



Adult & Employer Linkage (AEL) Committee Meeting

August 18, 2022, at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** – Adolfo de León
2. **Welcome & Roll Call** – Cyndelle
3. **Motion to Approve Adult & Employer Linkage Minutes- July 21, 2022 (Needs a vote)**
4. **Motion to Approve the PY22 Subrecipient Monitoring Schedule - (Needs a vote) - Jessie**
5. **Economic Security for All - David**
 - **Welcome Becky Tuno**
6. **PY22 WIOA Title I-B Adult and Dislocated Worker Contract Updates – Jessie**
7. **Community Development Block Grant – David**
8. **Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac**
9. **PY21 State Monitoring Update - Jessie**
10. **Occupations in Demand (OID) - David**
11. **Tri-Cities Futures Update – Cynthia**
12. **Liaison Report - David**
13. **WorkSource Columbia Basin (WSCB) Update – Crystal**
14. **Other Business / Updates – All**
15. **Next Meeting**
 - Adult & Employer Linkage Committee - Thursday, September 15, 2022, at 8:30 a.m. on Zoom
 - Executive Committee - Tuesday, August 30, 2022, at 4:00 p.m. on zoom

16. Adjournment

Attachments

- July 21, 2022 - Adult & Employer Linkage Minutes
- PY22 Monitoring Schedule
- July 2022 Program Performance Summaries
- July 2022 Layoff Profile
- PY21 Annual Monitoring Summary
- July 2022 Tri-Cities Futures Report
- July 2022 Liaison Report
- July 2022 WSCB System Coordinator Report

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

July 21, 2022, at 8:30 am.

Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>BFWDC Staff Present</u>
Chair, Todd Samuel	Michael Lee	Jennie Weber	Cyndelle Wood
C. Vice Chair, Adolfo de Leon		Karl Dye	David Chavey-Reynaud
Jamie Rasmussen			Isaac Estrada
			Jessie Cardwell
			Tiffany Alvizo
			 <u>Presenters</u>
			Crystal Bright

Call to Order

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 8:30 am. Cyndelle Wood read through the roll call while everyone responded. She asked guests to put their names and organization in the chat and thanked everyone for joining the meeting.

Approval of Committee Minutes

The minutes from the 6/16/22, Adult & Employer Linkage Committee Meeting were provided for members to review.

Adolfo moved to approve June 16th, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Todd Samuel. Motion carried.

WIOA Title IB PY22 Adult and Youth Sole Source Procurement - David Chavey-Reynaud

During the PY21 ESD (employment security department) monitoring, it was discovered that the initial RFPs (request for proposal) issued for both adult and youth contracts in PY18 were one-year contracts extendable for up to an additional three years. Contract extensions to career path services for adults and youth have been approved. However, we are now reframing that as a sole procurement source for both contracts over the next year to remain consistent with the language of the RFP (request for proposal) initially used. BFWDC recommends a motion to award adult and youth contracts to career path services via sole source procurement.

Todd moved to approve Sole Source Procurement for PY22 Adult Contract, utilizing Career Path Services as the sub-recipient; Adolfo seconded. The motion was carried unanimously.

PY21 Adult, Dislocated Worker, Disaster & Employment Recovery Highlights – Jessie Cardwell

July starts the new program year; the formula contracts for adult and dislocated workers' last day for PY21 was June 30, 2022. Jessie highlighted the performance and summarized those programs for the PY21 Program year. The Adult program received state recognition for its enrollment efforts throughout the year. Final enrollment numbers show that subrecipient staff enrolled seventeen (17) more participants than their goal, reaching 109% of the target. The state monitors were very pleased with the oversight of the Dislocated Worker program. Zero of the ten files that were monitored had any issues identified. There was a significant amount of turnover in staff supporting this work, and they praised the oversight of the program through technical assistance and Continuous Quality Improvements as reasons for having such good monitoring outcomes. The Disaster Recovery program is

complete, and all performance outcomes have been exceeded, except the number of participants receiving support services (behind by 3). The Disaster Recovery program received state recognition for meeting or exceeding enrollment and employed exit targets. State monitors were very pleased with the Disaster Recovery temporary job placements and the documentation of those efforts. This was an area the rest of the state struggled with, but no issues were identified in Benton-Franklin. The Employment Recovery program is now complete. Most targets were reached. Participants receiving support services were missed by eight. However, staff provided 103 supportive services to 32 participants. Employed exits finished behind by three and reached 93% of the target. The Employment Recovery received state recognition for meeting or exceeding enrollment and employed exit targets.

