

**BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL**

**Adult & Employer Linkage Committee Meeting**

July 16, 2020 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 & Introductions**
- 3. New BFWDC Chief Operations Officer** - Tiffany
- 4. Approval of Committee Minutes**  
Adult & Employer Linkage – June 18, 2020 (Needs a vote)
- 5. Program Highlights** – Diana
- 6. EcSA Update** – Jamilet
- 7. Families Forward Washington Updates** – Jamilet
- 8. WorkSource Columbia Basin Update** - Crystal
- 9. Other Business**
- 10. Next Meeting**
  - Adult & Employer Linkage Committee –  
Thursday, August 20, 2020 at 8:30 a.m. at TBD
  - Full Quarterly Board Meeting –  
Tuesday, July 28, 2020 at 4:00 p.m. at TBD
- 11. Adjournment**

**Attachments**

- June 18, 2020 Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Reports – June
- Layoff Profile – June
- WS Operations Mgr. Report – June

**Benton-Franklin Workforce Development Council**  
 Adult & Employer Linkage Committee  
 June 18, 2020 at 8:30AM  
 Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Melanie Olson, Co-Chair Jennie Weber Michael Lee Todd Samuel	Adolfo de Leon, Co-Chair Karl Dye Jamie Rasmussen	Lori Mattson	Tiffany Scott, BFWDC Diana Hamilton, BFWDC Becky Smith, BFWDC Cynthia Garcia, BFWDC Jamilet Nerell, BFWDC Heather Woodruff, CPS Kayci Loftus, CPS Rosa Reyna, GW Crystal Bright, WSO Israel Delamora, OIC David Chavey-Renaud-TriDec

**Call to Order**

Melanie welcomed everyone and called the meeting to order at 8:39 a.m. The meeting was late starting due to technical difficulties with Zoom. Becky went through the roll call.

**Approval of Committee Minutes**

Minutes of the May 21, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

**Todd Samuel moved to approve the May 21, 2020 Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Michael Lee. Motion carried.**

**Program Highlights** – Diana

Diana gave an update on the National Disaster Recovery Grant. This grant will be used to create temporary employment opportunities to assist with recovery efforts. It will also allow us to temporarily extend our capacity to serve Dislocated Workers during COVID-19. Last week all 12 Workforce Development Areas submitted a grant application to the state identifying the needs within our local communities. As of yesterday, our local application was in the final review stages with the final word expected by the end of next week. She expressed her appreciation to the consortium and all of the work they did in identifying the potential needs of our community and outlining a budget that would serve 32 participants beginning July 1, 2020 through March 31, 2022.

The state is aware of the need to be flexible for us to meet the needs in our community. The longer it takes Benton and Franklin Counties to progress from Phase 1 to Phase 2 in the Governor’s Safe Start Plan, the longer it will take our community to get up and running and we may see the needs drastically change. We are still waiting for guidance from the state outlining the special requirements around this grant.

Diana reported a few take aways from her Performance Meeting with the state. 1) They were very impressed with our contractor’s ability to continue to enroll and serve customers utilizing virtual platforms. 2) BFWDC was one of three areas that submitted a Strategic Plan even though the due date was extended because of COVID-19. Our Plan has been reviewed and contained all the required elements. Because of this, we were not required to submit additional documentation in order to receive PY20 WIOA Formula Funds.

She shared that we will be sending an E-Vote to the Full Board with the contract amounts for WIOA Adult, Dislocated Worker, Youth, RRIE, OSO and Disaster Recovery. We need board approval to move forward with the required budgets.

### **EcSA Update** – Jamilet

Jamilet encouraged everyone to review the included reports. The EcSA program is targeting rural communities, especially Connell. It has had a lot of ups and downs. After working with ESD, we have been able to modify the contract to serve a broader community. Three zip codes have been added to our area in North Franklin County. The state has also removed SNAP eligibility as an enrollment requirement.

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

Jamilet reported that we are currently working with our funding source and have requested an extension. The current contract is for 56 enrollments and participants could be enrolled until June 30, 2020. COVID-19 has paused a lot of enrollments. We lost engagement with many customers that were interested in the program. We have requested to extend the contract in order to enroll more participants. This program is a study. Once the study is completed it can then become a program. She gave some background on the program and is positive this extension will be approved. All services happening right now are being provided virtually. A few of our training providers have started doing one on one or small group training.

