



**BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL  
Adult & Employer Linkage Committee Meeting**

April 15, 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

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## **AGENDA**

- 1. Call to Order** – Melanie Olson
- 2. Welcome & Roll Call**
- 3. Approval of Committee Minutes**  
Adult & Employer Linkage – March 18, 2021 (Needs a vote)
- 4. WIOA Title 1 PY21 Adult Service Provider Extension** – Diana (Needs a vote)
- 5. WIOA Title 1 PY21 Dislocated Worker Provider Extension** - Diana (Needs a vote)
- 6. Program Highlights** – Diana
- 7. EcSA Update** – Jamilet
- 8. Families Forward Washington Updates** – Jamilet
- 9. Liaison Report** - David
- 10. WorkSource Columbia Basin Update** – Crystal
- 11. Other Business**
- 12. Next Meeting**
  - Adult & Employer Linkage Committee –  
Thursday, May 20, 2021, at 8:30 a.m. on Zoom
  - Full Quarterly Board Meeting –  
Tuesday, April 27, 2021, at 4:00 p.m. on Zoom

### **13. Adjournment**

#### **Attachments**

- March 18, 2021, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Performance Summaries – March
- Layoff Profile – March
- Liaison Report – March
- WS Operations Mgr. Report – March

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

**Benton-Franklin Workforce Development Council**

Adult & Employer Linkage Committee

March 18, 2021, at 8:30 a.m.

Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Adolfo de Leon	Karl Dye	Lori Mattson	Tiffany Scott, BFWDC
Melanie Olson	Michael Lee		David Chavey-Reynaud, BFWDC
Jamie Rasmussen			Diana Hamilton, BFWDC
Todd Samuel			Cynthia Garcia, BFWDC
Jennie Weber			Jamilet Nerell, BFWDC
			Jessie Cardwell, BFWDC
			Becky Smith, BFWDC
			Kayci Loftus, CPS
			Heather Woodruff, CPS
			Jasmine Smith, CPS
			Rebecca Williamson, ESD
			Rosa Reyna, GW
			Gabby Jacobson, PFP
			Israel Delamora, OIC

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**Call to Order**

Adolfo welcomed everyone and called the meeting to order at 8:30 a.m. Becky read through the roll call while everyone responded.

**Approval of Committee Minutes**

The Minutes of January 21, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

**Todd Samuel moved to approve January 21, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Melanie Olson. Motion carried.**

**Program Highlights** – Diana

Diana shared that they have been informed that the Department of Labor (DOL) will be virtually monitoring all 12 Workforce Development Councils (WDCs) Disaster and Employment Recovery Grants beginning October 1, 2021, through March 31, 2022. They will focus on eligibility documentation, separate tracking of enrollment expenditures, ensuring Disaster Relief Employment Positions stay within the identified scope of work, and how the grant's overall goals were met. We will let the committee know once we have a firm date. DOL does not monitor local areas very often. We are working closely with the sub-recipients to ensure participant files are ready for DOL's visit.

Thank you to Board Members for approving the Trade Adjustment Assistance (TAA) Co-Enrollment policy. That policy guides the TAA referral process to co-enroll eligible TAA participants into the Dislocated Worker (DW) Program. TAA staff have been contacting all Sandvik impacted workers to attend mandatory orientations held twice a week to inform them of the services available. These individuals are permanently laid off, so they are also eligible for the Employment Recovery services.

The Disaster Recovery (DR) Performance Summary shows that our subrecipient is meeting total served goals and is exceeding employed exits. The consortium has made good process in developing host sites for these positions. As of this week, they have placed two food support workers at 2<sup>nd</sup> Harvest, one Migrant Seasonal Farmworker Outreach Specialist at ESD, and six vaccine support workers at the Department of Health (DOH). The DOH has also committed to posting 12 additional Disaster Recovery positions for a total of 18. The subrecipient is currently recruiting for a Meals on Wheels kitchen support position. There has been a lot of work done to help our community utilize these funds.

Diana pointed out that the Performance Summaries show that the DW, Rapid Response (RRIE), and the Disaster Recovery (DR) programs are behind in enrollments. The Adult, DW, and RRIE programs are behind in employed exits. She attended the Quarterly State Performance Meeting with the ESD Initiative Managers that oversee these programs. They are pleased with the performance outcomes within all five programs, especially when you consider the challenges of Covid-19. They are always excited to see the services provided to customers virtually and WorkSource Columbia Basin's ongoing work to improve the integrated service delivery system. Thank you to everyone for the hard work.

