



Adult & Employer Linkage Committee Meeting
September 16, 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** – Melanie Olson
- 2. Welcome & Roll Call** – Melanie & Jamilet
- 3. Approval of Committee Minutes**
Adult & Employer Linkage – August 19, 2021 (Needs a vote)
- 4. Benton-Franklin Workforce Development Council (BFWDC) Highlights**
 - PY21 State Monitoring Schedule Updates - Diana
 - Washington Integrated Technology (WIT) Replacement Updates - Diana
 - PY21 WIOA Adult & Dislocated Worker/Rapid Response Contract Updates - Diana
 - Economic Security for All (EcSA) - Jamilet
 - Community Development Block Grant (CDGB) - Jamilet
- 5. Liaison Report** – David Chavey-Reynaud
- 6. WorkSource Columbia Basin (WSCB) Update** – Crystal Bright
- 7. Other Business**
- 8. Next Meeting**
 - Adult & Employer Linkage Committee – Thursday, October 21, 2021, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting – Tuesday, October 26, 2021, at 4:00 p.m. on Zoom
- 9. Adjournment**

Attachments

- Adult & Employer Linkage Minutes – August 19, 2021
- Adult, Dislocated Worker, PY19 Rapid Response, Disaster Recovery, Employment Recovery, Economic Security for All, and Community Development Block Grant Program Performance Summaries – August
- Layoff Profile – August
- Liaison Report – August
- WSCB System Coordinator Report – August

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

August 19, 2021, at 8:30 a.m.

Zoom

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

Call to Order

Adolfo started the meeting by welcoming everyone and called the meeting to order at 8:32 a.m. Jamilet read through the roll call while everyone responded. She asked for guests to put their name and organization in the chat and thanked everyone for joining the meeting.

Approval of Committee Minutes

The Minutes of July 15, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

Adolfo de Leon moved to approve July 15, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Todd Samuel. Motion carried.

New Policies

Measurable Skills Gains Policy– Cynthia

Cynthia explained this policy provides official guidance to our subrecipients on the requirement of documenting the participant's progress while attending education and training services as required for Federal Reporting. She also informed the committee that all of the information in this policy has already been provided to our subrecipient in the form of a program notice or technical assistance. She requested a motion to approve this policy.

Melanie Olson moved to approve the the Measurable Skills Gains policy as presented, seconded by Amanda Jones. Motion carried.

Data Element Validation Policy – Jamilet

Jamilet explained this policy was created to provide guidance regarding Data Element Validation (DEV) requirements specific to Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, Dislocated Worker, Trade Adjustment Assistance (TAA), and discretionary programs. Local workforce boards are required to implement local policies and internal procedures to fulfill the State's annual assessment to identify accuracy of prescribed data elements. She requested a motion to approve this policy.

Todd asked if this was a new policy the BFWDC needed because we do not have anything in writing to conduct this activity. Jamilet explained that the DEV policy outlines the variety of periodic activities to be conducted by the BFWDC to ensure DEV meet's the state requirements. The policy references the BFWDC Fiscal & Programmatic Monitoring policy that already includes activities outlines in the DEV policy. Tiffany added that this is a policy the state had to create due to a finding identified by Department of Labor (DOL). Now, local workforce boards are passing down this expectations to subrecipients.

Todd moved to approve the Data Element Validation policy as presented, seconded by Jennie Weber. Motion carried.

Occupations in Demand Committee Recommendations List - Jamilet

Jamilet explained that on August 18th, the Occupations in Demand Committee (OID) met to review the recommendations provided from our system partners. This meeting takes place once a year. The OID committee's purpose is to ensure projections and the current economic state in our area are reflected on Benton-Franklin OID list. Recommendations are inclusive of Committee Members, Board Members, and System Partners. Jamilet thanked all of the attendees who provided their recommendations. Jamilet also indicated that the local recommendations are due to the state on August 25th, therefore timing is critical and to ensure our recommendations meet the deadline, the BFWDC will be requesting e-votes from the full board.

Todd moved to approve the Occupations in Demand Recommendations as presented, seconded by Jennie Weber. Motion carried.

