. It was implemented at WSCB in early August. Right now, the staff is making the appointments for customers as they're reaching out to us and tracking our in-person appointments through that. Other functions of Qtrac include tracking wait time, attendance rates serving of customers, and other unique features. will be a feature for the public to be able to book their own appointments online.

Todd asked if Crystal could give some feedback around what businesses are saying about the cost versus the benefit of participating in these job fairs. Are businesses communicating if they think it's worth the time and effort to participate in these job fairs? And it's working, or it's not working?

Crystal responded by stating the feedback that they have received has been mostly positive. There is a need to start looking at what a hybrid job fair might look like to create accessibility for businesses and job seekers. In terms of Brazen and usability, most of that feedback has been positive. The business service team makes the practice of following up with business customers, as they're holding these events and post events, to gather more information and make changes in real-time.

Kayci Loftus added to Crystal's response by stating, the virtual job fairs have been successful as the only means available to customers. There is an interest in employers gaining access to our brick and mortar by coming into WSCB, or TC futures, where they can engage with customers face to face. One positive outcome in the last two weeks is a business services representative brought a healthcare employer to TC Futures. While the customer draw was low, they hired two individuals after meeting with them in person.

Crystal added that since the reopen, one local business didn't have an onsite hiring space or interviewing space. WSCB accommodated that business with a space safely.

Childcare Aware - Jamilet

At the next AEL meeting, we will have a guest speaker, her name is Suzanne Suymaya, and she represents Childcare Aware. She has worked with WSCB and the EcSA program to provide services for parents seeking childcare opportunities as they continue their journey to employment. She will provide a quick overview of her agency, the resources they provide, and a summary of a study that her agency conducted recently to identify the impacts of COVID on childcare services in our area.

Other Business

Melanie Olson- At the outpatient or the Counseling Center, the inpatient psychiatric unit, the crisis triage facility, and all the outpatient services, we are at about a 26% vacancy rate for employees. The positions posted are entry-level, and our challenge is competing with places like McDonald's for entry-level jobs that could lead into careers and even with a sign-on bonus, or raising some of those wages. They offer benefits even with part-time employment, all the way up through health insurance. Health care across the board, not just nursing but all the support positions, is becoming critical. She wanted to make everybody aware that that's what's happening in health care. She is hoping to partner and bring some of those workers looking for new careers and meaningful jobs.

Tiffany asked to clarify what entry-level meant for Melanie's positions. Are there any prerequisites or certifications that are required? A certain level of education like a GED or high school diploma? Can you speak a little bit about that?

Melanie responded with, the entry-level positions there are background checks, because we work for a hospital system, and so no sex offenders, no Class B. and above felonies, GED preferences, high school diploma or bachelor's degree in some point. These jobs are the jumping-off points for long-term work in mental health. Most people who come to Lourdes end up staying there, getting their clinical skills at places like Cullum House or Transitions, and then moving on. However, they have had positions open for several weeks now, and are not getting applicants.

Tiffany said that was helpful and lets us think on potentially what target audience within our job seeker pool of candidates we can maybe encourage to apply or explore the application process.

Melanie added if there is anybody interested in the field of mental health and wants to talk about the field of mental health to gain a better understanding, she is happy to come out and talk with people. She would rather people be informed before starting work.

Diana added that our programs have staff who set up meetings with employers to understand their hiring requirements better and suggested setting up a time to discuss partnering.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, October 21, 2021, at 8:30 a.m. on Zoom.

Adjournment
With no further business, the meeting adjourned at 9:16 a.m.

| | | | |
|---------------------------|---------------|--|---------------|
| _____ Meeting Co-Chair | _____ Date | _____ Jessie Cardwell, Programs Coordinator | _____ Date |
|---------------------------|---------------|--|---------------|

September 2021

| PY21 Adult Program Performance Summary (Cumulative) | | | |
|--|-----------------|------------------------|----------------|
| Program Expenditures | YTD Spent | YTD Target | Total Contract |
| As of August 31, 2021 | \$64,220 | \$81,922 | \$653,380 |
| Enrollments | Actual Outcomes | Monthly to Date Target | Annual Target |
| Total Served | 88 | 86 | 187 |
| Exits | | | |
| Total Employed Exits | 22 | 15 | 105 |
| Placement Rate | 85% | 85% | 85% |
| Median Wage | \$15.17 | \$15.00 | \$15.00 |
| Training Services | | | |
| Individual Training Account (ITA) | 3 | 11 | 41 |
| On-the-Job Training (OJT) | 0 | 0 | 4 |
| Work Experience (WEX) | 1 | 0 | 4 |
| Entrepreneurial Training | 0 | 0 | 1 |

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

Program Expenditures: Subrecipient staff continues to enroll customers and offer WEX, OJT, ITA, and wrap-around supports to help customers skill up and be successful in employment.

Training Services (ITA's):

- There are twelve (12) ITA's in progress, with expected completion dates in October 2021-December 2021.
- Subrecipient staff is working with training providers to uncover new training facilities for Nursing Assistant Certified (NAC) testing and assisting participants with transportation expenses to test in Spokane and Ellensburg facilities to prevent delays in attaining credentials.
- Subrecipient staff is working with training providers to help participants find the earliest dates for Commercial Driver's License (CDL) testing to avoid delays in receiving credentials.
- Subrecipient staff is looking for additional CDL training providers to meet customer demand and increase customer choice options. Staff connected with the GMC Training Institute in Grandview to inquire about training costs and class schedules.

September 2021

| PY21 Dislocated Worker Program Performance Summary (Cumulative) | | | |
|--|-----------|-----------------|----------------|
| Program Expenditures | YTD Spent | YTD Target | Total Contract |
| As of August 31, 2021 | \$115,039 | \$141,120 | \$977,277 |
| Enrollments | Actual | Monthly to Date | Annual Target |
| Total Served | 61 | 65 | 223 |
| Exits | | | |
| Total Employed Exits | 6 | 12 | 134 |
| Placement Rate | 77% | 85% | 85% |
| Median Wage | \$25.00 | \$19.00 | \$19.00 |
| Training Services | | | |
| Individual Training Account (ITA) | 6 | 12 | 50 |
| On-the-Job Training (OJT) | 0 | 0 | 4 |
| Entrepreneurial Training | 0 | 0 | 1 |

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

Program Expenditures: Subrecipient staff continues to enroll customers and offer WEX, OJT, ITA, and wrap-around supports to help customers skill up and be successful in employment.

Total Served:

- The vacant Intake/Referral Coordinator position has been backfilled to ensure customers can quickly access the services they need.
- Subrecipient staff participated in the HAPO Back-to-School Bash (300 families attended), Resource night at Vista Elementary in Kennewick (30-40 families attended), and Fiesta Foods Pop-Up Vaccination Clinic to distribute flyers promoting WSCB services.