#### **EcSA Update** - Jamilet

Jamilet shared that the key performance indicators have been updated based on the latest modification to the contract. There are two different sections on the report; enrollments/training placements and exits. We are no longer reporting out on some of the essential EcSA services. Those services are still being offered and tracked by case-needed (financial literacy, self-sufficient calculator, and one-on-one and group mentorship) but are not tracked to show performance in our local area.

This month, the BFWDC will participate in the March Quarterly Workforce Meeting to present our local model to all statewide leaders who now have access to EcSA funds. This means that we will continue EcSA services past the end date, which was March 2022. We will go into a contract extension to continue to provide services.

She congratulated and thanked Career Path Services for providing a success story to the National Association of Workforce Development Professionals (NAWDP) Newsletter. Jamilet asked Heather to recap the story that was published. The newsletter was sent to committee members following the meeting.

Israel asked if the new funding will affect our designations. Jamilet answered that there is \$5.5 million for EcSA that will be distributed statewide. There is a minimum of \$200,000 that will go to each area, including ours. These funds will help extend the program, meaning it will allow for a seamless continuation of our current program with additional months to provide EcSA services.

#### **Families Forward Washington (FFW) Updates** – Jamilet

Our enrollments ended in December. We have met and exceeded our goal of enrollments. They are working on intensive case management for job placement, retention services, and the training track's completion. The case manager continues to work with those that were enrolled in December and are still in training. For those participants that have exited our program, an exit letter is provided notifying their one-year study and program completion; however, participants are encouraged to reach out to Goodwill should they need additional resources that are non-Families Forward related. The exit letter was developed locally with our subs collaboration and approved by the funding source.

Goodwill staff continues to engage in local employment events such as virtual job fairs, trying to place those customers that have completed training and are ready for employment. They are actively engaged with participants and provide monthly newsletters with local resources. The program ends in June 2021.

#### **Brazen/LinkedIn Learning Opportunities** - David

David reported that the Spring 2021 Virtual Job Fair took place on March 9 and was very successful. There were 47 employer booths with 176 attendees, 432 chats, 32 interviews scheduled, and 67 receiving further screening. CBC has expressed interest in making this a regular job fair. There have been conversations about using the Brazen platform in the future, even after the pandemic ends. There is another job fair scheduled for April.

He shared that 77 of the available 300 licenses for LinkedIn Learning have are being used. The objective is to use all 300 licenses during our pilot period that ends in June. We are excited to see how we can use this program moving forward.

#### **Liaison Report** – David

David presented the February Liaison report that was included in the meeting packet. He is working to provide more economic information on the monthly report. He walked through the information provided. We have hit the one-year

mark since the COVID shutdown. We will now be able to compare the pandemic levels against this time last year. This will give us a good picture of the work done during the pandemic.

We continue to look for options and ways to engage the would-be walk-in customers. We are 96% prepped for our return to work plan. We do not have an opening date yet. We want to make sure that the time is right to avoid the need to close down again once the center has opened.

**WorkSource Update** – Kayci/Rebecca

Kayci shared that they continue to hone in on effective outreach to ensure the reaching of every pocket of the community. She shared that flyers and USBs were distributed to over 300 families in Kennewick and Pasco school districts to those that participated in the Sembrando Amore y Esperanza (Sowing Love and Hope). They are also using the Unemployment Insurance Lists to reach the unemployed in our area directly.

Rebecca reported that there was a Virtual Healthcare Career Fair on February 24. There were 160 individuals registered, and 109 attended. Over 25 local employers attended in addition to training providers. This event resulted in 69 employment referrals for 68 job seekers.

**Other Business:**

Tiffany shared that there is a strong focus on Community Development Block Grants. There is currently a funding opportunity with Housing and Urban Development currently housed with the Department of Commerce. This pandemic has brought the BFWDC stronger connections to state entities. We are being intentional in exploring funding streams that can help our community meet the current needs. The application is due in early April.