Program Highlights

WIOA Formula Subrecipient Contracts - Diana

Diana stated the BFWDC submitted PY21 formula contract budgets and participant performance deliverables to the state for the WIOA Adult, Dislocated Worker and Youth programs the end of June. In July the BFWDC received fully executed contracts from the state and the new PY21 participant performance deliverables for each program are listed in the Performance Summaries in the packets. We are now in the process of developing contract with our subrecipient. The contracts must be reviewed, approved and signed by the BFWDC Chief Executive Officer (CEO), Subrecipient's CEO, the Benton & Franklin Prosecuting Attorneys, as well as the Benton and Franklin County Commissioners Office. This is a very lengthy process, but we expect to have fully executed contracts in the hands of our subrecipient in September.

Todd requested a summary comparing the PY20 vs. PY21 contract budgets and the number of participants served. A PY20/PY21 comparision summary was emailed to all committee members after the meeting.

Disaster Recovery Modification – Diana

The BFWDC received our fully executed Disaster Recovery contract modification from the state that will allow our subrecipient to better align the Disaster Recovery budget to meet the needs of our customers. Funds were shifted to enable 5 additional participants to receive training and obtain support services. The contract modification between the BFWDC and the Consortium was sent yesterday for signature so we should have a fully executed contract modification this week.

Statistical Adjustment Model - Diana

The 12 Workforce Development Councils (WDC's) and Employmnt Security Department (ESD) negotiate levels of performance for our WIOA Formula programs. The Statistical Adjustment model is used to try to predict performance outcomes. BFWDC has been participating on a statewide call with the Workforce Training and Educationa Coordinating Board to discuss participant demographics and characteristics variables that will be used in the Adjustment Model. Basically, the model uses participant demographics and characteristic such as race, gender, age, education attainment, training received, Unemploymnet Insurance (UI) rate, median home prices and that information is used in the Adjustment model using past participant data to adjust the agreed upon PY20 targets. We are trying to determine which variables should be included in the local model so it can be submitted to DOL for approval and used next spring to adjust outcomes for comparison to our PY20 targets. Right now, the challenge is how COVID-19 will impact this model and they won't know until all of the data is available for them to run it.

Washington Integrated Technology Replacement – Diana

All 12 WDCs are working with ESD on the Washington Integrated Technology (WIT) Replacement project to acquire a new case management solution to replace Efforts to Outcomes (ETO) and the existing labor exchange platform. We want to ensure the system meets the program management and operational needs of all WIOA partners.

ESD hired the Athena Group to facilitate multiple sessions to design and develop a decision-making process and operating framework to define the scope of the WIT Replacement project. Once that work is completed they can issue an RFP, review potential solutions, and then select a vendor and solution. They hope to release the RFP sometime early next year.

Preparation for October State Monitoring Visit – Diana

BFWDC staff are working with our subrecipients to get participant files and ETO entries compliant with state and local policies so we are ready for our next state monitoring visit that is scheduled for the week of October 11th.

Economic Security for All - Jamilet

In the most previous months, including July, Jamilet had the opportunity to engage with the WDC's who have been awarded the second round of Economic Security for All (EcSA) funding. She attended a series of Group Planning Sessions meetings to engage with peers and provided feedback on their service delivery models. This was a good opportunity to learn what other areas were planning on doing to continue working towards poverty reduction.

Also, in previous months, I alluded to the EcSA Third Party Evaluator (SPR- the Social Policy Research Associates) who have been working on updating their evaluation plan to include the additional WDC's as part of the second phase of evaluation (the evaluation is in three phases).

There has been a lot of work being done, specially in the creation of an Exit Survey implementation to gather data from participants which is part of phase 2 of the evaluation.

We hope that by the fall of this year, we will have a final draft, including desk aids to be used by the EcSA Employment Specialists to collect data from the EcSA Exit Survey.

Community Development Block Grant - Jamilet

The month of July focused on developing the subrecipient Community Development Block Grant (CDBG) contract as this is a process needing approval from WA Dept of Commerce. Because it being the first time we have been awarded funds from Commerce, and it also being the first time Commerce awarded funding to WDC's, during the previous months there has been multiple meetings established to discuss how each entity conduct business and we, the BFWDC, have been learning how to subcontract under Commerce's requirements.

Commerce has provided us technical assistant to ensure our local contract met the standards of Commerce's legal department as well as meeting the standards of the U.S. Department of Housing and Urban Development.

For July there are no outcomes to report out on as we did not have the subrecipient contract in place, but as of August, we have executed our local contract with Career Path Services (CPS). Next month we will provide program development updates.