Chair, Todd Samuel, raised concern regarding cost per participant in PY21 vs. previous years. Historically, the cost per participant in similar programs has been \$3k-\$5k/ participant. Our numbers reflect a \$7k-\$9k range. Are we comparing ourselves to other WDCs (Workforce Development Council) in the state of Washington in this particular employment recovery of dislocated workers or the Dislocated Worker Program in general?

Jessie Cardwell discussed the breakdown of funds and disbursement in the programs, program limits, and funds tracking. The Disaster and Employment Recovery Funds were designed to have a higher cost per participant. Also, the cost per participant is the holistic amount it takes to serve a customer, not just direct participant costs.

Israel Delamora, Opportunities Industrialization Center (OIC) of Washington, iterated that OIC, specifically with their grant, has also noticed an increase in participant costs. Inflation has increased the cost of living and many other aspects, including training. For example, CDL drivers, contracts have gone from an average of about \$4400 to about \$5200 per contract.

Tiffany Alviso, the CEO of BFWDC, stated FTE (Full-time Equivalent) for DWG (dislocated worker grant) across the state is between \$10-\$16K. We are well below the average of our peers. Yes, BFWDC staff watch this; however, as expressed by several, we live in inflated times. We must invest now for positive, lifelong outcomes for our workers.

Economic Security for All (EcSA) - David Chavey-Reynaud

Cumulative data and program performance summary were discussed. Exits remain a challenge for the EcSA program. Some customers have obtained employment and stopped responding to the Case Manager to verify employment details. Others have so many barriers that finding employment without ample time and participation in services is difficult. Some customers have entered employment that is satisfactory to themselves but doesn't meet the wage threshold for the EcSA contract. One major success for June 2022 has been onboarding new EcSA staff. Not only will this help the current EcSA team help reach programmatic goals, but this individual will be seated at both WorkSource Columbia Basin and TC Futures with the hopes of bridging the gaps in services between both entities. The challenges with partnerships and training allocations were at an all-time high for June 2022 as funding has become almost completely depleted. Currently, EcSA staff are holding off on customer training until July 2022 as new funding should be rolling out as part of the new State EcSA grant. Essential and individualized services continue to be provided while monetary benefits are being put on hold unless it's an absolute emergency.

QUEST DWG – Jessie Cardwell

BFWDC has joined ten other WDAs across the state to participate in a state application for QUEST (quality jobs, equity, strategy, and training) DWG funding. This will be another grant that has a higher cost per participant. Our state is merging information from all the participating WDAs into one application due August 4. Our state is asking for \$15 million out of the \$140 million available. These funds will enhance the Workforce Systems' ongoing efforts to assist unemployed and underemployed workers through worker and business engagement, elevating equity and connecting job seekers to high-quality jobs. The QUEST DWG aims to enable individuals adversely affected by COVID-19 and the social and economic inequities that the pandemic made worse to enter, return to or advance into high-quality jobs in growth industries. This work will be done through partnership development, community

outreach, business engagement, supportive services, and comprehensive career and training services. All these are all things our area does very well. All dislocated worker grants will be awarded by September 30th of 2022. It's a two-year grant period from September 30th of, 2022, to September 30th, 2024. Committee members and partners will be notified of the decision on the grant application.

Community Development Block Grant (CDBG) - David Chavey-Reynaud

David shared data from the PY21 CDBG Program Performance Summary and covered participant placements, and community members impacted. We are working to certify a third site to meet our program target of 12 participants. The state has responded to us and emphasized that we aren't required to meet our program participant target, although we are trying.

Outreach to Historically Disadvantaged Communities (OHDC) Together We Rise – Isaac Estrada

Presently working through Phase One; Phase Two begins in September. Isaac discussed they are conducting community research efforts with a local vendor. We intend to gather information about local resources and the optimal communication messaging channels and create a plan to focus groups and surveys further. Isaac reminded the committee and partners who have been sent the outreach request form that if they have any questions about filling it out, what's the purpose of it, or how that process is going to work, please feel free to reach out, and he would be more than happy to help.

Tri-Cities Futures Update - David Chavey-Reynaud (Cynthia absent)

David discussed the TC Futures report attached in the Committee meeting packet. The committee updated center traffic, partnerships, events, and TC Futures site growth.

Liaison Report - David Chavey-Reynaud

David shared details of the Liaison Report:

WorkSource Columbia Basin (WSCB) – Crystal Bright

Crystal encouraged members and partners to take a moment to read through the operator report.

WIOA Programs

We are sitting at 94% of our monthly to-date target for total participants served, which is great, and we've edged up to 82% on total employed exits.