Tiffany stated that some policy and guidance expirations are coming up as far as the flexibility allowed to our local workforce system during the pandemic. She is working with the State Workforce Board and the State Policy Team to ensure that the flexibility continues. There is advocacy happening to make sure that our local systems can continue to serve during Covid-19.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, April 15, 2021, at 8:30 a.m. on Zoom.

**Adjournment**

With no further business, the meeting adjourned at 9:06 a.m.

\_\_\_\_\_  
Meeting Chair, Melanie Olson                      Date

\_\_\_\_\_  
Becky Smith, Office Manager                      Date

**March 2021**

<b>PY20 Adult Program Performance Summary (Cumulative)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of February 28, 2021	\$694,352	\$368,728.81	53.1
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	153	154	193
<b>Exits</b>			
Total Employed Exits	47	83	109
Placement Rate	71.21%	85%	85%
Median Wage	\$15.13	\$14.50	\$14.50
<b>Services</b>			
Individual Training Account (ITA)	28	35	50
On-the-Job Training (OJT)	0	5	5
Work Experience (WEX)	3	3	6
Apprenticeship	0	N/A	N/A

**Total Served:**

- Subrecipient staff participated in the Outreach Committee to expand their knowledge of all programs, under the umbrella of WorkSource Columbia Basin (WSCB) and created new flyers to target specific programs and services.
- Subrecipient staff utilizes social media accounts to share flyers and communicate services available.
- The Referral Coordinator connects customers to qualifying programs and Employment Specialists via Trello.

**Employed Exits:**

- Subrecipient staff partnered with the WSCB Business Services Team in a special “Meet the Employer” training. This training allowed program staff and employers to meet and greet via Zoom to discuss employment opportunities. Subrecipient staff can directly refer customers to employers.
- The WSCB Business Services team continues to connect with local businesses and agencies proactively within their individual outlined sectors: Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level.

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

**Individual Training Account:** 18 ITA’s are currently in progress with expected end dates from April 2021 – June 2021.

**On the Job Training:**

- In March, over 30 employers were contacted to uncover employment, WEX, and OJT opportunities including Advance Auto, Elijah Family Homes, Petro USA, Eastside Market, Tri-Cities Animal Control, Oxarc, KNA Transport, Aromatics, PROOF, Tri-Cities Licensing, and more.



**March 2021**

<b>PY20 Dislocated Worker Program Performance Summary (Cumulative)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of February 28, 2021	\$746,066	\$448,527.17	60.1%
<b>Enrollments</b>	<b>Actual</b>	<b>Monthly to Date</b>	<b>Annual Target</b>
Total Served	110	155	186
<b>Exits</b>			
Total Employed Exits	48	80	105
Placement Rate	77.42%	85%	85%
Median Wage	\$20.00	\$19.00	\$19.00
<b>Services</b>			
Individual Training Account (ITA)	18	26	40
On-the-Job Training (OJT)	0	10	15
Employability Enhancement	0	N/A	N/A

**Total Served:**

- Subrecipient staff participated in the Outreach Committee to expand their knowledge of all programs under the umbrella of WorkSource Columbia Basin (WSCB) and created new flyers to target specific programs and services.
- Subrecipient staff utilizes Social media accounts to share flyers and communicate services available.
- The Referral Coordinator connects customers to qualifying programs and Employment Specialists via Trello.

**Employed Exits:**

- Subrecipient staff partnered with WSCB Business Services Team in a special “Meet the Employer” training. This training allowed program staff and employers to meet and greet via Zoom to discuss employment opportunities. Subrecipient staff can directly refer customers to employers.
- The WSCB Business Services team continues to proactively connect with local businesses and agencies within their individual outlined sectors: Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level.

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

**Individual Training Accounts:** 12 ITA’s are currently in progress with expected end dates between April 2021 - June 2021

**On the Job Training:**

- In March, over 30 employers were contacted to uncover employment and WEX/OJT opportunities including Advance Auto, Elijah Family Homes, Petro USA, Eastside Market, Tri-Cities Animal Control, Oxarc, KNA Transport, Aromatics, PROOF, Tri-Cities Licensing, and more.