Total Employed Exits:

- WorkSource Columbia Basin (WSCB) held in-person and virtual Transportation and Warehousing job fairs.
 - Simplot and Walmart attended the in-person event. Thirteen (13) job seekers attended, with four (4) receiving job offers at Walmart and two (2) interviewing at Simplot.
 - FedEx, Pasco School District, Phoenix Processor LP, Reser's Fine Foods, Tyson, and Semios, attended the virtual event. Nineteen (19) job seekers attended, with one (1) receiving an interview and seven (7) were moved for further screening.
- The Business Services Team and subrecipient staff assisted Columbia Construction, G2 Construction, Tri-Cities Licensing, PPSI, Walmart-Kennewick, Connell Sand and Gravel, Dollar Tree, YMCA, Boys and Girls Clubs, and Home Care Solutions with their recruitment needs. This effort resulted in four (4) participants receiving job offers.
- WSCB staff referred 45 candidates to Premier Blue Cross to assist with their hiring needs of 250 people.

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

Training Services (ITA's):

- Nineteen (19) ITA's are in progress with expected completion dates in October 2021 - January 2022.
- Subrecipient staff is working with training providers to uncover new training facilities for NAC testing and assisting participants with transportation expenses to test in Spokane and Ellensburg facilities to prevent delays in attaining credentials.
- Subrecipient staff is working with training providers to help participants find the earliest dates for CDL testing to avoid delays in receiving credentials.

September 2021

| PY19 Rapid Response Program Performance Summary (Cumulative from July 1, 2019, through December 31, 2021) | | | |
|--|-----------------|------------------------|----------------|
| Program Expenditures | YTD Spent | YTD Target | Total Contract |
| As of August 31, 2021 | \$239,384 | \$259,679 | \$271,309 |
| Enrollments | Actual Outcomes | Monthly to Date Target | Annual Target |
| Total Served | 59 | 65 | 65 |
| Exits | | | |
| Total Employed Exits | 32 | 47 | 47 |
| Placement Rate | 77% | 85% | 85% |
| Median Wage | \$27.23 | \$19.00 | \$19.00 |
| Training Services | | | |
| Individual Training Account (ITA) | 22 | 27 | 27 |

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

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

Total Served:

- Subrecipient staff monitor media outlets such as local news articles for potential layoffs and receive Worker Adjustment and Retraining Notifications (WARNs) to offer services.
- Subrecipient staff participated in the HAPO Back to School Bash (300 families attended), Resource night at Vista Elementary in Kennewick (30-40 families attended), and Fiesta Foods Pop-Up Vaccination Clinic to distribute flyers promoting WSCB services.

Total Employed Exits:

- WSCB held in-person and virtual Transportation and Warehousing job fairs.
 - Simplot and Walmart attended the in-person event. Thirteen (13) job seekers attended, with four (4) receiving job offers at Walmart and two (2) interviewing at Simplot.
 - FedEx, Pasco School District, Phoenix Processor LP, Reser's Fine Foods, Tyson, and Semios, attended the virtual event. Nineteen (19) job seekers attended, with one (1) receiving an interview and seven (7) were moved for further screening.
- The Business Services Team and subrecipient staff assisted Columbia Construction, G2 Construction, Tri-Cities Licensing, PPSI, Walmart-Kennewick, Connell Sand and Gravel, Dollar Tree, YMCA, Boys and Girls Clubs, and Home Care Solutions with their recruitment needs. This effort resulted in four (4) participants receiving job offers.
- WSCB staff referred 45 candidates to Premier Blue Cross to assist with their hiring needs of 250 people.

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

Training Services (ITA's):

- Three (3) ITA's are in progress with expected end dates in October 2021 - November 2021.
- Subrecipient staff is working with training providers to uncover new training facilities for NAC testing and assisting participants with transportation expenses to test in Spokane and Ellensburg facilities to prevent delays in attaining credentials.
- Subrecipient staff is also working with training providers to help participants find the earliest dates for CDL testing to avoid delays in receiving credentials.

September 2021

| Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022) | | | |
|--|------------------|----------------------|----------------|
| Program Expenditures | YTD Spent | YTD Quarterly Target | Total Contract |
| As of August 31, 2021 | \$194,697 | \$230,906 (Sept.) | \$424,000 |
| Performance Factors | Actual Outcomes | YTD Target | Annual Target |
| Total Served | 33 | 30 | 32 |
| # of Participants in Training Services (excluding | 10 | 8 | 15 |
| # of Participants Placed in Disaster-Relief Employment | 24 | 18 | 23 |
| # of Participants Receiving Supportive Services | 13 | 18 | 25 |
| # of Participants entered unsubsidized employment at exit | 16 | 7 | 22 |

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

Program Expenditures:

The Disaster Recovery contract modification was executed in August to better align the budget to meet the needs of our customers by shifting funds to provide 5 additional training opportunities and increase support services.

Number of Participants Receiving Supportive Services:

Subrecipient leadership did a deep dive into participants who had not received a supportive service since enrollment, and employment specialists contacted these participants to identify potential needs. Leadership plans to conduct a support service refresher training in October to ensure employment specialists continually inform participants of support services available to assist them while participating in program activities.

Participant Success Story:

Emily, 45, entered the Disaster Recovery Program after a substantial layoff from the Keg House due to the COVID-19 shutdown, where she had worked as a bartender for 15 years. Emily was looking to change career pathways and requested assistance with funding for Phlebotomy training. After completing training, she applied for her phlebotomy license. Due to a backlog at the Department of Health, there is a long wait for licenses to be approved. Emily took a temporary disaster relief position as a Cleaner/Screeners at WSCB to help pay her bills while waiting for her license. Her tasks included helping with screening customers for COVID-19 symptoms, verifying appointments, cleaning/sanitizing of spaces after customer use, and ensuring customers followed required safety measures. Emily discovered she wanted to continue her education and become a certified Emergency Medical Technician (EMT). Emily needed benefits and a schedule that worked with her EMT classes while waiting to receive her license. Emily's employment specialist provided employment coaching and referrals to assist her in obtaining employment. Emily was offered full-time employment with Red Apple grocery store on August 30th as a Customer Service Representative earning \$15.00 per hour. Health benefits are available after 90 days, and a 401K after one year of employment. Red Apple is willing to accommodate Emily's schedule so she can attend EMT classes.