WorkSource Columbia Basin (WSCB) Update

Crystal Bright shared some of the highlights from WSCB:

WSCB hosted a visit from Nikkol Wymer from the Department of Labor, Military, and Veteran Families Intensive Service Coordinator. She received a tour and introductions to the team, learned about wrap-around veteran services in our office, and shared her experience. Results of the first annual staff engagement survey were shared with the WSCB Leadership team. The next steps include creating an action plan and rollout for the team. Crystal shared that their business service team has expanded. Rather than be a WorkSource Columbia Basin Business Service Team, that team is now represented by WorkSource and TC futures members. Our goal is to make it easier to access the pipeline for employers and access services as needed outside of hiring. Members are presently working on protocols for reporting to ensure both centers are represented. WorkSource is slowly transitioning back to on-site hiring events – one scheduled for tomorrow – Friday, July 22nd. Some workshops have also been moved back to in-person based on customer needs.

Chair Todd Samuel inquired about the employers' satisfaction level during the hiring events.

Crystal, WSCB, felt they were a success, and employers were satisfied with the virtual job fair. The team has been innovative and flexible, committed to real-time employer feedback and making changes immediately.

Other Business – All

No additional business was discussed.

Next Meeting:

Adult & Employer Linkage Committee - Thursday, August 18, 2022, at 8:30 am on Zoom

Executive Board Meeting - Tuesday, July 26, 2022, at 3:15 pm on Zoom

Full Board Meeting - Tuesday, July 26, 2022, at 4:00 pm on Zoom

Adjournment

The meeting adjourned at 9:26 am

Adolfo de León, Committee Chair Date

Cyndelle Wood, Admin. Assistant Date

**Benton-Franklin Workforce Development Council (BFWDC)
PY22 Subrecipient Monitoring Schedule**



Contract Name/ Grant CFDA Number	Contract Number	Grant Funding Agency	Subrecipient	Contract Period of Performance	Contract Amount	Revised Amount	BFWDC Annual Monitoring Period	State Monitoring Visit
Youth Program CFDA 17.259	BFWDC-PY22-OSY-CPS	ESD	CPS	7/1/22 - 6/30/23	\$668,455	N/A	1/2023-4/2023	May 22-26, 2023
Adult Program CFDA 17.258	BFWDC-PY22-ADULT-CPS	ESD	CPS	7/1/22 - 6/30/23	\$568,307	N/A	1/2023-4/2023	May 22-26, 2023
Dislocated Worker Program CFDA 17.278	BFWDC-PY22-DWP-CPS	ESD	CPS	7/1/22 - 6/30/23	\$759,763	N/A	1/2023-4/2023	May 22-26, 2023
One-Stop Operator CFDA 17.258 & 17.278	BFWDC-PY22-OSO-CPS	ESD	BFWC (CPS-Fiscal Agent)	7/1/22 - 6/30/23	\$160,000	N/A	1/2023-4/2023	May 22-26, 2023
Economic Security for All (WIOA) CFDA 17.258, 17.278 & 17.259	BFWDC-PY21-ECSA Round 2-CPS	ESD	CPS	4/1/22 - 6/30/23	\$245,372	N/A	1/2023-4/2023	Date TBD
Economic Security for All (STATE)	BFWDC-PY21-ECSA Round 3-CPS	ESD	CPS	7/1/22-6/30/23	\$371,204	NA	1/2023-4/2023	Date TBD
Community Development Block Grant (CDBG) CDFA 14.228	BFWDC-PY21-CDBG-CPS	WA State Dept. of Commerce	CPS	7/1/21-6/30/23	\$448,718	NA	7/2022-9/2022	Date TBD
Outreach to Historically Disadvantaged Communities	22-36704-001	WA State Dept. of Commerce	NA	3/1/2022- 6/30/2023	\$500,000	NA	NA	Date TBD
BFWDC Monitoring Team:	David Chavey-Renaud , Chief Operations Officer Jan Warren , Chief Financial Officer DeAnn Bock , Fiscal Manager		Jessie Cardwell , Workforce Programs Manager Cynthia Garcia , Youth Programs Manager/EO Officer		Becky Tuno , Community Programs Manager			

July 2022

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
Available next reporting period		\$47,359	
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	64	64	162
Exits			
Total Employed Exits	4	4	96
Placement Rate	100%	85%	85%
Median Wage	\$19.50	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	2	2	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

The strategies below were implemented to keep performance outcomes on track.

Recruitment:

- Front-End Services Team at WorkSource Columbia Basin (WSCB) refer customers to Employment Specialists.
- Partnerships with other community-based organizations such as Opportunities Industrialization Center (OIC) of Washington, TC Futures, and training providers lead to referrals.
- Self-referrals via JotForm, which asks questions to determine eligibility.

