



Benton - Franklin Workforce Development Council

January Board of Directors Meeting Hybrid | In-person]

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Benton-Franklin Workforce Development Council and partners located in WorkSource Columbia Basin receive support and funding from the U.S. Department of Labor grant(s). Read more about USDOL grant funding at esd.wa.gov/usdol.

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Benton – Franklin Workforce Development Council (BFWDC)

QUARTERLY BOARD OF DIRECTORS MEETING

Tuesday, January 28, 2025, 4:00 p.m.

Location: 7130 W Grandridge Blvd., Suite C, Bechtel Room Kennewick, WA 99336 | Zoom Hybrid

Join Virtual Zoom Meeting: <https://bf-wdc-org.zoom.us/j/89252687258?pwd=3ftSNsAEnabb7UptvNEeFssVtrGcbu.1>

Meeting ID: 892 5268 7258 | Passcode: 843159

Please note that this meeting is recorded for record-keeping and quality assurance purposes.

AGENDA

- **Call to Order & Welcome** – Todd Samuel
 - Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Howell
 - Host Welcome – Tri-Cities Regional Chamber of Commerce
 - Visitor Welcome – Cyndelle Howell
 - Public Comment – Todd Samuel

- **Consent Agenda (Needs a Vote)**
 - Approval of Board Minutes
 - i. To approve the October 29, 2024, Quarterly Board Meeting Minutes as presented
 - Operations
 - i. Bylaws Updates | Member and Officer Positions
 - ii. Executive Committee At-Large Members | Benton and Franklin County

- **TCRC – TRIDEC** – Lori Mattson | Karl Dye

- **E-Vote Results for the Employee Handbook** – Cyndelle Howell | Cynthia N. Garcia

- **Fiscal Report** – DeAnn Bock
 - Fiscal Report Overview
 - New Hire: Staff Accountant Raul Ochoa

- **WorkSource Columbia Basin (WSCB) Annual Certification Progress Update – Grace Collective** – Amanda Lorraine

- **WSCB Site Certification Monitoring Schedule** – Gabby Torres
 - Mid-Columbia Libraries Prosser Certification Status

- **BFWDC Mid-Year Reflection** – Cynthia N. Garcia/Team

- **Member Updates & Business Engagement** – All Board and Ex-Officio Members

- **Adjournment**
 - Quarterly Board Meeting – Tuesday, April 29, 2024, at 4:00 p.m. WSCB Room 8/Zoom Hybrid

Attachments:

1. 2024.10.29 Quarterly Board Meeting Minutes
2. 2024.12 Finance Reports
3. Program Year 2024 Workforce Site Monitoring Schedule
4. 2024.06.30 ESD Quarterly Performance Letter

5. 2024.12 TC Futures Report
6. 2024.12 WorkSource Operator Monthly Report
7. 2024.12 Program Performance Summaries
8. 2024 Q-2 (Oct.-Dec.) BFWDC Newsletter

1.1 Welcome and Roll Call

- Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Howell
- Host Welcome – Tri-Cities Regional Chamber of Commerce
- Visitor Welcome – Cyndelle Howell
- Public Comment – Todd Samuel

First Name	Last Name	Role
Clint	Didier	Franklin County Commissioner
Will	McKay	Benton County Commissioner
Todd	Samuel	Board Chair
Adolfo	de Leon	Board Vice-Chair
Amanda	Jones	Board Treasurer
Lynn	Ramos-Braswell	Board Secretary

Board Members Representing Business

Alicia	Perches
Amelia	Kittson
Jason	Jansky
John	Raschko
Karl	Dye
Lori	Mattson
Megan	McCary
Sheila	Erickson
Sonny	Virakpanyou

Board Members Representing Education

Kate	McAteer
Michael	Lee

Board Members Representing Government

Jessica	Rusch
John	Dickson

Board Members Representing Labor

Andrew	Cook
Geoff	Arends
Robert (Bob)	Legard
Seth	Worley

2. Consent Agenda (Needs a Vote)

- Approval of Board Minutes
 - i. To approve the October 29, 2024, Quarterly Board Meeting Minutes as presented
- Operations
 - i. Executive Committee At-Large Members
 - ii. Bylaws Updates | Member and Officer Positions

Benton-Franklin Workforce Development Council

Quarterly Board of Directors Meeting

October 29, 2024, 4:00 p.m. – TC Futures | Virtual Hybrid.

Call to Order

Todd Samuel, Chair, called the meeting to order at 4:00 p.m.

Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle reported excused absences and conducted a roll call of the BFWDC Board Members and BFWDC Staff; a quorum was present as defined in the bylaws. In-person guests were asked to sign in, and virtual guests were asked to use the chat feature to reflect those in attendance in the meeting minutes.

Host, TC Futures Director Melanie Olson provided an update on the construction of TC Futures and the impact on space utilization. Melanie Olson mentioned the enrollment of 145 new students since September 1, highlighting space issues. The board discussed the construction progress of the TC Futures facility, noting that as the walls went up, the space appeared larger than when it was just the open steel structure. The board members who had not yet toured TC Futures were offered the opportunity to do so, with the understanding that the full board could not participate due to time constraints. Melanie was mentioned as someone who could provide tours of the TC Futures facility to interested board members and others. The discussion highlighted the board's interest in understanding the development of the TC Futures space and the opportunity for members to experience it firsthand. There was also a broader discussion about the need for smarter working and the efficient use of space within the TC Futures facility as enrollment and space utilization continue to grow. The board thanked Melanie for offering to host the October Board Meeting.

Consent Agenda

Chair Todd Samuel asked members if they wanted any consent agenda items removed for individual consideration or additional discussion. The response was no.

- Approval of Board Minutes
 - i. To approve the July 30, 2024, Quarterly Board Meeting Minutes as presented
- Program
 - i. Program Year 2024 Subrecipient Monitoring Schedule
- New Board of Directors Member
 - i. Motion to nominate a new Board of Directors member, Representing Business: Amelia Kittson
- Operations
 - i. Motion to approve Occupations in Demand (OID) Committee Recommendations

Todd asked for board members' comments or opposition; there was none.

Todd Samuel called for a motion to approve the consent agenda as presented. Motion moved by Andrew Cook, the second by John Dickson, and unanimously carried to approval.

Fiscal Director Report – DeAnn Bock

The fiscal director, DeAnn Bock, presented changes to the financial statements, including adding a second page to the Statement of Budget to Actual Expenditures to include prior year comparisons. Additionally, incorporating a Statement of Cash Flows showing the movement of funds, particularly the recent grant received from Three Rivers. DeAnn noted that the rent and facilities expenses were slightly over budget due to a final invoice reconciliation from the move to the new lease. Advertising and outreach expenses were higher due to costs for connection site signage. DeAnn offered to answer any questions the board members had about the financial documents or grant funding. The board discussed the importance of the Three Rivers grant, which provides unrestricted funding that

has been a long-standing goal for the organization. Board members were given the chance to ask questions about the budget and financial updates presented by the fiscal director; none was brought forth.

BFWDC Board of Directors Officer Elections

The bylaws indicate that the officer positions, Board Chair, Vice Chair, Secretary, and Treasurer are up for election. If you are currently serving as an officer, we are grateful for your service and the fact that you've offered additional time in the leadership role at the BFWDC.

The nominations presented were:

- Board Chair: Todd Samuel
- Vice Chair: Adolfo
- Treasurer: Amanda Jones
- Secretary: Andrew Cook and Lynn Braswell

Both Andrew Cook and Lynn Braswell were allowed to explain why they would be a good fit for the Secretary role. The board then voted, with Lynn Braswell being elected as the new Board Secretary.

After the individual secretary vote, Todd Samuel called for a motion and second to approve the full slate of nominated candidates.

Board of Directors Chair

- Todd Samuel

Board Vice Chair

- Adolfo de Leon

Board of Directors Treasurer

- Amanda Jones

Board of Directors Secretary

- Lynn Ramos-Braswell

The board unanimously approved the entire roster of nominated candidates.

Todd Samuel called for a motion to approve the Board of Directors Officer Elections as presented. Motion moved by Andrew Cook, the second by Kate McAteer, and unanimously carried to approval.

WorkSource Columbia Basin Annual Certification Progress Update – Crystal Bright

The certification process evaluates the effectiveness, accessibility, and continuous improvement of the WorkSource system. Crystal began by introducing the purpose – evaluation for system effectiveness, customer satisfaction, physical & programmatic accessibility, and continuous improvement. Monitored requirements are completing a full assessment application & certification every 3 years, an Annual Progress Report including best practices, and identified areas of Improvement.

The new certification process uses a checklist and yes/no attestation, rather than the previous complex rating system.