Liaison Report – David

David stated the traffic at WSCB continues to climb. For the first time since the pandemic began we've seen an increase in Staff Assisted Job Seekers, Staff Assisted Services, Unique Number of Businesses Served, and Staff Provided Business Services compared to 2020 and 2019 levels.

The Liaison Report includes two graphs tracking unemployment and workforce trends over the last 3 years. The unemployment rate has returned to pre-pandemic levels and is beginning to mimic past trends.

The Tri-Cities has had a 107% job recovery from the drop in workforce in April 2020. Food services have bounced back more quickly here than in other areas, and most other industries have seen positive trends. Manufacturing and

Professional and Business services are still lagging. Manufacturing is experiencing a 3 year low in labor force. In 2018 there were 9000 jobs in manufacturing, but today there are only 7000.

WorkSource Update – Crystal

Crystal, the WorkSource Systems Coordinator, provided the board with some highlights of the work being accomplished at WorkSource.

- Two significant events in July: Worksource Columbia Basin (WSCB) office reopened for in-person services by appointment only & the Job Search Waiver ended
- Offering hybrid service delivery: virtual and in-person
- In-person demand for services started slow. We saw an increase in customers accessing in-person services week over week
- The end of the job search waiver resulted in an increased demand for workshops, including over 200 additional customers attending local workshops during the month of July and an increase in resume assistance
- 33% of incoming customer calls and 50% of drop-in visits were regarding UI assistance

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, September 16, 2021, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:30 a.m.

Meeting Co-Chair

Date

Diana Hamilton, Programs Manager

Date

August 2021

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of July 31, 2021	\$31,775	\$41,245	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	74	76	187
Exits			
Total Employed Exits	11	10	105
Placement Rate	100%	85%	85%
Median Wage	\$17.22	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	2	8	41
On-the-Job Training (OJT)	0	0	4
Work Experience (WEX)	1	0	4
Entrepreneurial Training	0	0	1

Strategies listed below were implemented to increase performance outcomes currently behind target.

Program Expenditures: Subrecipient staff continue to enroll customers and are offering WEX, OJT, ITA, and supportive services to help customers skill up and be successful in employment.

Total Served:

- Subrecipient staff are using a “Roundtable” forum as a place to offer customers an opportunity to meet with staff across different programs at WorkSource and screen them for program eligibility. This shortens the enrollment process for customers.
- Staff utilize phone calls, video chat, in-person meetings, emails, text messages, and social media to reach as many customers in the community as possible for recruitment and service delivery.
- Subrecipient staff partnered with Economic Security for All (EcSA) staff and the Department of Social and Health Services (DSHS) to fill mailers with program flyers to send to Supplemental Nutrition Assistance Program (SNAP) recipients. Roughly 1,200 Franklin county mailers went out to community members in August.

Training Services (ITA’s):

- There are thirteen (13) ITA’s in progress for Information Technology (IT), Nursing Assistant Certification (NAC), Commercial Driver’s license (CDL), and Administrative Tech, with expected end dates in September 2021-October 2021.
- Subrecipient staff works with the training providers to ensure there are placements available and provide transportation support and any other individualized needs to ensure customers are successful.
- Additional emphasis on new in-demand occupations will occur when the Occupations in Demand (OID) website is officially updated to reflect current labor market changes and increase ITA offerings.

August 2021

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of July 31, 2021	\$50,637	\$69,181	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	55	55	223
Exits			
Total Employed Exits	6	12	134
Placement Rate	85.71%	85%	85%
Median Wage	\$22.12	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	2	10	50
On-the-Job Training (OJT)	0	0	4
Entrepreneurial Training	0	0	1

Strategies listed below were implemented to increase performance outcomes currently behind target.

Program Expenditures: Subrecipient staff continue to enroll customers and are offering WEX, OJT, ITA, and supportive services to help customers skill up and be successful in employment.

Total Employed Exits:

- WSCB held an All-Sector Virtual Job Fair on August 31st.
 - 34 employers attended (including Allied Universal, Amazon, Gesa, Hanford Mission Integration Solutions, Spot On, and the Washington State Department of Ecology)
 - 83 job seekers registered, of those 62 attended (75%)
 - 49 were moved to further screening
- Subrecipient staff encouraged customers to focus on job search as a priority and provided intensive coaching, reverse interview strategies, resume reviews, and connected with business services team to help customers obtain to employment.