## March 2021

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of February 28, 2021	\$248, 679	\$141,427.41	56.9%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	48	60	65
Exits			
Total Employed Exits	22	37	47
Placement Rate	88%	85%	85%
Median Wage	\$20.21	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	16	22	27
Employability Enhancement	0	N/A	N/A

### Total Served:

- Subrecipient staff also began to coordinate rapid response services for Bruker. Services presented include a WorkSource Overview, Unemployment Insurance (UI), Dislocated Worker, Worker Retraining, TAA, Health Insurance, 211, and dedicated workshops (e.g., resume, cover letter, interviewing).
- Hanford Mission Integration Solutions also requested rapid response services for an upcoming layoff of 27 impacted workers. The presentation is scheduled for April 6, 2021, with an expected layoff date of April 15, 2021.
- Subrecipient staff participated in the Outreach Committee to expand their knowledge of all programs under the umbrella of WorkSource Columbia Basin and created new flyers to target specific programs and services.

### Employed Exits:

- In partnership with WSU Tri-Cities and Columbia Basin College, WSCB staff coordinated a Spring Career fair on March 9<sup>th</sup>. A total of 47 employers attended, including Lamb Weston, Walmart, PNNL, Gesa, and Washington River Protection Solutions. Of the 232 customers who signed up, 176 job seekers participated in the career fair, 432 chats took place, 32 job seekers were scheduled for interviews, 67 advanced for further screening, and 209 were kept in the pipeline.
- The WSCB Business Services team continues to proactively connect with local businesses and agencies within their individual outlined sectors: Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level.

### Individual Training Accounts:

- Staff is focusing on connecting clients to training options to increase their skillset and employability while waiting for their goal occupations to open alongside the economy.
- Nine ITA's are currently in progress with expected end dates between April 2021 - June 2021.
- One Entrepreneurial Training is in progress, with an expected end date of April 2021.

**March 2021**

<b>Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of February 28, 2021	\$424,000	\$76,592.09	18.1%
<b>Performance Factors</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	22	16	32
Number of Participants both in Disaster-Relief and Career and Training Services	22	16	32
# of Participants in Training Services (excluding OJT)	8	4	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	13	10	23
# of Participants entered unsubsidized employment at exit	2	0	22

**Disaster Recovery Highlights:**

- Landyn, a disaster relief participant working at the Department of Health vaccination site, received an award from the Kennewick Fire Department for being an exceptional volunteer and taking less desired shifts to serve the community. His worksite supervisor and peers highly regard him.
- Six participants started Disaster Relief Employment Opportunities in March.
- Subrecipient is actively recruiting for the Meals on Wheels position.
- Program participants are referring family members and friends who have been laid off due to COVID-19.
- 2<sup>nd</sup> Harvest requested additional disaster relief worker placements at their facility, and recruitment has commenced.
- One disaster relief participant is working with Employment Security Department (ESD) as a Migrant Seasonal Farm Worker Outreach Support Assistant. ESD has requested to have another placement once the current person's contract ends.



### March 2021

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of February 28, 2021	\$446,253	\$99,244.82	22.2%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	15	20	55
# of Participants Enrolled in Training Services (excluding OJT)	7	5	30
# of Participants in On the Job Training (OJT)	0	1	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	4	10
# of Participants entered unsubsidized employment at exit	5	8	44

#### Total Served:

- Partnering with Rapid Response team to recruit customers who have been permanently laid off.
- Subrecipient staff participated in the Outreach Committee to expand their knowledge of all programs under the umbrella of WorkSource Columbia Basin and created new flyers to target specific programs and services.
- Subrecipient staff utilizes social media accounts to share flyers and communicate services available.
- The Referral Coordinator connects customers to qualifying programs and Employment Specialists via Trello.

#### Number of Participants in On-the-Job Training (OJT) and Work-Based Learning (WEX):

- In March, over 30 employers were contacted to uncover employment, WEX, and OJT opportunities including PROOF, Tri-Cities Licensing, Creations Salon and Spa, Inspire Development Center, BAC Corporate, Advance Auto, Elijah Family Homes, Petro USA, Eastside Market, Tri-Cities Animal Control, Oxarc, KNA Transport, and Aromatics.
- Using social media and GovDelivery, subrecipient staff successfully filled all positions for Creations Salon and Spa. Subrecipient staff continued to recruit for a Plastic Injection Molding (PIM) WEX opportunity. Also uncovered a WEX or OJT opportunity with Brookdale Torbett for a cook.