The two guiding priorities are:

1. Creating a voice of the customer culture
2. Reaching customers where they are at, including virtual and community-based services

Highlights of progress:

- Functional integration of front-end services and business solutions teams
- Strong performance and accountability metrics, including clean monitoring results

- Expanded social media outreach and community-based service delivery
- High customer satisfaction rates, with 97% of customers saying they would refer friends/family

Areas of focus for improvement:

- Providing more one-on-one support during workshops
- Expanding access to entrepreneurship resources
- Piloting the provision of food/drinks for customers
- Improving accessibility by adding windows to computer screens

Other Initiatives:

- Prioritized staff training and priority of service for veterans
- Embedded human-centered design principles
- Expanded partnerships, including with AARP, libraries, and World Relief

Crystal opened the floor for questions or comments.

Andrew Cook asked about the instant language assistant tool that was mentioned, wanting more details on how it works.

Crystal explained that it is a translation technology device (Instant Language Assistant {ILA}) used to quickly identify the language a customer speaks and connect them with a translator.

Todd asked about any new ideas or initiatives the front-end service team has been working on.

Crystal mentioned the city-based workshops that are being partnered with business and education to help inform and connect customers.

Todd Samuel thanked Crystal and the team for their excellent work, particularly in highlighting the success stories and impact on state legislators during the recent EcSA visit.

WorkSource Columbia Basin Community Connections Site – Cynthia Garcia

- Prosser – Mid Columbia Libraries (Needs a vote)
 - i. Andrew Cook & Amanda Jones
- Grace Kitchen - Amanda/Satara Impact Presentation – tabled to January.

Todd Samuel emphasized that the connection sites are a long-standing board goal (over 7 years) to increase the reach and impact of workforce services in the region. He clarified that the connection sites are not intended to take away from the main WorkSource Columbia Basin location, but rather to meet people where they are and serve those who may not be able to access the main office. The board unanimously voted to support moving forward with the establishment of the connection sites, based on the information provided. Todd Samuel emphasized the importance of the connection sites in increasing the board's overall reach and impact in the community, which has been a long-standing goal.

WorkSource Columbia Basin Memorandum of Understanding | Infrastructure Agreement Modification – Cynthia N. Garcia

Cynthia provided an update on the status of the WorkSource Columbia Basin Memorandum of Understanding and IFA. She shared that it is taking a little longer than expected to get all the signatures (missing 2-3 signatures) before it can go to the county commissioners for final approval. The goal is to get the Benton County Commissioner's signature on November 4th or 5th, and then follow up with Franklin County. Cynthia mentioned that they have updated the goals and effective dates in the IFA and have also added AARP as a new partner. Todd Samuel emphasized the importance of getting the final signatures so the IFA can be approved by the county commissioners in a timely manner. Cynthia reiterated the need for the board members to sign the IFA document as soon as possible, as any delays could push the approval process out by another week.

State of the Industries Presentation – Ajsa Suljic, Regional Labor Economist

Ajsa Suljic provided a data-driven overview of the current state of the regional and state labor markets, highlighting both areas of growth and potential challenges going forward. Statewide, the labor force has been growing, but at a slower rate than job growth, leading to a labor shortage.

Labor Market Growth: The statewide labor force has been growing, although at a slower rate compared to job growth, resulting in a labor shortage.

Industry Highlights: The construction industry has experienced significant growth, with rates exceeding 30% in the past year. Sectors such as healthcare and education have also shown considerable expansion.

Sustainability Concerns: Ajsa raised concerns regarding the sustainability of the current labor force growth, noting that it is primarily driven by immigration rather than natural population increases.

Demographic Changes: There has been a noticeable shift in the demographics of the labor force, with an increase in the percentage of jobs held by individuals with less than a college degree, while the growth of jobs requiring a bachelor's degree has decelerated.

Certain industries like construction have seen very high growth rates, over 30% in the past year. Other sectors like healthcare and education have also seen significant expansion. However, there are concerns about the sustainability of the current labor force growth, as it is being driven more by immigration than natural population increases. Ajsa discussed the changing demographics of the labor force, with increases in the percentage of jobs held by those with less than a college degree, while jobs requiring a bachelor's degree have grown at a slower pace. Crystal Bright inquired about Ajsa's perspective on the factors influencing these labor force changes, including caregiving responsibilities and retirement trends. Ajsa acknowledged the complexity of the factors at play and emphasized the need for further research and analysis to fully understand the underlying causes of these dynamics.

Ajsa offered to provide the full slide deck to the board members if they wanted to review the data and information in more detail. Cyndelle to disburse the provided slide deck to those in attendance to review the information in further detail.