September 2021

| Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022) | | | |
|--|-----------------|----------------------|----------------|
| Program Expenditures | YTD Spent | YTD Quarterly Target | Total Contract |
| As of August 31, 2021 | \$189,129 | \$256,578 (Sept.) | \$446,253 |
| Performance Factors | Actual Outcomes | YTD Target | Annual Target |
| Total Served | 40 | 45 | 55 |
| # of Participants Enrolled in Training Services (excluding OJT) | 25 | 20 | 38 |
| # of Participants Receiving Support Services | 11 | 30 | 40 |
| # of Participants entered unsubsidized employment at exit | 11 | 24 | 44 |

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

Program Expenditures:

Subrecipient leadership is recruiting to fill an Employment Specialist position to focus primarily on Employment Recovery enrollments and program activities to increase expenditures.

Total Served:

- Subrecipient staff monitor media outlets such as local news articles for potential layoffs and receive Worker Adjustment and Retraining Notifications (WARNs) to offer services.
- Subrecipient staff participated in the HAPO Back to School Bash (300 families attended), Resource night at Vista Elementary in Kennewick (30-40 families attended), and Fiesta Foods Pop-Up Vaccination Clinic to distribute flyers promoting WSCB services.

Number of Participants Receiving Support Services:

Subrecipient leadership did a deep dive into participants who had not received a supportive service since enrollment, and employment specialists contacted participants to identify potential needs. Leadership plans to conduct a support service refresher training in October to ensure employment specialists continually inform participants of support services available to assist them while participating in program activities.

Total Employed Exits:

- WSCB held in-person and virtual Transportation and Warehousing job fairs.
 - Simplot and Walmart attended the in-person event. Thirteen (13) job seekers attended, with four (4) receiving job offers at Walmart and two (2) interviewing at Simplot.
 - FedEx, Pasco School District, Phoenix Processor LP, Reser's Fine Foods, Tyson, and Semios, attended the virtual event. Nineteen (19) job seekers attended, with one (1) receiving an interview and seven (7) moving to further screening.
- The Business Services Team and subrecipient staff assisted Columbia Construction, G2 Construction, Tri-Cities Licensing, PPSI, Walmart-Kennewick, Connell Sand and Gravel, Dollar Tree, YMCA, Boys and Girls Clubs, and Home Care Solutions with their recruitment needs. This effort resulted in four (4) participants receiving job offers.
- WSCB staff referred 45 candidates to Premera Blue Cross to assist with their hiring needs of 250 people.

September 2021

| PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022) | | | |
|--|-----------------|------------------------|----------------|
| Program Expenditures | Budget Total | Contract Spent | % Spent |
| As of August 31, 2021 | \$700,000.00 | \$545,655.73 | 78.0% |
| Enrollments | Actual Outcomes | Monthly to Date Target | Program Target |
| Total Served | 63 | 80 | 138 |
| Training Placements | | | |
| Participants placed in subsidized training (for employment at or above \$34,480) | 17 | 20 | 30 |
| Participants continuing subsidized training at grant conclusion | N/A | N/A | 20 |
| Exits | | | |
| Total Employed Exits (at or above \$34,480) | 13 | 50 | 95 |
| Total participants entering employment above \$34,480 or continuing training at grant conclusion | N/A | N/A | 115 |

Total Served/Enrollment- Continued outreach partnerships and campaigns to increase enrollments include the following:

- Department of Social Health Service Outreach Partnership: The cold-call partnership continued to go strong into September. In total, 19 individuals have been referred to the EcSA program. This activity led to a handful of individuals expressing interest in the program for services. New outreach material has been developed for this mail campaign. The mailers were delivered in August and should have made it to households throughout Franklin County. Despite not seeing an immediate return on investment in these efforts, we believe this form of outreach into Franklin County reaches those who have limited technology access such as internet or phone.
- Provider Meeting: In total, 6 unique community partners attended the meeting, and all provided a slew of information regarding their organizations. EcSA staff used this opportunity to review performance with partners, along with addressing challenges and successes. EcSA staff shared that the program is continuing to serve Franklin County, along with updating everyone on the new referral process regarding our new referral coordinator. Staff shared that in-person (following all CDC guidelines) community outreach will soon resume in North Franklin communities.
- HAPO Credit Union hosted a Back-to-School Bash: on September 3, 2021, and a member of the EcSA team participated in this event. The EcSA staff took turns handling the WorkSource table and had the opportunity to chat with families directly about the program. In total, an estimated 300 families attended the event.
- Vista Elementary: Another event that occurred worth mention was the Family Resource Night that was held at Vista Elementary School in Kennewick. Just as the event is titled, this event included multiple tables with representatives from other organizations offering community services, the main goal being to provide crucial information to families. An estimated 30-40 families were in attendance.

Total Employed/Exits- EcSA Employment Specialists continue to work with WorkSource Columbia Basin in the following:

- Referred customers to the in-person and virtual Transportation and Warehousing job fair.
- Continue collaborating with the Business Services Team to match participants to employers.
- WSCB staff referred 45 candidates to Premera Blue Cross to assist with their hiring needs of 250 people.

September 2021

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

Placements at Sites – Efforts to connect community food distribution sites were strategically developed with the Disaster Recovery Program.

- There are no performance outcomes for this reporting period.
- Outreach to potential sites continued; staff connected with the Union Gospel Mission (Pasco) and Senior Life Resources (Richland). Follow-ups will commence the first week in October, and new outreach will begin, including the North Franklin Food Bank and Second Harvest to increase community awareness of CDBG services.
- The BFWDC Program Lead met with the Pasco Community Services to discuss CDBG partnership after Disaster Recovery; the plan is to assist this site next year as Disaster Recovery concludes its grant cycle.



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

| Company Name | Date Notified | Industry | City | Layoff Date | WARN | # Impacted |
|---|------------------|----------------------|------------------|---------------------|------|---------------------|
| Bruker | 3/1/2021 | Manufacturing | Kennewick | 12/31/2021 | | 40 |
| 9/3/2021: Staff facilitated a presentation dedicated to job search, interview preparations, and LinkedIn on September 1st, 14 impacted workers were in attendance. 9/14/2021: Staff presented a UI dedicated information session to the Bruker impacted workers, 20 attended. | | | | | | |
| Easterday Farms | 7/29/2021 | Agriculture | Pasco | Not reported | | Not reported |
| 9/30/2021: Staff attempted multiple times to connect with Easterday to offer Rapid Response services, services were not requested at this time. | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

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

September 2021 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: 502 (-202)
Total Staff Assisted Services to Job Seekers: 1484 (-270)
Unique Number of Businesses Served: 173 (-28)
Staff Provided Business Services: 279 (-202)

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



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

TC Futures Total Youth Served (YTD): 196 (-7)
Out-of-School Youth (OSY) Program: 122 (+10)
Open Doors Program: 131 (-12)
Co-enrolled in Both Programs: 57 (+5)
Youth Attained General Education Development (GED): 15 (+3)
Total OSY Employed and/or Post-Secondary Exits: 13 (+1)
Average Wage: \$14.60 (\$0.00)
Placement Rate: 86% (-14)