Training Services (ITA's):

- Twelve (12) ITA's are in progress for Welding, Administrative Tech, Commercial Driver's License (CDL), Web Development and Information Technology (IT) Specialist with expected end dates in August 2021-October 2021.
- Subrecipient staff are working with the training providers to ensure there are placements available.
- Additional emphasis on new in-demand occupations will occur with customers when the Occupations in Demand (OID) website is officially updated to reflect current labor market changes and increase ITA offerings

August 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 July 31, 2021	\$233,667	\$259,679	\$271,309
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	59	65	65
Exits			
Total Employed Exits	31	47	47
Placement Rate	77%	85%	85%
Median Wage	\$27.23	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	19	27	27

Strategies listed below were implemented to increase performance outcomes currently behind target.

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 continue to support Bruker impacted workers by providing requested informational sessions such as Cover Letter and Resume assistance (12 workers attended) and types of Skills Assessments (12 workers attended). These sessions are designed to prepare and skill up workers before being laid off and inform them about the program services available to help them obtain their employment goals.

Total Exited:

- WSCB held an All-Sector Virtual Job fair on August 31st.
 - 34 employers attended (including Allied Universal, Amazon, Gesa, Hanford Mission Integration Solutions, Spot On, and the Washington State Department of Ecology)
 - 83 job seekers registered, of those 62 attended (75%)
 - 49 were moved to further screening
- Subrecipient staff encourages customers to focus on job search as a priority and provide intensive coaching, reverse interview strategies, resume reviews, and connect with the business services team to help customers obtain to employment.
- Subrecipient staff updates the WSCB Business Services team weekly on customers who are job searching and have resumes, their goal occupation, and the companies they would like to work for. The Business Services team contacts employers on behalf of these customers to make connections and create employment opportunities.

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

Training Services (ITA's): Four (4) ITA's are in progress for Commercial Driver's License (CDL), Administrative Tech, and Information Technology (IT) Specialist with expected end dates in September-November 2021.

August 2021

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	YTD Quarterly Target	Total Contract
As of July 31, 2021	\$164,900	\$230,906 (Sept.)	\$424,000
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	32	28	32
# of Participants in Training Services (excluding	10	7	15
# of Participants Placed in Disaster-Relief Employment	22	17	23
# of Participants Receiving Supportive Services	11	17	25
# of Participants entered unsubsidized employment at exit	16	6	22

Strategies listed below were implemented to increase performance outcomes currently behind target.

Number of Participants receiving supportive services:

Staff are working with training providers to determine appropriate clothing, tools, and supplies customers need while attending training and what they will need once training is completed and job search begins.

Success Story:

Hirbing, 30, entered the Disaster Recovery Program in November 2020 as he was long-term unemployed and at the point of exhausting his unemployment. Hirbing previously worked for Permobil TiLite as an Assembly Factory team member earning \$14.00 per hour. His main barrier was tuition assistance to obtain employment in his chosen field as a CDL Class A Truck Driver. The program assisted Hirbing overcome his financial and employment barriers with tuition assistance and support services. He received employment referrals from his case manager, including an employment opportunity as a CDL Driver with Pepsi Bottling Company. Hirbing interviewed and was offered a full-time position as a Class A CDL Driver for Pepsi Bottling Company in Pasco on July 1, 2021, earning \$23.50 per hour. He is eligible for health benefits in 90 days. Hirbing is excited to start a new career to earn self-sufficient wages and grow with a company.

August 2021

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – March 31, 2022)			
Program Expenditures	YTD Spent	YTD Quarterly Target	Total Contract
As of July 31, 2021	\$170,674	\$256,578 (Sept.)	\$446,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	34	44	55
# of Participants Enrolled in Training Services (excluding OJT)	20	19	38
# of Participants Receiving Support Services	7	28	40
# of Participants entered unsubsidized employment at exit	10	22	44

Strategies listed below were implemented to increase performance outcomes currently behind target.

Program Expenditures:

Subrecipient leadership is hiring an Employment Specialist to focus solely on Employment Recovery activities and created a support services spending plan for staff.

