

Benton-Franklin Workforce Development Council
Adult & Employer Linkage Committee
November 19, 2020, at 8:30 a.m.
Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Adolfo de Leon	Jamie Rasmussen	Lori Mattson	Tiffany Scott, BFWDC
Jennie Weber		Michael Lee	Becky Smith, BFWDC
Karl Dye			Cynthia Garcia, BFWDC
Melanie Olson			David Chavey-Reynaud, BFWDC
Todd Samuel			Jamilet Nerell, BFWDC
			Jessie Cardwell, BFWDC
			Crystal Bright, WSO
			Heather Woodruff, CPS
			Israel Delamora, OIC
			Rosenda Henley, PFP

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 introduced themselves.

Approval of Committee Minutes

The Minutes of October 15, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve October 15, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

One-Stop Operator (OSO) Policy - Cynthia

Cynthia presented the OSO Policy. This policy provides guidance on the roles and responsibilities of the One-Stop Operator a WorkSource under the Workforce Innovation and Opportunity Act. This is a summary of the Statement of Work and the FireWall Agreement.

Adolfo de Leon moved to approve the One-Stop Operator (OSO) Policy as presented to be carried forward to the Executive Committee and then the Full Board for approval, seconded by Todd Samuel. Motion carried. Jennie Weber abstained.

Program Highlights – Jessie

Jessie shared that they have been meeting regularly with partners to discuss the Disaster Recovery Grant. They have learned that the national guard at our local Second Harvest will be de-mobilizing in December. Our sub-recipient leadership has taken the initiative to reach out to their chief of staff, pursue a partnership, and offer assistance through the Disaster Recovery funding to help them with food distribution needs. They don't have the capacity right now to training new staff, but they do foresee being able to take on 2-4 disaster relief workers in January to help with the distribution of food. They will begin at 20 hours per week. Kayci and Rebecca have spent a lot of time and effort to grow this relationship and opportunity with Second Harvest and hope to increase the support beyond the initial 2-4 workers.

They have two other disaster positions they are actively recruiting for. One is an outreach support position with the Migrant Seasonal Farm Workers to connect to community resources. Another position is a cook for Meals on Wheels as their need for food assistance has increased due to COVID.

They got their first enrollment in Employment Recovery in October. A lot of work has gone into recruiting for this program as well as the Disaster Recovery program. The sub-recipient will continue to identify the needs of businesses that have emerged due to COVID.

Rivers Edge Highschool has reached out to us for support in their efforts to help students graduate with both a diploma and a credential. They are working together to refer students 18 years and older and eligible for the Adult Program to engage in training services. This will allow students to have teacher and employment specialist support to help them succeed in school, training, and job search to reach their employment goals once they are done with school.

The sub-recipient has taken the initiative to address the program targets that are behind. They have developed a call to action plan to help their case managers think about their caseloads and what their customers need to meet those employment objectives and to increase enrollments and engage in outreach.

She asked that members take the time to read the Performance Summaries in the meeting packet as they have a lot of good information.

EcSA Update - Jamilet

Jamilet expressed that they are very aware that their enrollments are behind their target. This is an issue that is seen in all EcSA programs across the state. Guidance from ESD has been provided for us to modify the contract to expand the area of service. DSHS has provided a lot of data to show the community's need as we have entered this pandemic.

She mentioned that the EcSA program has tried to do all kinds of outreach strategies. They are not only doing virtually outreach but also placing physical flyers at local spots in North Franklin County following CDC guidelines. They are also working with the North Franklin School District to provide their students and families with EcSA flyers. Career Path Services has done a great job in exhausting all of the strategies we can utilize to increase enrollments.

The state monitors will be here the week of January 11. Jamilet is currently reviewing files from quarter 2 to be prepared for the state monitors.

Todd asked about other ideas for outreach that we have not tried. Jamilet shared that we have exhausted all of the outreach strategies that we have had. We are looking at expanding the area of service. She is hoping to have the expansion done by the end of December in the form of a contract modification. They will have to create a partnership plan that will explain why we are expanding, how we will reach out to this community, and what we see that explains the need. It is a matter of doing paperwork and getting the right approvals from those involved.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that we have met and exceeded the goal of 56 enrollments. The board approved the addition of \$25,675 that will go towards participants. These funds will be utilized to pay for training programs like CDL. We are only able to enroll participants through December 31, 2020. Goodwill continues to meet and exceed expectations.

WorkSource Update – Crystal

Crystal presented the Operator Report. She pointed to three highlights.

- They hosted their 2nd Virtual Job Fair on October 21. It was a successful event with over 19 employers in attendance. We are waiting for additional data to report. The Business Service Team is working with local employers to help them with their hiring needs during this challenging time. She shared a thank you to Tiffany and ESD for making sure the Brazen platform contract was extended. They are planning a resource fair early in the year.
- There are task forces at WSCB working on immediate needs. Those groups are standing up services for those reaching out virtually, around outreach, group services, and career assessments. We realize that we need to monitor the volume of customers and how they are accessing services to determine flow and determine whether or not our customers desire the services we are offering. We want to practice continual quality

improvement and growth to meet the current customer needs. We are in a unique time where the job search waiver is still in place. With that, what kind of services are meaningful to them? And what drives them to our services in a time when there isn't a requirement in place. They are finding customers are reaching out for more than basic needs in November. The customer flow is lower than it would generally be this time of year, but we have seen an uptick each month.

- We have revised the Customer Service Survey to ensure that we are getting an increase in feedback and also to gain more actional feedback to continue to shape the decisions that we are making. The Barriers and Access Solutions Committee has further revised the November Survey. She reported that we see an uptick in the number of calls and interactions with those that are seasonably employed.

We continue to shift as we know the governor's order impacts our entire community. We are keeping our ears and eyes open to respond to and meet our customer's needs.

Adolfo asked if we can see why there is an increase in people reaching out. She cannot tell exactly why. Before we were doing a lot of workforce information provision and connecting people to basic needs resources. We are still doing this, but we are finding a need for increased help with resume assistance, job search, and training resources. People are coming to terms that our economy is undergoing a shift, and there will be a need for career transition and that WorkSource is a place they can come for help.

Todd asked about the difference in this job fair from the last. Crystal shared that she doesn't have the data to explain that, but the Business Service Team has been excited and has a lot of energy.

Other Business:


Jamilet thanked board members and partners for attending the Occupations in Demand meeting. All of the feedback given at that meeting was captured. Thank you for your feedback and participation.

Rosenda of People for People (PFP) shared that they are now offering services from Othello to the Tri-Cities. These services are open to the general public and are fare-free. Please reach out to them if you see a need in the area. Rosenda works with the EcSA program representing transportation for PFP.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, December 17, 2020, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:00 a.m.

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 Meeting Chair, Melanie Olson Date 1/22/2021

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 Becky Smith, Office Manager Date 1/22/2021