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

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

Youth * Adult * Dislocated Worker * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery

Total Participants Served (YTD): 403

Monthly-to-Date Target: 406 (99%)

Total Employed Exits (YTD): 107

Monthly-to-Date Target: 130 (82%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 63

Monthly-to-Date Target: 80

Total Employed Exits: 13

Monthly-to-Date Target: 50

Community Development Block Grant (CDBG)

Participant Placements: 0

Program Target: 12

Community Members Impacted: 0 Program Target: 40,000

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

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

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (August)

Employment Security Department Labor Market Information

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

Top Occupations

- Registered Nurses
- Laborers and Freight, Stock, and Movers
- Sales Representatives
- Managers, All Other
- Supervisors of Retail Sales Workers
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Maintenance and Repair Workers

Top Licenses and Certifications

- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- ServSafe
- First Aid CPR

| | Benton | Franklin |
|---------------------|---------|----------|
| Unemployment | 4.8% | 5.2% |
| Average Wage (2019) | \$33.91 | \$24.7 |

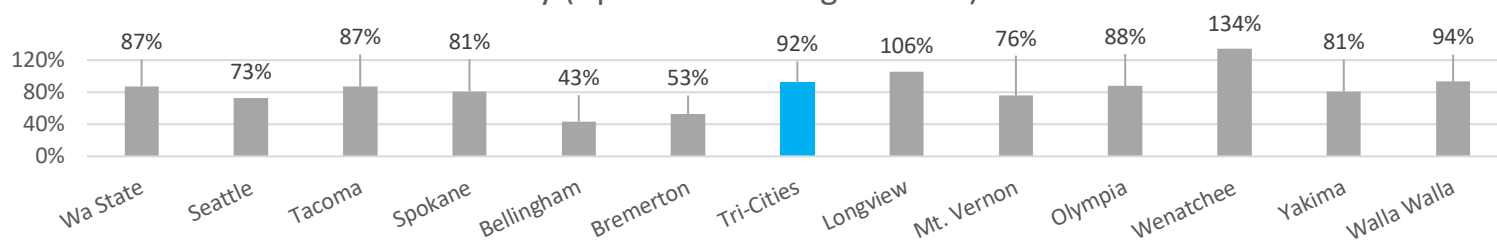
Other News

- WSCB relaunched LinkedIn Learning in August. The online learning platform will be offered to job seekers and business partners. Below is the engagement to date:

| | Invited | Activated Licenses | Courses Viewed | Courses Completed | Videos Viewed | Videos Completed |
|-------------|---------|--------------------|----------------|-------------------|---------------|------------------|
| 8/9-9/30/21 | 126 | 71 | 192 | 31 | 983 | 819 |

- We had 93 Customer Satisfaction Survey responses (19% response rate), 92% of whom would refer family and friends.
- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business.

COVID-19 Job Recovery (April 2020 to August 2021)



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

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

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



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WorkSource Operator Report

Benton Franklin Workforce Consortium

September 2021

September Highlights:

- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business. We are looking forward to continuing to learn about business needs and deepening relationships through this streamlined way of connecting.

WorkSource Site Operations:

| Customer Counts 9/1-9/30/2021 | | |
|--|--------------------------|--------------------------|
| Total Staff Assisted Seekers | 502 | |
| Total Staff Assisted Services | 1484 | |
| <i>Basic Services</i> | 1201 | |
| <i>Individualized, Training & Support Services</i> | 283 | |
| Unique Number of Businesses Served | 173 | |
| Staff Provided Business Services | 279 | |
| | Services Provided | Businesses Served |
| Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc. | 5 | 4 |
| Employee Training Assessment, referral, enrollment, etc. | 18 | 12 |
| Other Employer outreach visit, marketing business services, etc. | 94 | 62 |
| Recruitment Hiring events, referrals, etc. | 160 | 118 |
| Wage & Occupation Information Labor Market Info, etc. | 2 | 1 |

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



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September 2021 Customer Feedback:

- 93 survey responses received via Survey Monkey and QTRAC (19% response rate):
 - Of the customers who responded, 92% would refer family and friends
 - Top 3 services rated: job search, one-on-one career guidance, and workshops
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 49 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Gena was very helpful to figure out which way should I go in finding my employment goal. I have anxiety but Gena was very patient with me, and listened to my concerns.”
 - “You are like a dream come true Thailee! Being able to provide a licensed child care job fair for these businesses would be amazing and it is just so exciting that you would be able to do this for us!”
 - “Every technology problem I have Payton can solve it. Today I was able to get my email to work on my phone again thanks to her help.”
 - “Wow thank you so much for working with me in upskilling my business partner and I. We are a brand new business still trying to learn how to better market ourselves and you have provided a lot of cost saving options for us to learn I am excited to get into LinkedIn Learning!”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in September to be addressed in October:
 - “I wish attendees would fill out their (Brazen) profiles in more detail.”
 - “Let me know in advance I could update resume.”

Service Delivery

Career Services:

- During September, WSCB provided 245 group services to 111 individuals through our locally offered workshops and group sessions. Other services in high demand include staff assisted job search and resume review.
- QTRAC is being used to schedule basic career service one-on-one appointments for employment services and technology assistance, as well as self serve computer and phone needs. We have also implemented the survey option within the software to increase feedback from customers which can be used to enhance service delivery.
- WSCB continues to require masking of all individuals who enter the facility regardless of vaccination status, a health screening, and observation of 6 feet of social distancing. To ensure COVID safety during one-on-one appointments where use of a computer is needed, front line leaders have created work spaces which allow staff and customers to work on a single document or webpage which is projected to a large tv screen, where each uses a separate keyboard and mouse. This allows maintenance of 6 feet of social distancing and eliminates shared equipment.