Total Served:

- Subrecipient staff are using a “Roundtable” forum as a place to offer customers an opportunity to meet with staff across different programs at WorkSource and screen them for program eligibility. This shortens the enrollment process for customers.
- Staff utilize phone calls, video chat, in-person meetings, emails, text messages, and social media to reach as many customers in the community as possible for recruitment and service delivery.
- Subrecipient staff partnered with Economic Security for All (EcSA) staff and the Department of Social and Health Services (DSHS) to fill mailers with program flyers to send to Supplemental Nutrition Assistance Program (SNAP) recipients. Roughly 1,200 Franklin county mailers went out to community members in August.

Number of Participants receiving Support Services:

Subrecipient leadership developed a Support Services Spending Plan to increase expenditures:

- Reviewed current Employment Recovery caseloads to determine how each customer could benefit from supportive services and staff will contact customers before September 10th.
- Provided training to staff on how/when to offer customers support services.
- Created a flyer to inform customers on the type of support services they can access.

Total Employed Exits:

- WSCB held an All-Sector Virtual Job fair on August 31st.
 - 34 employers attended (including Allied Universal, Amazon, Gesa, Hanford Mission Integration Solutions, Spot On, and the Washington State Department of Ecology)
 - 83 job seekers registered, of those 62 attended (75%)
 - 49 were moved to further screening
- Subrecipient staff encourage customers to focus on job search as a priority and provide intensive coaching, reverse interview strategies, resume reviews, and connect with business services team to help customers obtain to employment.
- Staff updates the WSCB Business Services team weekly with customers who are job searching and have resumes, their goal occupations, and the companies they would like to work for. The Business Services team contacts employers on behalf of the customer to make connections and create employment opportunities.

August 2021

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of July 31, 2021	\$700,000.00	\$532,049	76.0%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	53	64	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	16	14	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	11	32	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

- **Enrollment:** continued to explore outreach opportunities to increase enrollments, in collaboration with:
 - Department of Health and Social Services (DSHS) in mailing new program flyers and letters for the next months to individuals receiving SNAP and living in Franklin County;
 - The DSHS cold-call partnership continued and was more successful now than ever in actual referrals for the EcSA program. In total, around 20 individuals have been referred to the program for August, a significant increase from July's total of six referrals;
 - The EcSA team works closely with the Basic Food Employment & Training team at WorkSource Columbia Basin. During initial intake for the EcSA program, Employment Specialists will ensure to obtain detailed information from each customer. If the customer is on SNAP and require additional training and employment services, the EcSA staff will refer directly to BFET and vice-versa;
 - Radio Campaign: A staff member currently assisting with the EcSA program had the opportunity to be on a local radio show and provide information to the local community about the services at WorkSource Columbia Basin. This campaign took place through the Spanish radio station 'La Zeta' via 96.7 FM and is a pilot in collaboration with Opportunities Industrialization Center (OIC) of Washington and the Employment Security Department to increase outreach activities to engage the LatinX community in workforce development programs and services;
 - Upcoming strategies will be inclusive of other community partners such as Tri-City Hispanic Chamber, Local Planning Area, the Imagine Institute, and Child Care Aware, and expanding on the partnership with Employment Security Department's Migrant Seasonal Farmworker Specialist.
- **Employment**
 - The EcSA team continues to work closely with the WSCB Business Services team to explore and identify employer needs in our area;
 - Business Services members send out information on jobs, hiring events, job fairs, and potential training/work experience opportunities; all of which are shared with current EcSA participants;
 - Not only does sharing this information within the community help the business services team spread information on employer needs, but it creates an opportunity for EcSA staff to engage with job seekers, which could eventually lead to program enrollment;
 - The EcSA Employment Specialists continue to share information on current job-ready customers participants so they can get connected directly to employment opportunities in their desired sector.



PY21 CDBG Program Performance Summary (Cumulative from July 1st, 2021 – January 31, 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

- We executed the local service provider contract, between the BFWDC and CPS, during August;
- The first programmatic meeting with CPS took place in August to review the following source documents for local CDBG program implementation: Executed Contract, Program Site Eligibility, Community Impact Targets / Loading Chart;
- The CDBG team is coordinating efforts with the Disaster Recovery contract to ensure there is no duplication of services;
- CPS is working alongside the BFWDC to coordinate efforts with localhost sites already hosting DR participants;
- The following sites have been identified as potential partners: Second Harvest, The Salvation Army, Pasco Community Services, and Tri-City Foodbank.