Outreach: Subrecipient staff participate on the WSCB Outreach Committee and conduct outreach on behalf of the WSCB system. The committee meets monthly to identify community events and other opportunities to outreach to those most in need.

Strategic Partnerships:

- Columbia Basin Truck Driving School (CBTDS) attended a subrecipient team meeting to present course offerings for Commercial Truck Driving, Hazmat, Forklift training, etc. WSCB partner staff were invited to attend as well. CBTDS planned to start their first cohort in August and met in July to discuss a referral process, billing practices, Department of Transportation/Department of Licensing requirements, and employers they work with. Staff worked diligently with CBTDS to work out the kinks of using the training provider for the first time, leading to increased efficiency and removal of barriers for future customers.
- Staff connected with OIC of Washington and learned more about the new Supportive Services for Veteran Families (SSVF) grant they acquired recently. SSVF offers housing support to eligible Veterans facing or at risk of facing homelessness.

ITA Training Services: There are eleven (11) ITAs scheduled to complete in August 2022-November 2022.

- 6 Commercial Driver's License (CDL)
- 1 Nursing Assistant
- 1 Medical Assistant
- 1 QuickBooks
- 2 Welding

July 2022

PY22 Dislocated Worker Program Performance Summary (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
Available next reporting period		\$63,314	
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	46	50	177
Exits			
Total Employed Exits	3	5	124
Placement Rate	100%	85%	85%
Median Wage	\$20.20	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	1	2	37
On-the-Job Training (OJT)	0	0	3
Entrepreneurial Training	0	0	1

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

Total Served:

- Front-End Services Team at WSCB refer customers to Employment Specialists.
- Partnerships with other community-based organizations such as Opportunities Industrialization Center (OIC) of Washington, TC Futures, and training providers lead to referrals.
- Subrecipient staff participate on the WorkSource Columbia Basin Outreach Committee and conduct outreach on behalf of the WSCB system. The committee meets monthly to identify community events and other opportunities to outreach to those most in need.
- Staff utilize the Unemployment Insurance list for targeted referrals and the creation of new outreach material advertising services to dislocated workers to be distributed on social media

Total Employed Exits:

- Planned training services (see below) and additional enrollments will increase employed exits. Upon completion of training, staff work with participants to produce a quality resume and connect them with the Business Services Team.
- July Hiring Events:
 - Popeye’s: 7/12 at TC Futures: seven (7) in-person applications; six (6) new hires
 - Oregon Department of Corrections: 7/13 & 7/20 at WSCB: two (2) in-person attendees
 - Bolthouse: 7/22 at WSCB: three (3) attendees and six calls to recruiters during the event
 - Senior Living Resources July 27-28 at TC Futures: three (3) attendees; one interview scheduled

Median Wage: Median wage will increase as more participants exit into unsubsidized employment.

Individual Training Account (ITA): There are fifteen (15) ITAs scheduled to complete in August 2022-October 2022.

- | | |
|--|---|
| <ul style="list-style-type: none"> • 4 Commercial Driver’s License (CDL) • 1 Medical Assistant • 1 Massage Therapy • 1 CompTIA Security • 2 Project Management • 1 Real Estate | <ul style="list-style-type: none"> • 1 Nursing Assistant • 1 Administrative Technician • 1 UW Python Programming • 1 IT Specialist • 1 Master’s in Education |
|--|---|

July 2022

State and WIOA EcSA Program Performance Summary			
Program Expenditures	Program Budget Total	Year to Date Spent	% Spent
WIOA EcSA	\$245,372.00	\$73,016.22	29.8
State EcSA	\$371,204.00	(Available August)	
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
WIOA EcSA	117	100	150
State EcSA	21	7	55
Co-Enrolled	17	n/a	n/a
Training Placements at/above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
WIOA EcSA	46	25	40
State EcSA	1	3	24
Co-Enrolled	0	n/a	n/a
Exits at or above income adequacy goal	Actual Outcomes	Monthly to Date Target	Program Target
WIOA EcSA	24	32	95
<i>Employed Exits Below Threshold</i>	10	n/a	n/a
State EcSA	0	5	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	0	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

Program Highlights:

- In July, Career Path Services implemented an electronic approval process for Eligibility Reviews, Participant File Reviews and Exit Reviews via JotForm. This streamlined process will improve efficiencies for staff and leadership and prevent unnecessary delays to customers. The web-based forms allow staff to easily update programmatic information on internal and customer facing materials.
- In addition, leadership implemented a Budget and Performance workbook for staff to track individual performance measures for all programs (Carry-ins, enrollments, exits, ITA, OJT, etc.) and record actual and planned expenditures for support services and training expenses. This allows for increased visibility into monthly, quarterly and annual budget and performance expectations which will lead to goal attainment.