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- WSCB relaunched LinkedIn Learning in August. We have been offering the online learning platform to customers during one-on-one appointments, to include both job seekers and businesses. Here is our engagement to date:

| | Invited | Activated Licenses | Courses Viewed | Courses Completed | Videos Viewed | Videos Completed |
|-------------|---------|--------------------|----------------|-------------------|---------------|------------------|
| 8/9-9/30/21 | 126 | 71 | 192 | 31 | 983 | 819 |

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 WSCB Business Team has been finding new ways of meeting business needs through networking with WorkSource offices and Business Specialists across the Eastern side of the state. This includes working with WS Spokane and Yakima.
- The Business Services Team hosted the Transportation and Food Processing Virtual Job Fair on September 30th. Nine employers and 11 job seekers attended. To engage local business and job seeker customers, the team leveraged social media, PSAs, GovDelivery email, communication with community partners, and business networking.
- We also hosted onsite interviews with Intermountain Cleaning on September 21 as the company does not have an office space.
- To support local business, the Business Services team is actively promoting local hiring events being hosted by businesses and community partners.
- Upcoming Events –
 - Virtual Holiday Hiring Event: October 21 from 10am-1pm
 - Virtual Childcare Hiring Event: November 4th from 10am-1pm

Community Connections:

- 9/3: WSCB hosted a table at the HAPO Back to School Bash. This allowed the opportunity to connect with over 400 families from Benton and Franklin Counties to educate on services available. We also distributed resources to support community members with resume building.
- 9/7: 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.
- 9/9: WSCB team members hosted a radio show with La Zeta de Pasco 96.7 to better engage Spanish speakers in our community. The theme of the program was “What if I Need More Training/Education.” It promoted the non traditional and traditional education and training resources available through the WSCB Partnership.
- 9/16: WSCB attended Resource Night at Vista Elementary. We were able to connect with over 100 families to orient to our services and share resume building resources.



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- 9/23: We also hosted a show focused on resources available for customers who are ready to job search. This was radio show 5 of 13 in the series, which continues through the end of December 2021.
- 9/24: To ensure readiness for a potential influx of Afghani refugees to our local area, WSCB team members and World Relief met to discuss assistance available and the referral process. Currently, one family has arrived from Afghanistan and an additional 40 individuals are anticipated to arrive in October. To support their transition, World Relief has contracted with an individual from Afghanistan for interpreting services.
- 9/27: Held introductory meeting and WSCB tour for Efrain Cardoza, Community Engagement Manager with New Horizons High School. Provided USBs which are preloaded with WSCB resource information and resume resources for students who are job seeking and do not have the means to purchase their own storage device.
- Our Migrant Seasonal Farm Worker (MSFW) Outreach Specialist led outreach efforts in collaboration with WSCB team members to connect with community members attending vaccination clinics throughout the month.
- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available.

Staff Training & Development:

Training/Development Attended:

- 9/1: Cross Training – DVR; WSCB business updates
- 9/15: Cross training – Front End Services & Digital Literacy; September WSCB Data Review
- 9/22: QTRAC training & WSCB data/customer review
- 9/29: Community Health Worker Paid Internship & Training Resources (GCACH), COVID Safety, Roundtable

Upcoming Training/All Staff Meetings:

- 10/6: COVID Safety, Roundtable
- 10/19: Are You Working to Burnout or Working to Wellness Webinar (Larry Robbin)
- 10/20: Cross Training – Job Corps

Facilities:

- 9/30: Installation of Veterans Priority of Service signage in front entryway

Respectfully submitted by C. Bright on 10/11/21

Child Care Accessibility in Benton & Franklin Counties

September 2, 2021

Suzanne Suyama

Early Learning in Pasco

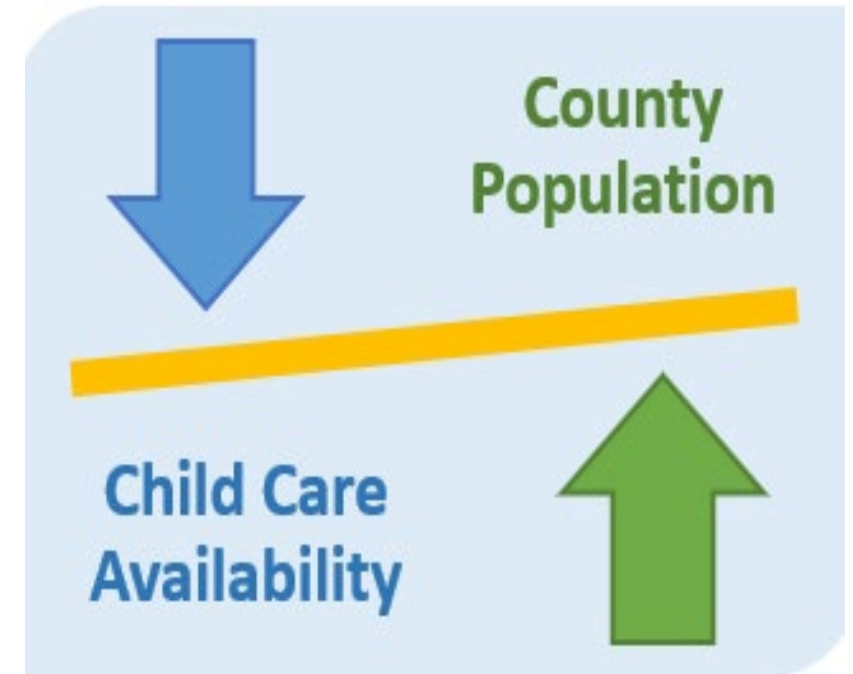
- Serves 307 licensed child care programs and 30 Early Childhood Assistance Program Classrooms (state funded preschool) through onsite and virtual coaching and training.
- Provides outreach to all families in the community through the distribution of Vroom materials
- Is expanding to offer Play & Learn Groups to families.
- Employs a staff of 16 and will grow to 21 by fall.
- Refers families to the statewide family center for child care referrals
- About 70% of our funding comes from the Department of Children Youth & Families through Child Care Aware of Washington



Trends

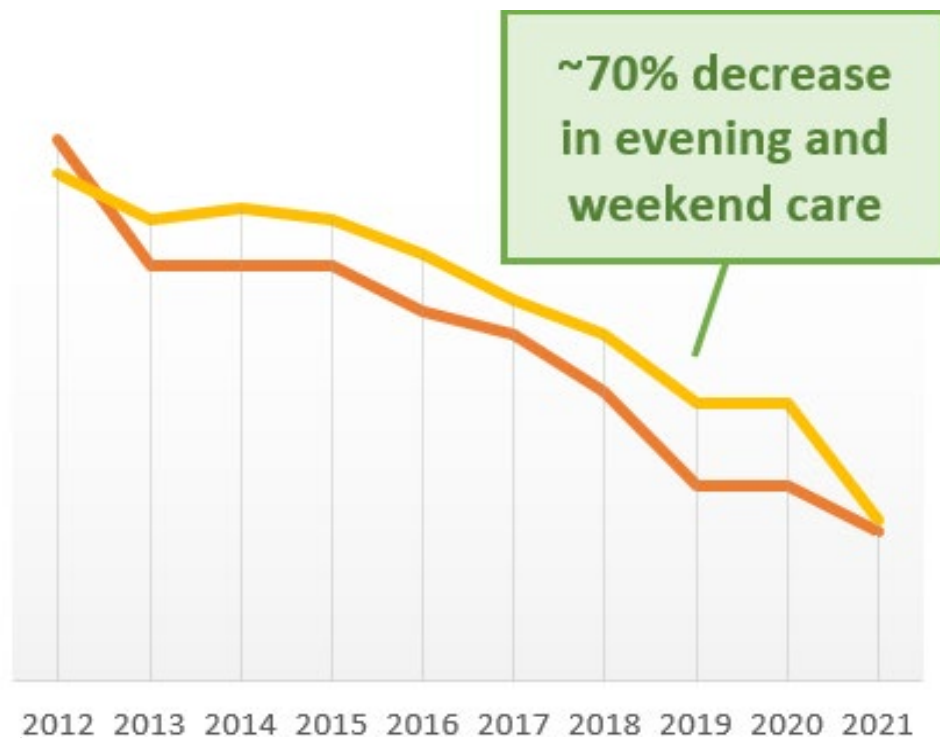
Recent population and child care trends within Benton & Franklin Counties have led to **major gaps in child care capacity, hours, and openings**:

- According to the Washington State Office of Financial Management (2020) Benton and Franklin counties experienced a **population increase of approximately 19%** over the last decade.
- Data from Child Care Aware of Washington (2021) shows a **steady decline of about 39%** in the total **number of child care providers** from 2011 to 2021 in these counties.



Trends

Additionally, the number of **providers offering evening and weekend care** has **decreased by approximately 70%** from 2011-2021.



Who carries this burden?

These burdens fall disproportionately on **marginalized populations**, making them a contributor to social and economic inequality:

- **Low-income families**
- **Families of color**
- **Agricultural, service, and medical support industry workers**

Distributed unevenly by region:

- According to the Washington State DCYF (2021), a **quarter** of all Washington State zip codes identified as “**child care deserts**” are located in the **Tri-Cities and surrounding areas**.



Child Care Partnership Grant

Applied for and received a Child Care Partnership Grant in 2020 to conduct a child care needs assessment in the Tri-Cities area.

The goal was to document the needs of **working families**, **child care providers**, and **local employers**, and identify possible **solutions** to address these needs.

Data Collection

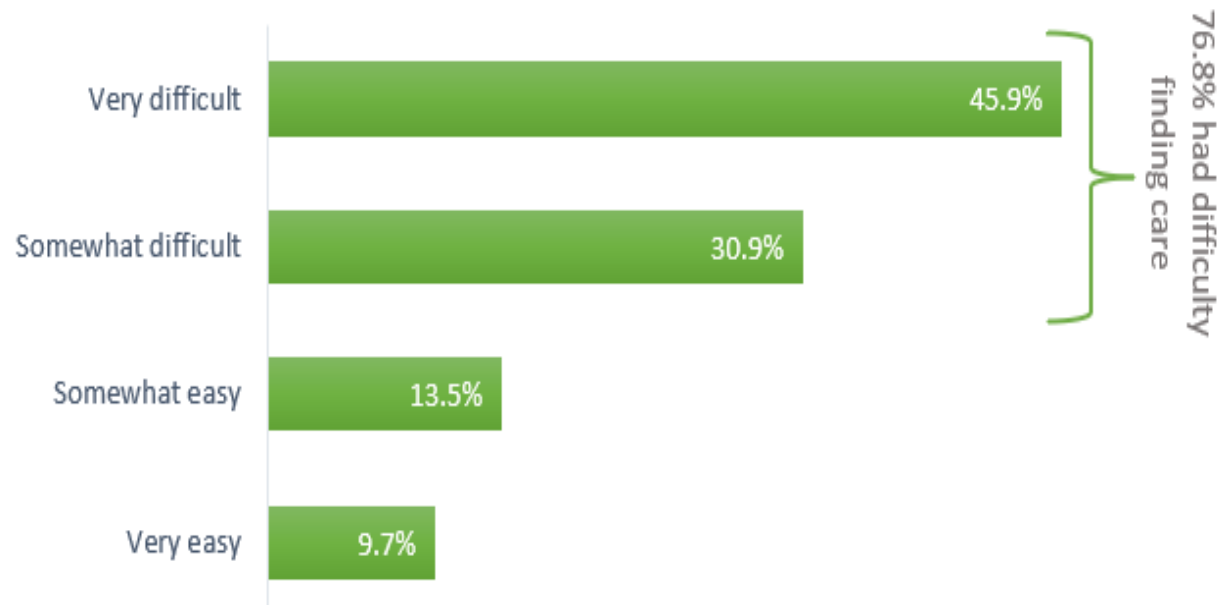
Administered family survey & conducted focus groups (English & Spanish)

Administered child care provider survey & conducted focus groups (English & Spanish)

Phone Conversations with over 50 businesses specific to the health care, hospitality, agriculture, retail and higher education.