Todd asked what phase we will have to be in to be able to meet face to face with our customers. Tiffany answered that there is a lot of planning going on the local level regarding when it will be safe to return to the physical facility and provide services face to face. We know through conversations with our system, we will phase in with an appointment-based approach first. We anticipate this happening in Phase 3; however, nothing is written in stone as things continue to change. This is an ongoing intentional conversation.

Jamilet shared that getting FFW to be able to serve customers virtually was a challenge. They had to work to get approval from the funding sources. The funding sources have been very accessible and supportive. It is also a challenge to serve a community that does have easy access to internet.

### **WorkSource Update** – Crystal

Crystal shared that last month was an exciting month. We have seen some shifts in what customers are asking for and how we are able to serve them. We hosted our first Virtual Job Fair with over 25 employers and 184 job seekers participating. A lot of collaboration was required in the success of this event. Great job to our business services team. Forty-three will be moving forward to next steps for interviews.

Consistent with April, much of the work in May was around providing basic needs services. Leadership and staff have worked diligently through the month of May to stand up more robust local virtual services. Those include launching workshops that will be available on demand with a weekly Q&A. We are also working to provide virtual resource room appointments.

She shared that they worked diligently to create an Unemployment Insurance Outreach Campaign. We have access to data that tells us who could benefit from our services. For those who have received Unemployment Benefits for 20 weeks or longer we have chosen to look at that list and figure out the best way to reach out to them and get them engaged in our services.

There is a group working to create a portfolio of assessments to help guide the discovery process of career pathways as we see those in sectors effected by COVID-19.

During May there was a lot of work around assisting customers around impersonation fraud in unemployment insurance. We have yet to see customers shift back to job search or WorkSource service mode.

Todd asked about the feedback from job fair from employers. We are still waiting for this information. ESD provided the platform as a pilot project.

Todd asked how the word went out to publicize the job fair. Crystal shared that the Business Service team were the lead in the event. We used press releases, the WS network, live television interview, radio, Facebook, and Flash Alerts.

Todd shared that he felt the event was very successful and a positive, impressive event and hopes that it can be used again in the future.

**Other Business:**

Todd asked how the furloughing of state employees will impact the WSCB. Jennie shared that at this point the governor has excluded ESD employees. Several other state agencies will be impacted.

Todd asked about the increase in those being helped on the Rapid Response Layoff Report. Diana shared that they have been offering virtual Rapid Response events. Most of these employers are planning to hire these people back, but that could change the longer we are unable to transition out of Phase 1. We continue to reach out to make sure employers know of services available.

Accessibility to computers and technology remains to be a challenge for our customers. There was a conversation about resources that could be available.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, July 16, 2020 at 8:30 a.m. at TBD.

**Adjournment**

With no further business, the meeting was adjourned the meeting at 9:24 a.m.

\_\_\_\_\_  
Meeting Chair

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

**June 2020**

<b>PY19 Adult Program Performance Summary</b> (Cumulative)			
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	242	189	189
<b>Exits</b>			
Total Employed Exits	122	121	121
Placement Rate	74%	85%	85%
Median Wage	\$14.90	\$14.25	\$14.25
<b>Services</b>			
Individual Training Account (ITA)	28	45	45
On-the-Job Training (OJT)	1	15	15
Work Experience (WEX)	1	10	10
Apprenticeship	N/A	N/A	N/A

- **Placement Rate** - This rate is directly impacted by:
  - The low number of customers who exited into unsubsidized employment during the 4<sup>th</sup> quarter due to limited essential business job postings.
  - The high number of customers who disengaged from participating in program services (due to COVID-19 restrictions and workplace safety concerns) for over 90 days and were exited from the program.
- **ITA Services** - Completion of training has been a challenge due to COVID-19 restrictions. While training providers are slowly reopening, many participants have been unable to complete training during PY19. Staff are working closely with training providers to secure completion dates and looking for other training providers in the local area to support participant training needs during PY20.
- **OJT/WEX Services** - The implications of COVID-19 on workplace safety requirements has had a direct impact on work-based learning opportunities such as WEX's and OJT's. Staff will continue to work with WSCB Business Services team to connect with essential businesses and offer WEX/OJT services.