#### Number of Participants who entered unsubsidized employment:

- Subrecipient staff partnered with WSCB Business Services Team in a special “Meet the Employer” training. This training allowed program staff and employers to meet and greet via Zoom to discuss employment opportunities. Subrecipient staff can directly refer customers to employers.
- The WSCB Business Services team continues to proactively connect with local businesses and agencies within their individual outlined sectors: Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level.

**March 2021**

<b>PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>Contract Spent</b>	<b>% Spent</b>
As of February 28, 2021	\$700,000.00	\$399,756.51	57.1%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	38	30	138
<b>Training Placements</b>			
Participants placed in subsidized training (for employment at or above \$34,480)	9	5	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
<b>Exits</b>			
Total Employed Exits (at or above \$34,480)	7	10	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

- The EcSA Staff has been working with the Business Services Team to seek employment opportunities for program participants:
  - Home Care Solutions is a local employer with current employment opportunities for CAN/NAC. Participants of the EcSA program are either enrolled or aspiring to enroll in CNA/NAC training, which means job referrals for the future for quick job placements;
  - The WSCB Business Services Team also hosted a Virtual Career Fair this month; EcSA staff were assigned to cover some spots in hopes of connecting customers to services and look forward to future employer-focused events like these.
- Continue to work on creating new partnerships in Franklin County:
  - EcSA staff have joined the WSCB Outreach Committee. The committee comprises multiple individuals working on different programs offered at WSCB. This partnership will create significant opportunities to share information on EcSA design and implementation;
  - Continue to strategize with DSHS for outreach opportunities such as program flyer mailing and cold calling to North Franklin County in the upcoming months;
  - EcSA Staff continues to lead the monthly EcSa Community Providers Meeting and attend the Local Planning Area Meetings to engage with other local organizations serving families and individuals in need.
- The BFWDC had the opportunity to present at the WA Workforce Association Peer to Peer Meeting in February. Multiple WDCs requested information from the current EcSA program models to learn how EcSA funding can be utilized.

**March 2021**

<b>PY20 FFW Program Performance Summary</b> (Cumulative from September 2018-June, 2021)			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of February 28, 2021	\$503,569.00	\$485,101.39	96.3%
<b>Tracked Monthly</b>	<b>Monthly Outcomes</b>	<b>YTD Date Outcomes</b>	<b>Study Goal</b>
# screened for potential FFW enrollment	N/A	417	
# enrolled in FFW	N/A	73	56
# enrolled in training tracks	N/A	71	56
# of participants who met with their career coach/job developer	30	71	56
# of participants who received financial capacity-building referrals	1	17	
<b>Of those who began training:</b>	0	66	
# completed training	1	49	
# earned certification	1	49	
#placed in employment	6	58	

- In February, MDRC conducted the last quarterly meeting for Families Forward WA. The BFWDC, funding sources, and other essential study partners convened to discuss the conclusion of MDRC’s participation in Families Forward WA.
  - MDRC will be releasing the FFW Study Report in late April, concluding their overall participation;
  - The BFWDC, in collaboration with our local service provider, had the opportunity to review the Study Report draft and provided feedback to ensure the data presented was accurate.
- Staff continues to follow up with participants via three points of contact (i.e., phone, text, and email) to ensure regular communication during this time.
  - Continue to address issues non-custodial parents face by providing a newsletter with (transportation, mental health, food assistance, employment preparation, and online tutorial videos through GCFLearnFree.org a Goodwill website and STCU Virtual Financial Literacy Workshops);
  - Continue providing, at minimum, weekly E-Services (customized resources regarding FFW and the pandemic all done virtually (i.e., email and text, as well as phone calls) along with needed resources during this unprecedented time to FFW participants;
- Staff continue networking with local employers, providing a pipeline for qualified job seekers;
  - Job developing with individuals while they are in training or on hold to ensure that income is continuously coming in (57 participants were employed/started employment during FFW).
- Continue reengaging non-responsive participants that have dropped out of our system to help with any barriers that occur within the program.