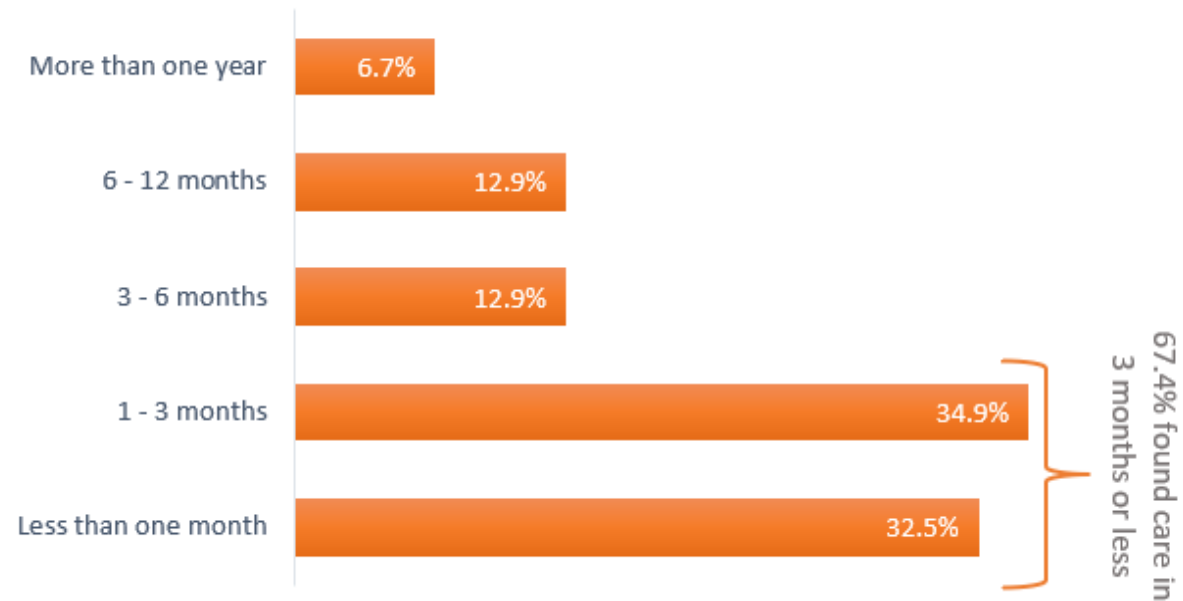
Family Findings

D. How Difficult was it to Find the Child Care You Needed? (n=207)



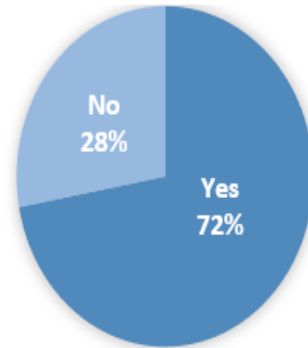
Family Findings

E. How Long did it Take You to Find the Child Care You Needed? (n=209)

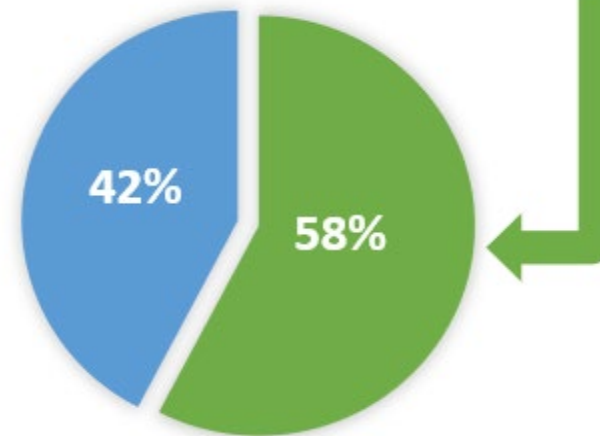


Family Findings

F. Have You, or Anyone You Have Known, Struggled to Find Care During NSH? (n=208)



More than half of parents surveyed still have unmet child care needs.



Family Voice

Participants were given the opportunity to tell us in an open-ended question format what they found to be the biggest challenge with their child care experiences. Figure 12 displays the different challenges that respondents mentioned, with the largest words being most often reported by parents.



Family Voice

Parents emphasized a strong preference for licensed child care options:

- Right now, parents heavily rely on **family, friend, or neighbor care** as their primary child care option.

Most use this care due to concerns over ***affordability and availability of care during non-standard hours.***

- However, over three quarters of parents prefer to use licensed child care as their primary care option.

Family Focus Group Themes

Lack of Availability of Child Care During Non-Standard Hours

Adjusted Work Schedules

Use of Family and Private Care as Supplemental Care

Employment and Career Impact

Work Performance.

Career Advancement

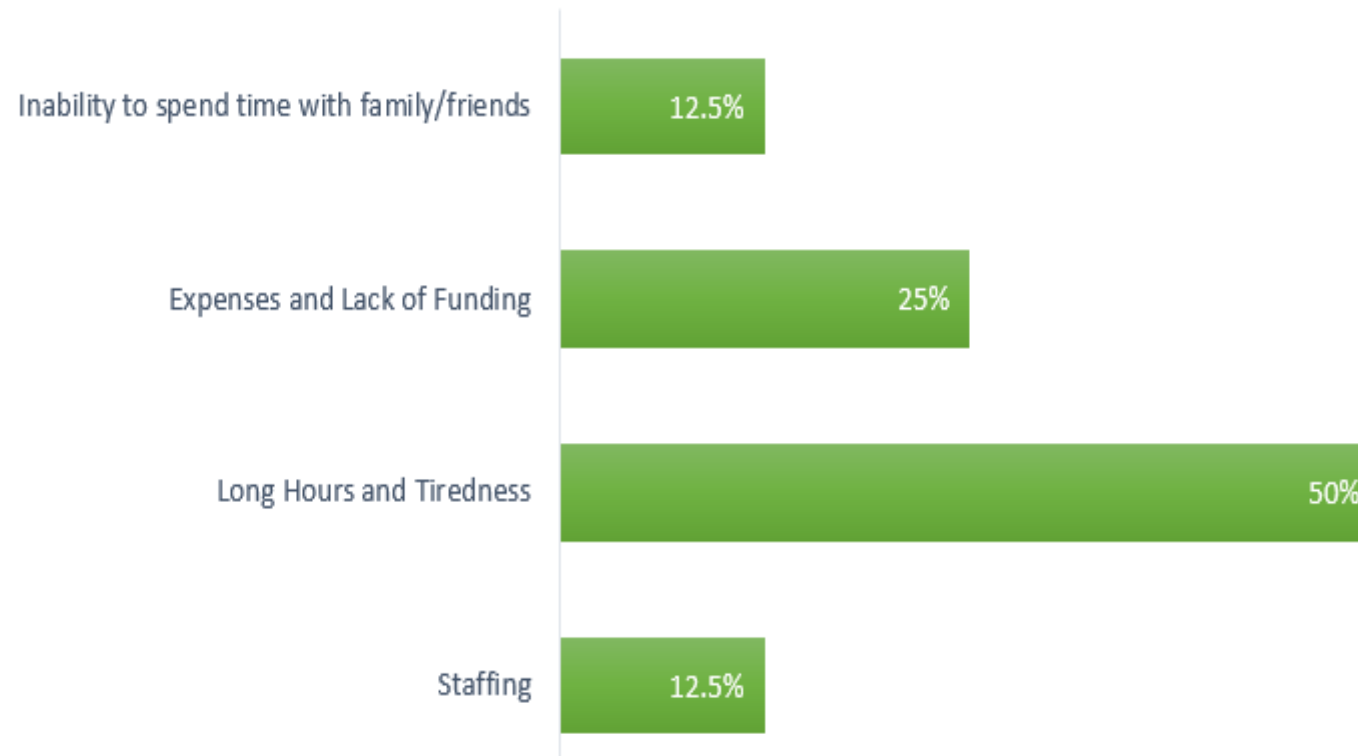
Mental Health and Quality of Life Impact