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

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021			40
<p>8/3/2021: Staff coordinated a virtual Cover Letter and Resume presentation via TEAMS for Bruker impacted workers. There were 12 workers in attendance. 8/17/2021: Staff facilitated a Skills Assessment presentation, 12 impacted workers were in attendance.</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

August 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: 704 (-59)
Total Staff Assisted Services to Job Seekers: 1754 (+11)
Unique Number of Businesses Served: 201 (+75)
Staff Provided Business Services: 347 (+140)

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): 203
Out-of-School Youth (OSY) Program: 112
Open Doors Program: 143
Co-enrolled in Both Programs: 52
Youth Attained General Education Development (GED): 12
Total OSY Employed and/or Post-Secondary Exits: 12
Average Wage: \$14.6
Placement Rate: 100%

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): 366

Monthly-to-Date Target: 371

Total Employed Exits (YTD): 86

Monthly-to-Date Target: 107

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 57 Monthly-to-Date Target: 72
Total Employed Exits: 12 Monthly-to-Date Target: 45

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 (July)

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
- Retail Salespersons
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Automotive Service Technicians/Mechanics

Top Licenses and Certifications

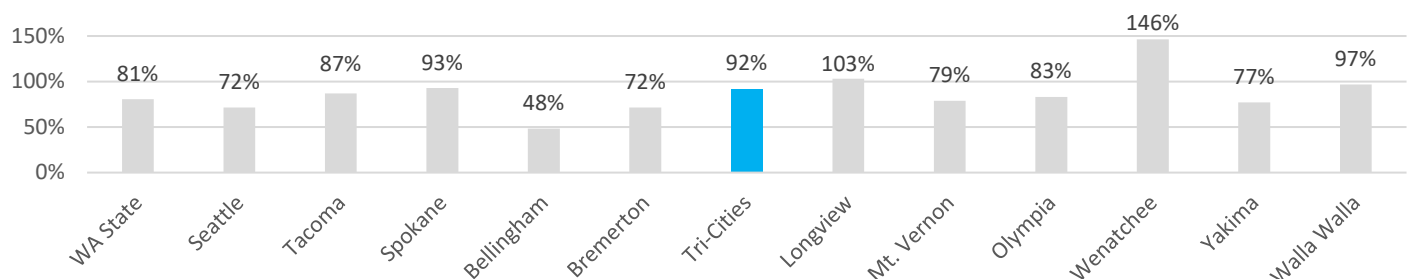
- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- ServSafe
- First Aid CPR

	Benton	Franklin
Unemployment	4.5%	4.9%
Average Wage (2019)	\$33.91	\$24.7

Other News

- The WSCB Business Services Team hosted the August Virtual Job Fair on August 31st, 2021. Of the 83 customers who completed registration, 75% (62) attended the event. 44 customers received a direct referral for employment from WSCB staff. 30 employers hosted booths and successfully connected with applicants
- WSCB implemented a new appointment tool called QTRAC. The tool allows for management of traffic flow, measure wait times, and more.
- We had 93 Customer Satisfaction Survey responses (13% response rate), 99% of whom would refer family and friends.
- Success / Challenges: EcSA staff continue to benefit from the soft reopening of WorkSource Columbia Basin. EcSA clients who were on the fence about the program now have a chance to meet with staff directly to ensure the legitimacy of the program and its offerings. Unfortunately, enrollment continues to be a challenge as outreach methods continue to be reduced due to the COVID-19 pandemic; outreach in North Franklin County being most affected.

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



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

Questions about this report?
Contact David Chavey-Reynaud
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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 August 2021

August Highlights:

- The WSCB Business Services Team hosted the August Virtual Job Fair on August 31st. Of the 83 job seekers who completed registration, 75% (62) attended. 44 customers received a direct referral for employment from WSCB staff. 30 employers hosted booths and successfully connected with applicants.
- WSCB implemented a new appointment tool called QTRAC. The tool will allow us to manage traffic flow, measure wait times, and more.

WorkSource Site Operations:

Customer Counts 8/1-8/31/2021		
Total Staff Assisted Seekers	704	
Total Staff Assisted Services	1754	
<i>Basic Services</i>	1476	
<i>Individualized, Training & Support Services</i>	278	
Unique Number of Businesses Served	201	
Staff Provided Business Services	347	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	16	12
<i>Employee Training</i> Assessment, referral, enrollment, etc.	25	10
<i>Other</i> Employer outreach visit, marketing business services, etc.	169	126
<i>Recruitment</i> Hiring events, referrals, etc.	131	100
<i>Wage & Occupation Information</i> Labor Market Info, etc.	6	5

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (9/9/21).