**PY20 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
March 2021**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
<b>Bruker</b>	<b>3/1/2021</b>	<b>Manufacturing</b>	<b>Kennewick</b>	<b>12/31/2021</b>			<b>40</b>
<p>3/1/2021: Staff met with Teresa Lechelt email: teresa.lechelt@bruker.com and John Landfeld email: john.landfeld@bruker.com to discuss rapid response services. The Kennewick location is expecting to close by the end of 2021, with a layoff date scheduled for 12/31/2021. There will be an estimated of 40 impacted workers, some will be transitioned to other locations and some will be retiring. A meeting with Bill Messenger email: bmessenger@wslc.org is scheduled for March 8th, 2021 to discuss potential qualifications for a TAA petition. Further meetings with program representatives from Worker Retraining, Dislocated, and Apprenticeship programs will also be scheduled in order to further plan customized services for impacted workers. 3/8/2021: Staff met with Teresa Lechel, John Landfeld, and Bill Messenger to discuss potential TAA petition, petition will be filed 60 days before expected layoff date.</p>							
<b>Sandvik</b>	<b>1/13/2021</b>	<b>Manufacturing</b>	<b>Kennewick</b>	<b>10/30/2020</b>	<b>Yes</b>	<b>10/5,10/6,10/12</b>	<b>50</b>
<p>3/26/2021: Eight impacted workers have enrolled in TAA program</p>							
<b>HMIS (Hanford Mission Integration Solutions)</b>	<b>3/29/2021</b>	<b>Government</b>	<b>Richland</b>	<b>4/15/2021</b>	<b>No</b>	<b>4/6/2021</b>	<b>27</b>
<p>3/29/2021: Staff was informed of upcoming layoff with an expected layoff date of 4/15/2021 from Workfouce Solutions Business Partner Cindy Hernandez email (c_a_cindy_hernandez@rl.gov). A total of 27 impacted workers are expected. Rapid Response presentation is scheduled for April 6th, 2021 via TEAMS.</p>							
<b>Shari's</b>	<b>3/29/2021</b>	<b>Food Service</b>	<b>Richland</b>	<b>4/1/2021</b>	<b>No</b>	<b>N/A</b>	<b>Not Reported</b>
<p>3/29/2021: Staff was informed of April 1st,2021 restaurant closure for Richland location. 3/31/2021: Staff connected with Brian 509-946-0681 and were informed that those impacted workers who were not being transferred to the Kennewick location had already been hired by Denny's. Physical packets were also provided. The number of impacted workers were not reported. No WARN notice and no further services were requested.</p>							

## Vision

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



## Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

# March 2021 Liaison Report

Program Year July 2020-June 2021



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

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

Total Staff Assisted Job Seekers: 487  
Total Staff Assisted Services to Job Seekers: 1028  
Unique Number of Businesses Served: 150  
Staff Provided Business Services: 270

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): 277  
Out-of-School Youth (OSY) Program: 161  
Open Doors Program: 169  
Co-enrolled in Both Programs: 53  
Youth Attained General Education Development (GED): 37  
Total OSY Employed and/or Post-Secondary Exits: 38  
Average Wage: \$14.35  
Placement Rate: 74%

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): 509

Monthly-to-Date Target: 598

Total Employed Exits (YTD): 161

Monthly-to-Date Target: 303

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 38      Total Employed Exits: 7  
Monthly-to-Date Target: 30      Monthly-to-Date Target: 10

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 58

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID- 19, staff continues to provide virtual services to job seekers and businesses. Please visit [WorkSourceWA.com](#) or [TCFutures.org](#) for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (February)

Employment Security Department Labor Market Information

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

Top Occupations	Top Licenses and Certifications		
<ul style="list-style-type: none"> <li>Registered Nurses</li> <li>Teacher Assistants</li> <li>Laborers and Freight, Stock, and Movers</li> <li>Sales Representatives</li> <li>Managers, All Other</li> <li>Retail Salespersons</li> <li>Heavy and Tractor-Trailer Truck Drivers</li> <li>Customer Service Representatives</li> <li>Coaches and Scouts</li> </ul>	<ul style="list-style-type: none"> <li>Driver's License</li> <li>First Aid CPR AED</li> <li>Registered Nurse</li> <li>Advanced Cardiac Life Support Certification</li> <li>Certified Teacher</li> <li>CDL Class A</li> </ul>		
		<b>Benton</b>	<b>Franklin</b>
	Unemployment	6.7%	8.1%
	Average Wage (2019)	\$33.91	\$24.71