Member Updates & Business Engagement

The board expresses support for ongoing efforts to support workers and businesses in the region. The meeting concluded with a commitment to continue working together to address workforce development challenges and opportunities.

Jessie Cardwell and Crystal Bright provided an update on the situation at the Connell potato factory closure. The closure has presented some unique challenges, as the worker group is mostly Spanish-speaking, and the workers are dispersed across different locations rather than all being at the factory site. The ESD team has been doing extensive outreach through various channels, including TV, and text messages, and working with the union shop stewards, to try to reach as many affected workers as possible. They are also considering the use of a "peer outreach worker" model, where a worker who has been laid off is hired specifically to connect their former colleagues to the workforce services and support available. The goal is to get as many of the affected 300-350 workers connected to the workforce system and the services they need, while also gathering data on what happened to the workers after the closure. Todd Samuel and the board expressed appreciation for the ESD team's efforts to support the workers during this challenging situation, recognizing the importance of providing crisis response and assistance.

Next Meeting

Quarterly Board Meeting – Tuesday, January 28, 2025, at 4:00 p.m. at TCRC Bechtel Room | Hybrid Zoom

Adjournment

With no further good of the order business, Todd adjourned the meeting at 5:03 p.m.

Board - Present

Commissioner Will McKay
Commissioner Clint Didier
Bob Legard
Amanda Jones
Andrew Cook
Geoff Arends
John Dickson
Jason Jansky
Karl Dye
Lynn Ramos-Braswell
Todd Samuel
Alicia Perches
Kate McAteer
Michael Lee
Jessica Rusch
Sheila Erickson
Lori Mattson

Board - Excused

Adolfo DeLeon

Absent

BFWDC Staff

DeAnn Bock
Cynthia Garcia
Jessie Cardwell
Cyndelle Howell

Guests

Israel Delamore
Rebecca Williamson

Todd Samuel, Board Chair Date

Lynn Ramos-Braswell, Secretary Date

Board of Directors Roles and Responsibilities

The Board of Directors contributes to the mission and vision of the Benton-Franklin Workforce Development Council (BFWDC) by providing mission-based leadership and strategic governance. The Board ensures it carries out its fiduciary duties and fulfills five key roles for the organization: 1) Lead strategically, 2) Ensure financial stewardship, 3) Be an ambassador, 4) Support and supervise the Executive Director (ED), and 5) Ensure healthy governance.

Major Responsibilities: Each individual Board member contributes to the full Board in fulfilling its major duties. Some of the work below may be carried out by specific Board members or committees, but each individual Board member has the responsibility to ensure the full Board carries out the following roles and duties:

- *Lead Strategically*
 - Become knowledgeable about the activities and business of the organization.
 - Help develop and communicate the organization's strategic direction, goals, and plan.
 - Monitor outcomes related to stated goals and strategies and revise as needed.
 - Assist organizational leadership in anticipating and navigating change.

- *Ensure Financial Stewardship*
 - Approve the organization's annual budget.
 - Regularly review and understand the organization's financial statements and assess the organization's financial position; ask questions to improve understanding of the financial statements.
 - Ensure financial reporting requirements are compliant with state regulations, including 990 filings, audits, and registration with the Secretary of State and Attorney General.

- *Be An Ambassador*
 - Represent the organization in the community as an ambassador. Cultivate relationships from personal and professional networks that support the organization's mission.
 - Participate in fundraising efforts.
 - Attend the annual BFWDC Board of Directors conference to review the mission, vision, and goals and be adequately equipped to be a successful ambassador.
 - Volunteer to assist in committees and activities as needed.

- *Support and Supervise the Executive Director (ED)*
 - Responsible for the selection of the ED, establishment of compensation, the annual review and evaluation of the performance of the ED and establishment of the ED's annual salary.
 - Act as a trusted advisor to the ED, ensuring they have the wealth of experience,

knowledge, and professional support necessary to successfully lead the BFWDC.

➤ *Ensure Healthy Governance*

- Support the ED in recruiting and orienting new Board members.
- Be aware of the contents of the BFWDC's primary organizational governance documents as identified by the ED and maintain personal compliance with legal requirements and conflict of interest policies.
- Partner with the ED to ensure Board resolutions are carried out.
- Be prepared for and attend all Board meetings.
- Serve on committees or task forces and take on special assignments as needed.