Mental Health and Well-Being of Children

Family Impact

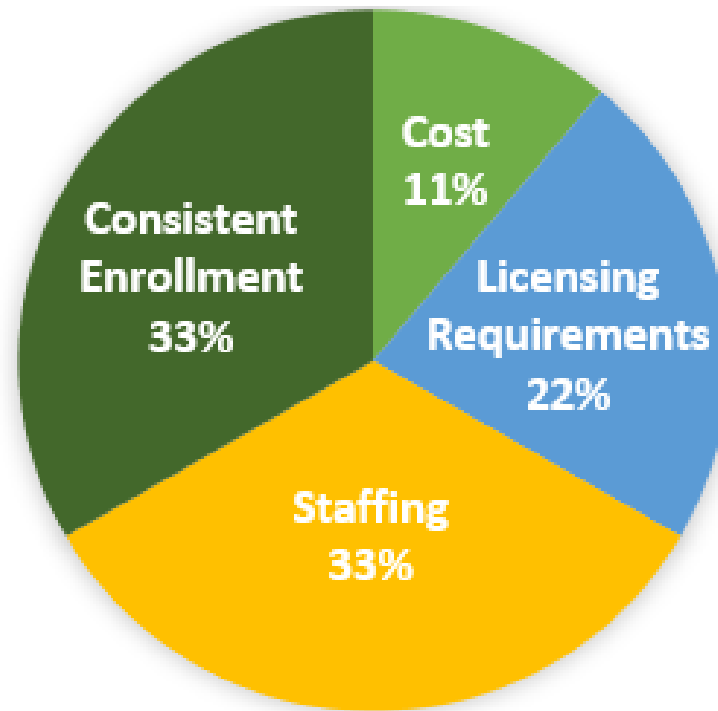
Child Care Provider Voice

Figure 2. Challenges to Offering NSH Care (nr=24)



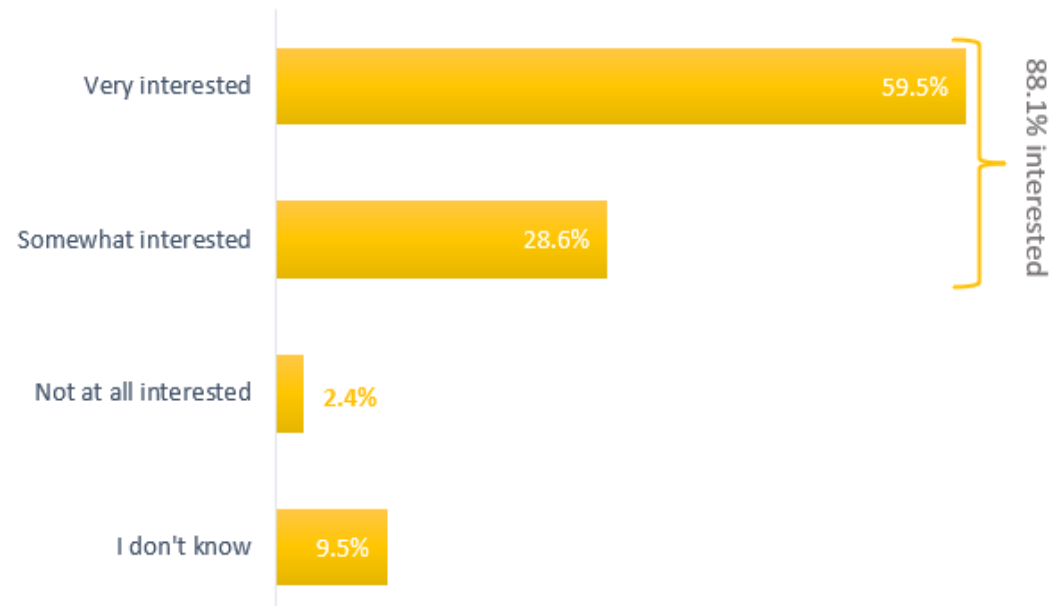
Child Care Provider Voice

**Figure 5. Primary Issues to Address
for Future NSH Care (n=9)**



Child Care Provider Voice

Figure 6. Interest in Employer Partnership (n=42)



Employer & Economic Impact



► Economic Impact of Child Care Video - YouTube

Fair Start for Kids

What is included in the Fair Start for Kids Act?

Fair Start for Kids includes many policies that, collectively, will better serve our state's children and families, including:

- **Making child care more affordable:** Expanding Working Connections Child Care (WCCC) assistance to serve more families.

- **Reducing the financial burden of child care co-payments:** Lessening, or eliminating, WCCC co-payments for families with low incomes and capping co-payments for all families receiving WCCC at no more than 7% of family income. Smoothing the co-payment cliff so modest increases in income don't cause disproportionate increases in child care expenses.

- **Inviting more children to participate in preschool:** Expanding the Early Childhood Education and Assistance Program (ECEAP) to provide comprehensive services to additional families in need.

- **Providing urgently-needed relief for child care and preschool providers:** Making stabilization grants available to child care providers and offering assistance for healthcare premiums. Increasing payments to providers who serve children through WCCC and ECEAP to better reflect the true cost of high-quality early learning, including rate enhancements for: infant care, trauma-informed care, dual language instruction, complex needs, and more.

CHILD CARE ELIGIBILITY

| RIGHT NOW | BEGINNING OCTOBER 1, 2021 | BEGINNING JULY 1, 2025 | BEGINNING JULY 7, 2027 |
|--|---|---|--|
| Child care assistance available to families with incomes at or below 200% of Federal Poverty Level. For a family of three that's \$43,440 For a family of four that's \$52,400 | Child care assistance available to families with incomes at or below 60% of State Median Income. For a family of three that's \$51,804 For a family of four that's \$61,675 | Child care assistance available to families with incomes at or below 75% of State Median Income. For a family of three that's \$64,755 For a family of four that's \$77,094 | WITH ADDITIONAL FUNDING Child care assistance available to families with incomes at or below 85% of State Median Income For a family of three that's \$73,389 For a family of four that's \$87,373 |

Child Care Accessibility Workgroup

Next Steps:

- Community Messaging about the Child Care Accessibility Crisis.
- Create Parent Voice video clip
- Engage community in accessibility workgroup
- Hold Early Learning Job Fair
- Solicit funding to increase child care accessibility within the community.

What Employers Can do Right Now

- ▶ There are steps employers can take both inside and outside the workplace.
- ▶ **In your organization:**
 - Survey your employees about their child care needs and offer flexibility where needed through supportive policies.
 - Child care is expensive, often costing more than college tuition. Offer employees flexible spending accounts to pay for child care with pre-tax dollars, or look at the possibility of providing direct assistance with child care costs.
 - Share Child Care Aware of Washington's free child care referral service information with employees – 1.800.446.1114 or ChildCareAwareWA.org
 - Distribute Vroom Resources to families

What Employers Can do Right Now

► In our community:

- Donate supplies, used equipment, furniture and computers to local child care providers to help improve their programs. Call ahead first to make sure items are needed.
- Tell your elected representatives how child care access impacts your business.
- Share what you are doing to increase access to high-quality child care at community meetings and through your company newsletter and social media.
- Participate in the Benton Franklin Early Learning Alliance meetings to help promote quality early learning experiences and access to resources for families in our community.

Contact Us

Community-Minded Enterprises

Child Care Aware

(509) 385-6442

1923 N. 20th
Pasco, WA 99301

suzannes@community-minded.org