Total Employed Exits:

- Exits remain a challenge for the EcSA program. Some customers have obtained employment and stop responding to the Case Manager to verify employment details, and others have so many barriers that it is difficult for them to find employment without extensive time and participation in services.
- Some customers have entered employment that is satisfactory to themselves but doesn't meet the wage threshold for the EcSa contract.
- Staff continue to invest in building relationships and rapport with customers that will ensure effective communication when employment is obtained. Staff work diligently to alleviate barriers for customers through services in EcSa, WIOA Title 1b programs, and community referrals.

July 2022

PY22 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of July 31st, 2022	\$448,718.00	\$83,411.33	18.6%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	6	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	37,438		40,000

Outreach Efforts:

- Continued outreach efforts have been made by reaching out to the provided list of possible sites within the Benton-Franklin area. Current sites have also been reached out to regarding potential additional participant placements.

Community Members Impacted:

- From April through June 2022, these sites have served an additional 19,175 LMI community members and have provided access to food security efforts. The total cumulative community members served to date is 37,438 which is 94% of the Program Target. This number is updated on a quarterly basis and the next update will be reported out during September’s reporting period.



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**PY22 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
July 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021	No		33
7/29/2022: Staff have connected with Bruker impacted workers to discuss TAA benefits and enrollments. Four workers have been enrolled, and three co enrolled in Dislocated Worker Program.							



PY21 BFWDC Subrecipient Annual Monitoring Report

WIOA Programs & Service Provider	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>Throughout PY21, the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipients, Career Path Services (CPS) and the Benton-Franklin Workforce Consortium (BFWC). CPS is the service provider for the Adult, Dislocated Worker, PY19 Rapid Response Increase Employment (PY19 RRIE) and Employment Recovery programs. The BFWC is the service provider for the Disaster Recovery Program. The monitoring team reviewed participant files focusing on Eligibility, Program Enrollment, Basic and Individualized Services, Outcomes, Program Completion, Individual Employment Plans, Follow-up Services, Self-Attestation, Support Services, Case Notes, and Management Information Systems/Efforts to Outcomes entries. There were no findings identified in all programs, but two disallowed cost were identified, one in the Adult program, and one in the Disaster Recovery program. A participant from the Adult program received jeans for training, but the item of clothing waws inappropriate for the type of training they were enrolled in. CPS repaid the cost of the jeans (\$164.00) out of non-WIOA funds. A participant received rent assistance but the appropriate back up documentation was not provided, CPS repaid this cost (\$495) out of non-WIOA funds as well.</p> <p>Noted Program Practices:</p> <p><u>-Support Service Spending Plan</u> - Ongoing low support service expenditures prompted leadership to implement a Plan of Action to identify participants who had not received supportive services to ensure their needs were being met. Leadership had one-on-one conversations with employment specialists to help them identify the types of support services that might assist participants actively participating in employment recovery activities. Staff contacted these participants to discuss the wrap-around services available and identify potential needs. Leadership conducted a support service refresher training in October 2021 to ensure newly hired and seasoned staff educates participants on support services available to help them successfully participate in disaster relief employment.</p> <p><u>-CQI Worksheet Training</u> - Quarterly CQI worksheets are used as a training tool to give staff a holistic picture of compliance issues occurring within all programs. During staff meetings, the WIOA Programs Manager reviews each area of concern identified on the CQI. This practice allows case managers to learn from each other's mistakes, discuss strategies to stop issues from re-occurring, and provide staff the opportunity to ask questions to increase their understanding of compliance requirements.</p> <p><u>-Back to Basics Refresher Training</u> - Leadership implemented Back to Basics Training and required staff employed for one year or less to attend, and it was voluntary for tenured staff. All staff chose to participate, and tenured staff shared their best practices with new team members. (For a list of covered topics, see "Staffing and Training").</p> <p><u>-Ready-to-Hire Tracking Tool</u> - A tracking tool was created in Microsoft Teams for employment specialists to share information on ready-to-hire participants who have completed training, have a resume in hand, and are looking for employment. The Business Services team refers to this tool for qualified candidates when employment opportunities arise while conducting outreach to employers.</p>
11 Files Reviewed	0	1	
Dislocated Worker Career Path Services			
12 Files Reviewed	0	0	
PY19 Rapid Response Increase Employment Career Path Services			
4 Files Reviewed	0	0	
Employment Recovery Career Path Services			
7 Files Reviewed	0	0	
Disaster Recovery Benton-Franklin Workforce Consortium			
4 Files Reviewed	0	1	
Definitions			
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.			
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.			
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.			