### Other News

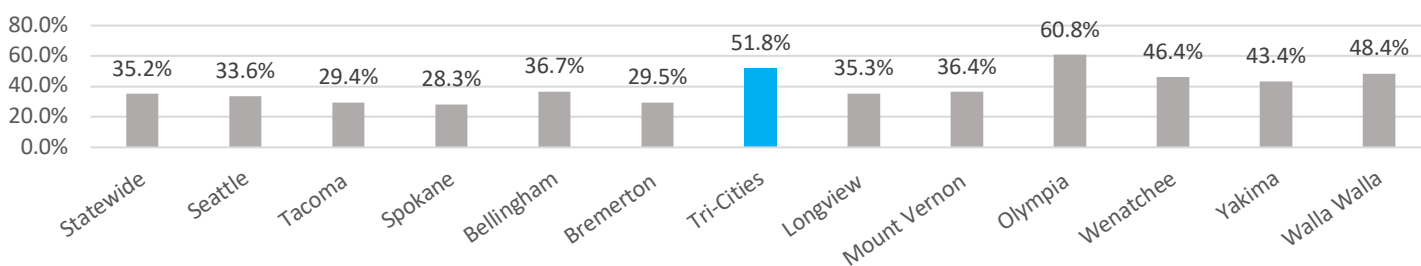
- The Business Services Team hosted the Spring 2021 Virtual Career Fair in partnership with CBC and WSU on 3/9/21. 231 individuals registered and 176 attended (76% of registrants.) 47 local employers attended, and the event resulted in 131 employment referrals for 130 job seekers.

- The LinkedIn Learning Pilot efforts focuses on identifying occupational clusters impacted by

1/4/2021 - 3/31/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
<b>Customers</b>	13	6	0	13	2
<b>Staff</b>	52	66	12	299	234

COVID. Outreach and targeted messaging to managers, restaurant workers, and youth receiving Unemployment Insurance benefits will occur in early April. These customers will receive information about LinkedIn Learning via email, group and 1:1 sessions.

### COVID-19 Recovery (May through January 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](mailto:dchavey@bf-wdc.org)

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





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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 March 2021

**March Highlights:**

- The March 9<sup>th</sup> Virtual Career Fair (co-hosted with CBC and WSU-Tri) attracted 47 local business, 176 job seekers and 131 referrals.
- At WSCB’s exit conference for Agricultural Monitoring on 3/26, the State Monitor Advocate (Office of Agricultural & Seasonal Workforce Services, ESD) gave high praise to WSCB for our functional integration of services.

**WorkSource Site Operations:**

Customer Counts 3/1-3/31/2021		
<b>Total Staff Assisted Seekers</b>	<b>487</b>	
<b>Total Staff Assisted Services</b>	<b>1028</b>	
	<i>Basic Services</i>	896
	<i>Individualized, Training &amp; Support Services</i>	132
<b>Unique Number of Businesses Served</b>	<b>150</b>	
<b>Staff Provided Business Services</b>	<b>270</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	15
<b>Employee Training</b> Assessment, referral, enrollment, etc.	18	9
<b>Other</b> Employer outreach visit, marketing business services, etc.	88	72
<b>Recruitment</b> Hiring events, referrals, etc.	149	83
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (4/9/21)

Number of unique job seekers and services provided have decreased this month compared to March 2020. Mitigation is occurring through targeted outreach to hundreds of customers. See the Service Delivery section below for additional details.



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### **March 2021 Customer Satisfaction Survey:**

- 56 survey responses received (*11% response rate*):
  - Of the customers who responded, 94% would refer family and friends
  - Top 3 services rated: job search, training resources, and one-on-one career guidance
- Customer Feedback – What we did well:
  - “Bessie Garza was extremely knowledgeable and helpful.”
  - “Yolanda contacted me in a short time and explained how, when and where my flaggers class was being conducted and the cost.”
  - “You showed me a path forward. I am a 60 year old man suddenly without a career I went to college for. I was not sure I could ever get a living wage job again and with your help I as able to do that.”
- Customer Feedback – What we can do better:
  - “Raise the poverty level you want people to be in to give help ex: I made more than what you allow to get help for my cdl class a training Assistance.”
  - “A few videos of reference to motivate were not a good fit for the audience that was in class...Be a little more conscientious of who is in class.”
    1. This feedback has been shared with the Group Services Team for further investigation and resolution.