## June 2020

PY19 Dislocated Worker Program Performance Summary (Cumulative)			
Enrollments	Actual Outcomes	Monthly to date Target	Annual Target
Total Served	161	188	188
<b>Exits</b>			
Total Employed Exits	71	135	135
Placement Rate	77%	85%	85%
Median Wage	\$18.57	\$19.00	\$19.00
<b>Services</b>			
Individual Training Account (ITA)	25	50	50
On-the-Job Training (OJT)	0	15	15

- **Total Served** - Implemented various strategies to increase recruitment/enrollments efforts during pandemic including:
  - Launched two new virtual platforms to receive referrals and enrollment documents online.
  - Utilized resources such as GovDelivery to expand outreach efforts to unemployment recipients as well as various social media platforms.
- **Employed Exits** - While there has been an increase in hiring needs within essential businesses (Construction, Healthcare, and Transportation/Warehousing sectors), employers are experiencing a decrease in interested applicants due to COVID-19 workplace safety concerns and many of the posted positions are part-time. The Employment Security Department made the unemployment job search requirement optional and unemployment recipients receive an extra \$600 each week in addition to regular unemployment insurance benefits which contributed the low number of employed exits during the 4<sup>th</sup> quarter.
- **Placement Rate** - This rate is directly impacted by:
  - The low number of customers who exited into unsubsidized employment during the 4<sup>th</sup> quarter due to limited essential business job postings.
  - The high number of customers who disengaged from participating in program services (due to COVID-19 restrictions and workplace safety concerns) for over 90 days and were exited from the program.
- **ITA Services** - Completion of training has been a challenge due to COVID-19 restrictions. While training providers are slowly reopening, many customers have been unable to complete training during PY19. Staff are working closely with training providers to secure completion dates and looking for other training providers in the local area to support customers training needs during PY20.
- **OJT/WEX Services** - **OJT/WEX Services** – The implications of COVID-19 on workplace safety requirements has had a direct impact on work-based learning opportunities such as WEX's and OJT's. Staff will continue to work with WSCB Business Services team to connect with essential businesses and offer WEX/OJT services.

## June 2020

PY18 Rapid Response Increase Employment (Cumulative)			
Enrollments	Actual Outcomes	Monthly to date Target	Annual Target
Total Served	85	75	75
<b>Exits</b>			
Total Employed Exits	33	59	59
Placement Rate	47%	85%	85%
Median Wage	\$20.18	\$19	\$19
<b>Services</b>			
Individual Training Account (ITA)	21	24	24

- **Employed Exits** - While there has been an increase in hiring needs within essential businesses (Construction, Healthcare, and Transportation/Warehousing sectors), employers are experiencing a decrease in interested applicants due to COVID-19 workplace safety concerns. Many current job openings are also for part-time positions.
- **Placement Rate** - This rate is directly impacted by the low number of customers who:
  - Exited into unsubsidized employment during the 4<sup>th</sup> quarter.
  - Disengaged from participating in program services (due to COVID-19 restrictions and workplace safety concerns) for over 90 days and were exited from the program.
- **ITA Services** - Completion of training has been a challenge due to COVID-19 restrictions. While training providers are slowly reopening, many customers have been unable to complete training during PY19. Staff are working closely with training providers to secure completion dates and looking for other training providers in the local area to support customers training needs during PY20.



## June 2020

<b>PY19 Rapid Response</b>			
(Cumulative)		Ends 6/30/21	
Enrollments	Actual Outcomes	Monthly to date Target	Annual Target
Total Served	9	15	65
<b>Exits</b>			
Total Employed Exits	2	5	47
Placement Rate	100%	85%	85%
Median Wage	\$24.44	\$19.00	\$19.00
<b>Services</b>			
Individual Training Account	1	4	27

- The PY18 RRIE contract ended on June 30, 2020 and PY19 RRIE funds will now be fully utilized to pay for training and/or support services based on customer need.