PY21 State Annual Monitoring Report

WIOA Programs	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>The Employment Security Department's Workforce Monitoring Unit conducted a virtual monitoring review of the Benton-Franklin Workforce Development Council (BFWDC) during the period of May 23, 2022-June 9, 2022. They evaluated internal controls and performed audit procedures on the employment and training activities of the BFWDC and our Workforce Innovation and Opportunity Act (WIOA) program subrecipients, Career Path Services (CPS) and the Benton-Franklin Workforce Consortium (BFWC). The State monitoring team reviewed Adult and Dislocated Worker participant files focusing on eligibility, supportive services, case notes, WIOA program policies and program monitoring reports. The Disaster Recovery and Employment recovery programs were monitored comprehensively. This year, Data Element Validation was added to the monitoring scope, which added an additional week to the monitoring. They determined the BFWDC complied with the requirements of WIOA and its regulations, federal rules and Washington State policies, as well as Data Element Validation requirements. In all areas reviewed, the BFWDC and our WIOA programs service providers, CPS and the BFWC, complied with federal, state and local requirements. There were no findings, or disallowed costs identified. There was one questioned cost, a supportive services was found to be disallowed during the BFWDC's monitoring of the Disaster Recovery files. The support service was reimbursed to the wrong program, Dislocate Worker. The correction was made to reimburse the Disaster Recovery program and this item was resolved.</p> <p>Noted Practices identified by State Monitors:</p> <ul style="list-style-type: none"> -BFWDC staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year to their service provider. This is a great strategy and noted practice. -Benton-Franklin WDC staff have also provided one on one file reviews with the Disaster Recovery case managers to provide customized technical assistance and an interactive training environment. -Benton-Franklin WDC staff maintain a Q/A spreadsheet for their service provider to use as a tool to reference back on all technical assistance guidance.
10 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
10 Files Reviewed	0	0	
Employment Recovery Career Path Services			
5 Files Reviewed	0	0	
Disaster Recovery Benton-Franklin Workforce Consortium			
5 Files Reviewed	0	0	
Definitions			
<p>Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.</p>			
<p>Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.</p>			
<p>Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.</p>			



Transforming the futures of youth and young adults through inclusive access to equitable and holistic services

July 2022

Traffic:	396 (Number of visits, not unique customers)
Monthly GED:	5
YTD GED:	5
Co-enrolled:	78 (Enrolled in both Open Doors and OSY)
Total Served:	95 OSY (Includes PY21 carry-ins) Open Doors numbers begin at the start of school calendar year, which is August 1 st . Beginning August 1st, 2022, Open Doors will begin reporting numbers in alignment with Out-of-School Youth (OSY) program year.

Family Tradition

Two 18-year-old males, one from Yakima and the other from Pasco enrolled at TC Futures together. They live together in an over-crowded situation with 6 adults and 3 small children in a 2-bedroom apartment. One of the adults in the apartment came in to ensure that both enrollees were participating and engaged. With her encouragement and support, they supported each other.

When reviewing records, it was realized that one of the enrollees was testing at a college level! Both young men tested and passed the GED exam within 2 months of enrollment. One was co-enrolled with OSY to pursue training and work.

Events

- TC Futures hosted, in partnership with WorkSource Columbia Basin (WSCB) Business Service Team (BST), a hiring event for Popeye's Louisiana Kitchen (new restaurant in Kennewick). The one-day event resulted in 7 attendees and 6 on the spot hires.
- TC Futures hosted, in partnership with WSCB BST, a hiring event for Senior Life Resources, hiring Direct Care Providers. Outcome from event has resulted in two hires so far.

Center Updates

- Construction on adjoining site has begun. Demolition is expected to be completed by the end of the month. We have been working with the construction manager and commercial property manager to mitigate issues with noise and other related construction disruptions.
- Working on a new sign in electronic system. Soon TC Futures customers will be able to sign in and out of TC Futures electronically and their feedback about their visit.