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August 2021 Customer Satisfaction Survey:

- 93 survey responses received (13% response rate):
 - Of the customers who responded, 99% would refer family and friends
 - Top 3 services rated: job search, workshop, and training
- WorkSource team members relaunched the one question interview practice with customers during the month of August. The team collected actionable, specific feedback which will inform enhancements to service delivery during quarter 2.
- Customer Feedback – *What we did well:*
 - “They were very attentive and very friendly indeed!! My best praise for Lissandra valencia and maria Martínez”
 - Gena was so very helpful with any and all questions I had. She was helpful, compassionate and knowledgeable.
 - “Arlene is amazing, communication, amazing help in general”
 - “I suffer from ADHD, normally I never say it, so working one on one I have the opportunity to work at my speed and ask as many questions as I have. Thank you”
- Customer Feedback – *What we can do better:*
 - We received actionable, specific feedback about workshops. This customer input will help us as we evaluate current customer need and potential updates to our service offerings/process for the upcoming quarter.
 - “Offer more workshops on how to build skills.”
 - “Provide follow up Powerpoint for reference”
 - “extend workshops to decrease number of participants to allow for meaningful discussion and participation”
 - “...add more basic computer skills. Ex: how to use zoom was perfect for me, to learn and to practice.”

Service Delivery

Career Services:

- Group services continue to be an in-demand service with praise for virtual options. During August, WSCB provided 498 group services to 224 individuals through our locally offered workshops and group sessions. Other services in high demand include staff assistance to search for and save jobs, as well as provision of workforce information.
- WSCB began using an electronic appointment scheduler called QTRAC. We are currently using this tool for in-person appointments for basic career services. As we become more proficient, we plan to expand our use of the scheduler, including allowing customers to make appointments online.



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- WSCB relaunched LinkedIn Learning on 8/9, three weeks earlier than the statewide kickoff under the new contract. Users who engaged in the pilot with WSCB, including job seekers, businesses, and staff, were provided access. Additional users have been signed up since our relaunch as well.

Business Services:

- The team continues gathering input from local businesses to inform service delivery options. Examples of focus areas this month include employer suggestions regarding resumes and an update of the Brazen (Virtual Job Fair platform) Handbook based on business customer feedback.
- The Hot Jobs publication has been revised to include hiring events and open job positions are organized by sector. This list is published twice weekly, on Tuesday and Thursday. It is available on the WorkSourceWA.com calendar for customer viewing.
- In partnership with TC Futures, the Business Services Team will have a representative onsite to provide information to customers on how to access careers in local sectors.
- Upcoming Events –
 - Business Friendly Programs: 9/15/21 from 12:15-1:00pm
 - Tri-Cities Transportation & Food Processing Virtual Job Fair: 9/30/21 from 10am-1pm

Community Connections:

- 8/3, 8/10, & 8/24 : 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.
- 8/12 & 8/26: During the month of August WSCB staff collaborated to provide resources to Spanish speaking community members via two radio programs with La Zeta de Pasco. These shows are part of a series which runs from 7/15-12/30/21. Our goal is to educate, build trust, and better engage Hispanic/Latinx community members through these efforts.
- 8/25: A member of the Business Services Team attended an interview with the Tri-City Herald to invite businesses and job seekers to the August Virtual Job Fair. The team also utilize a variety of other methods to increase community engagement with the event, such as email, social media, networking, and Flash Alert.
- WSCB is utilizing GovDelivery to send weekly emails to connect with both job seeker and business customers and inform of event, workshop, and other service offerings available to them.



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Staff Training & Development:

Training/Development Attended:

- 8/4: Cross Training – Business Services; July WSCB Data Review
- 8/10 & 8/11: Concern & Complaint Training
- 8/18: Cross Training – Business Services

Upcoming Training/All Staff Meetings:

- 9/1: Cross Training – DVR; WSCB business updates
- 9/15: Cross training – Front End Services & Digital Literacy; August WSCB Data Review
- 10/6: Community Partner Cross Training – Job Corps

Facilities:

- 8/5: NW Architectural conducted annual maintenance on the divider walls at WSCB.
- WSCB staff workstations have been updated to include a sit/stand function. This feature was not available at all desks previously.

Respectfully submitted by C. Bright on 9/10/21