## June 2020

<b>PY19 EcSA Program Performance Summary</b> (Cumulative)			
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to date Target</b>	<b>Annual Target</b>
Total Served	7	53	53
<b>Exits</b>			
Total Employed Exits	0	30	30
<b>Services</b>			
Individual Training Account (ITA)	1	9	9
Self Sufficiency Matrix Progression	0	32	32
Financial Literacy & Budget Training	1	53	53
On-the-Job Training	0	N/A	N/A
Apprenticeship	0	N/A	N/A
<b>Mentorship</b>			
1:1 Mentoring	1	13	15
Group Mentorship	0	20	23

- ESD and BFWDC contract amendment:
  - Removed the SNAP eligibility and expanded the target area to serve more north franklin rural communities; Connell, Washington and the surrounding communities of Eltopia, Mesa/Basin City, and Kahlotus defined as zip codes 99326, 99330, 99343, and 99335
- Outreach strategies will include:
  - Snail mail to all zip codes monthly and as often as budget allows
  - Partnership with the North Franklin School District to include program flyers in all parents/students' packets being sent home
  - Continue community provider meetings to provide program updates and links to refer to the program
  - Online/Social media (utilizing Jot Forms)
  - Continue partnership with DSHS for targeted outreach
- Program services for July & August will include but not limited to:
  - Online Financial Literacy
  - Virtual workshop/job clubs (example: training webinar on virtual interviewing, Connecting to Community Resources, Employers' Perspective; Your Value to the Employer, etc.)
  - Mentorships (one-one and group)
  - Imagine Institute Childcare Virtual Workshop (for self-employment, training, and mentoring opportunities)
- Program Evaluation
  - Interviews with BFWDC, subcontractor, and partners such as DSHS, People for People, OIC, City of Connell, and North Franklin School District.



June 2020

PY19 FFW Program Performance Summary (Cumulative)			
Tracked Monthly	Monthly Outcome	YTD Outcomes	Study Goal
# screened for potential FFW enrollment	37	322	
# enrolled in FFW	4	50	56
# enrolled in training tracks	1	45	56
# of participants who met with their career coach/job developer	40	50	56
# of participants who received financial capacity-building referrals	0	9	56
Of those who began training:	1	45	
# completed training	2	31	
# earned certification	2	31	
# placed in employment	1	26	

- Department of Child Division and the BFWDC will execute a 3<sup>rd</sup> contract amendment
  - Enrollment goal will remain at 56 goal
  - Enrollment deadline will extend to December 31<sup>st</sup>, 2020
  - The Washington State of Institutional Review Board approved the FFW program extension, which included new intake forms and service model.
- Program screenings have increased in June due to DCS utilizing the simplified program flyer created by the BFWDC
  - Every month, DCS sends program flyers to non-custodial parents residing in Benton and Franklin counties.
- Continue to work with Goodwill to identify strategies to increase program visibility and provide services through virtual platforms.
- Training offerings such as CDL continues to be in demand; Google IT and Welding continue to gain traction.





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## WorkSource Operator Report

Benton Franklin Workforce Consortium

June 2020

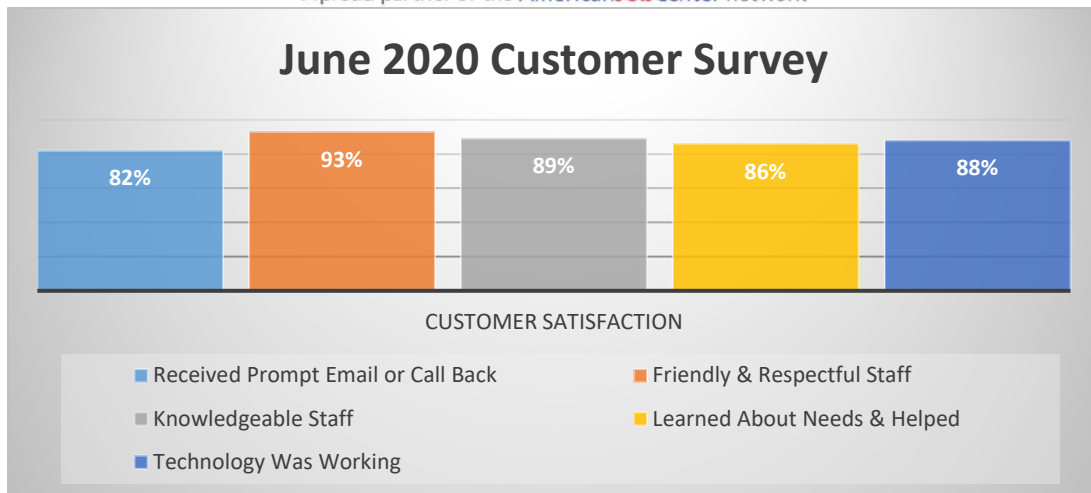
### June Highlights:

- The WorkSource Columbia Basin (WSCB) robust virtual service delivery plan launched.
- Business Services Team members exceeded their PY19 goal for new business engagements.
- A successful 1<sup>st</sup> ever Virtual Job Fair has resulted in the planning of a 2<sup>nd</sup> fair.
- WSCB team members continue to provide services virtually. The majority of customers seek to access basic needs related supports.

### WorkSource Site Operations:

Customer Counts 6/1/20 to 6/30/20		
<b>Total Staff Assisted Seekers</b>	<b>401</b>	
<b>Total Staff Assisted Services</b>	<b>691</b>	
<i>Basic Services</i>	581	
<i>Individualized, Training &amp; Support Services</i>	110	
<b>Unique Number of Businesses Served</b>	<b>94</b>	
<b>Staff Provided Business Services</b>	<b>122</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	13
<b>Employee Training</b> Assessment, referral, enrollment, etc.	5	3
<b>Other</b> Employer outreach visit, marketing business services, etc.	39	35
<b>Recruitment</b> Hiring events, referrals, etc.	61	51
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	2	2

**\*Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided. Also, individuals connected directly to an Unemployment Insurance (UI) Representative via a WSCB staff member supporting the toll free phone line are also not captured here as that is not defined as a meaningful service, in which an individual is connected to employment or training related resources/information.



56 survey responses received (14% response rate):

- Of the customers who responded, 92% received the assistance/information needed; 92% will refer family and friends.
- Positive feedback:
  - “I have been working with several of your employees over the last several months, Clarissa, Gena, Olivia, and Kellie.... My experience with all of them has been great they have all been very helpful!”
  - “Terri Martindale did a great job helping me she listened to my needs and made sure everything was taken care of properly and in a timely manner.”
  - “Thanks to my Employer Specialist from WorkSource that practiced a mock interview over the phone with me. I felt confident at my job interview.”
- Improvements made based on customer feedback:
  - Feedback regarding timely communication continues to reflect difficulties in filing a UI claim, reaching a representative to resolve claim issues, or failure to receive follow up in response to an inquiry about a claim. **Solution:** Outgoing calls from the UI call center to address pending claim issues have been increased. To create this capacity, incoming call volumes and specific claim assistance for callers have been temporarily decreased. Efforts have been successful and progress to date can be found on the [Employment Security Department website](#).
  - Some customers have answered “no” to survey questions as they felt they did not apply to them. **Solution:** Starting July 2020 survey respondents will be able to choose “N/A” for questions which do not apply to their experience.

### Service Delivery

#### **Career Services:**

- Robust local virtual services launched and includes one on one appointments and career assessments. Local workshops will be made available on demand in July and accompanied by a live weekly Q&A session for customer follow up with an Employment Specialist.