TC Futures is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service: 711

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

July 2022 Liaison Report

Program Year July 2022-June 2023



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Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 554 (-68)
Total Staff Assisted Services to Job Seekers: 1308 (-247)
Unique Number of Businesses Served: 93 (-4)
Staff Provided Business Services: 117 (-54)

For More information contact 509-734-5900 or visit WorkSourceWA.com



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

TC Futures Traffic: 479 (-83)
TC Futures Total Youth Enrolled (YTD): 95 (+95)
Out-of-School Youth (OSY) Program (YTD): 95 (+95)
Co-enrolled in Both Programs: 78 (+78)
Total Youth attained GED: 5 (+5)
Total OSY Employed and/or Post-Secondary Exits: 6 (+6)

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*

Total Participants Served (YTD): 120 Total Employed Exits (YTD): 13
Monthly-to-Date Target: 124 (97%) Monthly-to-Date Target: 15 (87%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 117 Monthly-to-Date Target: 100
Total Employed Exits: 24 Monthly-to-Date Target: 32

Economic Security for All (STATE EcSA)

Participants Served (YTD): 21 Monthly-to-Date Target: 7
Total Employed Exits: 0 Monthly-to-Date Target: 5

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 6
Low/Middle Income Served: 37,438 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 0 Monthly-to-Date Target: 0
Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit WorkSourceWa.com or TCFutures.org for a full menu of services and/or to schedule an appointment.

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (June)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.3%

Tri-Cities Employment (June 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	123400	700	0.6%	4,900	4.1%	147%
Total Private	104500	900	0.9%	4,600	4.6%	158%
Goods Producing	19700	200	1.0%	400	2.1%	160%
Mining, Logging, and Construction	11300	-	0.0%	300	2.7%	164%
Manufacturing	8400	200	2.4%	100	1.2%	150%
Service Providing	103700	500	0.5%	4,500	4.5%	145%
Private Service Providing	84800	700	0.8%	4,200	5.2%	158%
Trade, Transportation, Warehousing and Utilities	21100	100	0.5%	500	2.4%	220%
Retail Trade	14300	-	0.0%	400	2.9%	175%
Financial Activities	4200	(100)	-2.3%	200	5.0%	67%
Professional and Business Services	22100	200	0.9%	700	3.3%	233%
Administrative and Support Services	11600	(200)	-1.7%	(100)	-0.9%	267%
Educational and Health Services	19700	100	0.5%	1,000	5.3%	227%
Leisure and Hospitality	13100	300	2.3%	1,400	12.0%	128%
Food Services	10300	200	2.0%	1,100	12.0%	144%
Government	18900	(200)	-1.0%	300	1.6%	45%
Federal Government	1100	(100)	-8.3%	(100)	-8.3%	100%
Total State Government	2800	(100)	-3.4%	100	3.7%	-100%
Total Local Government	15000	-	0.0%	300	2.0%	89%

Other News

- Beginning August 1st, 2022, Open Doors will begin reporting numbers in alignment with Out-of-School Youth (OSY) program year.
- The final Ag Monitoring report was received by WSCB. Several best practices were noted, including the “all-hand-on deck approach to customer service” and shared responsibility across the partnership for providing services to Migrant Seasonal Farm Workers (MSFWs).
- State Economic Security for All (EcSA) launched July 1, 2022. This grant will run concurrently with Federal EcSA, and both will run through June 30th, 2023. While Federal EcSA is funded through federal WIOA funds, State EcSA is funded with Washington State general funds. State EcSA, like Federal EcSA, requires WIOA Adult Eligibility to participate, but does not require registration with Selective Service.
- An Outreach Request Form (ORF) has been developed for workforce development partners to request funding from the Outreach to Historically Disadvantaged Communities (OHDC) Grant to boost outreach efforts to marginalized populations. The purpose of OHDC is to connect communities that have experienced systemic barriers to federal, state, and non-profit services. As a part of this grant, the BFWDC will also be developing an *Outreach Guide* to aid in outreach and communication efforts with various populations that experience barriers.

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

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988

Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

July 2022

July Highlights:

- We received a final Ag Monitoring report for the May monitoring visit. Several best practices were noted, including our “all-hands-on deck approach to customer service” and shared responsibility across the partnership for providing services to Migrant Seasonal Farm Workers (MSFWs). Also noted is the need for a process to determine whether WorkSource customers are MSFWs to ensure their unique needs are met. A process is being created in addition to identifying data which can show the impact of this process change.
- The Business Services Team, a collaboration between WSCB and TC Futures staff, presented the Customer Spotlight at the quarterly board meeting. The feature customer was DaVita, a business customer the team has helped to meet hard to fill hiring needs.

WorkSource Site Operations:

Customer Counts 7/1 - 7/31/2022		
Total Staff Assisted Seekers	554	
Total Staff Assisted Services	1308	
<i>Basic Career Services</i>	1040	
<i>Individualized, Training, and Support Services</i>	142	
Unique Number of Businesses Served	93	
Staff Provided Business Services	117	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	14	10
<i>Employee Training</i> Assessment, referral, enrollment, etc.	12	7
<i>Other</i> Employer outreach visit, marketing business services, etc.	79	55
<i>Recruitment</i> Hiring events, referrals, etc.	71	44
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED, & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (8/10/22).