### **Service Delivery**

#### **Career Services:**

- Despite efforts to engage customers, demand for services continues to be low as compared to March 2020. Engagement efforts include, but are not limited to:
  - Continued collaboration with community partners, such as MidColumbia Library and the local food banks to distribute educational materials.
  - Sector based outreach to customers receiving Unemployment Insurance (UI) benefits by phone and GovDelivery email continues.
  - Creation and distribution of materials highlighting our services, including one-on-one appointments, workshops, technical assistance, and more.
  - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
  - Communication amongst WorkSource and community partners to ensure all are informed and able to refer customers to WSCB services as appropriate.
  - One on one connections with customers via phone and email.
  - Multiple ways to contact WSCB, including use of information request forms, email, and staffing of the main phone line for incoming calls.
- During March, WSCB provided 82 group services to 26 individuals through our local workshops and group sessions. The most attended workshop during March is the Strategies for Success series, which provides opportunities for attendees to connect with peers and to learn skills that will support them in life as well as work. Topics include communication,
- Our Assessment Taskforce is preparing additional training for WSCB staff, including the Myers Briggs Type Indicator (MBTI) and Talent Central.





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- LinkedIn Learning Pilot efforts focused on identifying occupational clusters impacted by COVID. Outreach and targeted messaging to managers, restaurant workers, and youth receiving Unemployment Insurance benefits will occur in early April. These customers will receive information about LinkedIn Learning via email, group and 1:1 sessions.

1/4/2021 - 3/31/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	13	6	0	13	2
Staff	52	66	12	299	234

Note: Customers and Staff include both WSCB & TC Futures.

- Team WSCB completed our self study process in preparation for 2021 Certification. Feedback gathered has been used to inform the Certification Application.

**Business Services:**

- The Business Services Team hosted the Spring 2021 Virtual Career Fair in partnership with CBC and WSU on 3/9/21. 231 individuals registered and 176 attended (76% of registrants.) 47 local employers attended and the event resulted in 131 employment referrals for 130 job seekers.
- To support the success of future events, Business Services will continue to issue collaborative press releases, connect one-on-one with local business via phone and email, and use GovDelivery to engage both businesses and job seekers. They will also share information within the WSCB partnership as well as with community partners.
- There will be a standing virtual job fair on the last Tuesday of each month.
- A business customer flow map was created to support certification work. It highlights the services available and outcomes/value add.

**Note** - WSCB team members continue to provide services 100% virtually at this time. Preparation for return to office is in progress in alignment with CDC guidance and the Governor’s Roadmap to Recovery plan.

**Community Connections:**

- 3/9 & 3/23: 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.
- 3/12: Collaboration call with Sara Schwan, Advocacy & Development Manager with MidColumbia Library to share updates and discuss future opportunities to expand workforce development accessibility through partnership.
- 3/17: Introduction to Luz Gonzalez-Virgen, Equal Pay Specialist with L&I, to learn about trainings/consultations available to WSCB business and job seeker customers.



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**Staff Training & Development:**

**Training/Development Attended:**

- 3/3: Certification – Functional & Programmatic Integration
- 3/10: Certification – Staff Competence and Training Participation
- 3/17: Certification – Performance & Accountability
- 3/31: WSCB Cross Training
- 3/31: WOWI Quick Start Training (*Dr. Neidert, WOWI*)

**Upcoming Training/All Staff Meetings:**

- 4/7: WSCB Business & Process Updates
- 4/14: LinkedIn Learning
- 4/21: Career Assessments
- April LinkedIn Learning focus for staff professional development: Diversity, Equity, and Inclusion
  - Staff choose a LinkedIn Learning course to view:
    - Unconscious Bias;
    - Communicating about Culturally Sensitive Issues; OR
    - Diversity, Inclusion, and Belonging
  - Then attend a discussion facilitated by Spokane Community College – *dates TBD*

**Facilities:**

- 3/16: Brashear Electric onsite to provide quote for relamping (conversion of current lights to LED).

Respectfully submitted by C. Bright on 4/9/21