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- LinkedIn workshops, hosted by WSCB and facilitated by a member of the PNNL team, are scheduled to resume the 2<sup>nd</sup> Wednesday of every month starting in July. These workshops were available onsite pre COVID-19 and will be available virtually until further notice.
- An outreach campaign to reach over 1700 individuals who have received 20 weeks or more of UI has been launched and will run through the month of July. This is a pilot and we are testing multiple methods of communication to offer a variety of services. The desired outcome is to increase customer engagement to assist individuals in a return to gainful employment.
- WSCB staff continue to serve as part of a larger team across the state, facilitating virtual Job Hunter workshops in both English and Spanish. To date, the following number of customers have benefitted from this collaboration:

	April	May	June	Total Attendees
<b>Job Hunter Workshops (English)</b>	656	1043	813	<b>2512</b>
<b>Job Hunter Workshops (Spanish)</b>	N/A	13	25	<b>38</b>

**Business Services:**

- The Business Services Team exceeded their PY19 goal to contact 100 new businesses; they connected with 105 new businesses and re-engaged 22 between October 2019-June 2020.
- WSCB held its first virtual job fair on June 4<sup>th</sup>. Final results of the job fair include:
  - 184 job seekers attended
  - 27 employers (with a total of 54 recruiters) attended
  - 71% attendance rate (Considered high as the average is 50%)
  - Employer chat results:
    - 43 chats resulted in scheduling of next step interviews
    - 153 chats resulted in keeping job seeker in the pipeline for future opportunities
    - 72 chats resulted in wanting to do a bit more screening of the job seeker
    - 58 not a fit
    - Remaining attendees did not chat with recruiters and includes staff and other stakeholders who visited the platform to learn more
  - Due to the success of the first virtual job fair, a second is being planned and will be focused on the Energy sector. Planning committee members include the WSCB Business Services Team, CBC, TRIDEC, Mid Columbia Energy Partnership, and Department of Commerce. Date TBD.
  - Hosting of the virtual job fair is through the platform Brazen, in partnership with the ESD Communications team.
- Established monthly connection meeting with TRIDEC to strengthen communications and partner in economic development work as it relates to regional workforce needs.

**Community Connections:**

- 6/3: Collaboration call with Kristine Cody, Career & Internship Coordinator with WSU, to discuss a strategy for connecting job seekers with local, in demand industries who are currently hiring.



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Created draft outline of plan which includes live/recorded employer information sessions and promotional materials to educate job seekers.

- 6/12: Spoke with ACCESS Tri-Cities Board Chair, Jim Bischoff, to discuss impacts of COVID-19 and virtual partnership opportunities.
- 6/15: Connected with LoAnn Ayers, President of United Way, to provide mutual updates of COVID-19 related community needs and to discuss partnership in identifying potential disaster recovery needs to support our local economy.
- 6/24: Virtual meeting with Christine Lindgren, Director of Responding to Autism, to introduce ourselves, share the work we do, and extend an invitation to the WSCB Barriers and Access Solutions Committee.
- 6/29: Met virtually with Corina Thomas, Program Manager with Communities in Schools (CIS), to discuss next steps in strengthening our partnership to serve our mutual customers. We will convene in August to schedule cross training of our teams.

#### **Staff Training & Development:**

##### **Training/Development Attended:**

- 6/3: Thriving During Telework (Paul Casey)
- 6/10: Safety Spotlight: Home Ergonomics (WSCB Safety Committee) & Robust Local Virtual Service Delivery at WSCB
- 6/17: WSCB Data Updates & Customer Survey Review; Robust Local Virtual Service Delivery at WSCB
- 6/18 & 6/26: Mental Health – Secondary Trauma
- 6/22 & 6/23: Diffusing Emotional/Hostile Customers
- 6/24: Business Updates

##### **Upcoming Training/All Staff Meetings:**

- 7/1: Career Transitions (Spokane CC), WSCB Basic Assessments
- 7/7: Water Cooler (Roundtable updates) & COVID-19 Self Questionnaire/Contact Tracing Protocols
- 7/14: Safety Spotlight & LMI/UI Updates
- 7/21: Water Cooler (Roundtable updates)
- 7/28: WSCB Goals
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

##### **Facilities:**

- Installation of filtered water fountain with bottle filler completed by A1 Refrigeration.
- Return to Office preparations (return date TBD):
  - Research, bid work, and procurement of COVID-19 related personal protective equipment, service delivery products, supplies, and services.
  - Collaboration with ESD Facilities Planner to coordinate required work in preparation for return to office.
  - Contact tracing protocol created and implemented.

Respectfully submitted by: C. Bright on 7/10/2020