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July 2022 Customer Feedback:

- 68 survey responses were received via Survey Monkey and QTRAC (12% response rate):
 - Of the customers who responded, 87% will refer family and friends
 - Top 3 services received: job search, unemployment, and one-on-one career guidance.
- WSCB Team members engage customers to ensure their needs were met and to identify actionable feedback. A total of 25 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Maria Martinez was very knowledgeable and provided me with a lot of helpful information during our appointment. I really appreciated how quickly she emailed me with links and resources after our telephone appointment.”
 - “You have a wonderful Teacher -Olivia Mendoza - with lots of knowledge and who is very helpful.”
 - “AnJanet is always positive, helpful, and proactive. Thankful for her guidance through these difficult times.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in July to be addressed in July:
 - “I have taken a virtual class and in person. I think the virtual is informative however, it is cold and missing the warmth and camaraderie that comes with in person classes.”
 - “Two-factor login identification to e-Services account, very frustrating. Everything else was good.”

Service Delivery

Career Services:

- Services highest in demand included basic assessment, deskside job seeker assessment, basic assessment, and provision of workforce information. During July WSCB provided 113 group services to 46 individuals through our locally offered workshops and group sessions. WorkFirst Orientation was our most attended group service as we see an uptick in enrollments.
- WSCB case managers continue to collaborate to identify how to streamline services for customers. Dislocated Worker and Trade Act staff are holding monthly meetings together to share information on shared customers.

Business Services:

- Work is happening within the partnership to ensure coverage of four sectors, including transportation, warehousing, manufacturing, and construction.
- July Event Outcomes:
 - Popeye’s: 7/12 at TC Futures
 - 7 in-person applications; 6 new hires
 - Oregon Department of Corrections: 7/13 & 7/20 at WSCB



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- 2 in-person attendees
- Bolthouse: 7/22 at WSCB
 - 3 attendees and 6 calls to recruiters during the event
- Senior Living Resources 7/27 & 7/28 at TC Futures
 - 3 attendees; 1 in-person applicant (with interview scheduled)
- Upcoming Events –
 - WSCB Employer Open House 8/17 from 1:30-3pm at WSCB

Community Connections:

- 7/12: Met with Michael Carpenter from the Office of Equal Opportunity with the Washington State Department of Transportation (WSDOT). He shared information about scholarship opportunities for job seekers interested in pre-apprenticeship and certificate trainings to support a career in highway construction/maritime trades.
- 7/13: Attended the Quarterly Business Builder meeting hosted by the Tri City Regional Chamber. These meetings are an opportunity to network with local business and community providers, learn about resources available, and share the resources we provide.
- 7/20: We participated in the first of three live interviews on La Raza 100.1 to share information about WorkSource services and how to connect with them. This is a collaboration with Eagle Media, made possible in partnership with ESD and OIC, and designed to better engage our Spanish speaking community members.
- 7/25: Met with LoAnn Ayers, President of United Way, to learn about the results of the local Healthcare Needs Assessment and share information about resources available to businesses and job seekers through the WSCB partnership.
- 7/27: Met with Paulina Valdez & Raquel Munguia, representatives of the Kennewick and Pasco Housing Associations to learn about resources available and identify partnership opportunities.

Staff Training & Development:

Training/Development Attended:

- 7/6: Community Partner Cross Training – Office of Deaf & Hard of Hearing
- 7/13: Cross training – Unemployment Insurance; June Customer Feedback Improvements
- 7/20: Cross training – Digital Literacy Resources; June Data Review; Policy Training: WIN0120

Upcoming Training/All Staff Meetings:

- 8/3: Heat Safety; July Customer Feedback Improvements
- 8/10: Community Partner Cross Training – CBC Training Options; Cross Training: DVR Services
- 8/17: Cross training – Dislocated Worker Program; July Data Review
- 8/24: Myers Briggs Type Indicator (MBTI) Part 1
- 8/31: Myers Briggs Type Indicator (MBTI) Part 2
- Week of 10/3-10/7: Human Centered Design (HCD), Bird Styles, Motivational Interviewing, and Navigating Change



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Facilities:

- 7/12: Met with Jeff from Finish the List Handyman at offsite storage unit in preparation for unit clean up
- 7/14: PY24 Facilities Planning Meeting in collaboration with ESD Facilities Team
- 7/15: Quarterly Pointe Pest Control service completed
- 7/25: Received confirmation of WSCB offsite storage clean up completion
- 7/26: Water fountain filter changed by Jeff from Finish the List Handyman
- 7/27: Service call by Stanley Security to remedy a faulty panic alarm button

Respectfully submitted by C. Bright on 8/10/22