Board Officer Job Descriptions

The members of the Executive Committee shall be the Board Chair, Past Board Chair, Vice Chairs (Chairpersons of each standing committee), Treasurer, Secretary, one Commissioner representing each county, and one at-large Board member representing each of the two counties served by the corporation. The Board Chair shall preside as Chair of the Executive Committee. The officers are members of the Board of Directors and make up the Executive Committee... Officers are elected annually by the Board of directors. Descriptions for the Board officer positions are provided below.

Board Chair

Position Summary: The chair of the BFWDC's Board of Directors has all the responsibilities of a Board member and leads the overall Board of Directors in fulfilling the Board's roles in governing the organization.

Major Responsibilities:

- Set the tone for the Board and serve as a role model for Board members.
- Chair meetings of the Board, ensuring meetings are facilitated to encourage effective and equitable participation of Board members.
- Arrange for the Vice Chair or other Executive Committee member to facilitate a meeting they are not able to attend.
- Chair the Executive Committee.
- Develop Board and Executive Committee meeting agendas with the ED.
- Meet regularly with the Executive Director to discuss the execution of the mission, vision, and goals and address issues confronting the organization by serving as an advisor and thought partner with the ED.
- Provide guidance, direction, and mediation to Board actions with respect to organizational priorities and governance concerns.
- Appoint the chairpersons of committees, in consultation with other Board members.
- Serve as an Ex-Officio and a member of committees and attend their meetings when invited.

- Work with the ED to ensure a flow of information to and from the Board.
- Ensure the Board conducts an annual documented performance evaluation of the ED and recommends to the full Board the ED's annual compensation based on performance and availability of funding.
- Perform other responsibilities assigned by the Board.

Length of Term: One year, which may be renewed if the officer is still eligible to serve on the Board, pending approval of the Board.

Time Commitment: Three hours per month on average in addition to the time committed for general Board duties (3-4 hours), for a total Board commitment of 6-7 hours per month.

Vice Chair

Position Summary: The Vice Chair of Benton-Franklin Workforce Development Council's Board of Directors has all the responsibilities of a Board member, performs the duties of the Chair when the Chair is not available, and serves as the Engagement Officer and key insider for the Board.

Major Responsibilities:

- Serve on the Executive Committee.
- Aid the Chair in the performance of their duties.
- Preside at meetings of the Board and the Executive Committee in the absence of the Chair.
- Serve as Engagement Officer for the Board to support the ongoing engagement of individual board members. This includes checking in with absent Board members and supporting the Chair regarding the overall engagement of Board members.
- Keep the Board informed of what's happening at BFWDC by sending updates, upcoming events, and other newsworthy items as shared by a key staff contact.
- Meet or communicate once per month with the ED to gather key updates on the organization for the purpose of being knowledgeable and supporting the Board Chair.
- Succeed to the Board Chair role until the next regular election if the Chair cannot serve out their term.
- Lead special projects when assigned.

Length of Term: One year, which may be renewed for additional terms as long as the officer is still eligible to serve on the Board, pending approval of the Board.

Time Commitment: Three hours per month on average in addition to the time committed for general board duties (3-4 hours), for a total board commitment of 6-7 hours per month.

Secretary

Position Summary: The Secretary of Benton-Franklin Workforce Development Council's Board of Directors has all the responsibilities of a board member and maintains the records of the board.

Major Responsibilities:

- Serve on the Executive Committee.
- Responsible for ensuring meeting minutes are being taken and other Board records are being stored properly.
- Ensure minutes are distributed to members following each board meeting.
- Is sufficiently familiar with legal documents (bylaws, articles of incorporation, policies, etc.) to note applicability during meetings.
- Other duties as assigned by the Board.

Length of Term: One year, which may be renewed if the officer is still eligible to serve on the board, pending approval of the Board.

Time Commitment: Two hours per month on average in addition to the time committed for general board duties (3-4 hours), for a total Board commitment of 5-6 hours per month.

Treasurer

Position Summary: The Treasurer of Benton-Franklin Workforce Development Council's Board of Directors has all the responsibilities of a Board member and leads the financial oversight responsibility of the Board.

Major Responsibilities:

- Serve on the Executive Committee.
- Be knowledgeable about the organization's finances and financial business model and communicate this information to the Board.
- Ensure the organization maintains complete and accurate accounts of receipts and disbursements in books belonging to BFWDC.
- Review financial results (prepared by staff) and the overall financial condition of the organization at regular Board meetings and when requested.
- Advise on the development of the annual budget.
- Ensure financial compliance requirements are met (e.g., annual 990 and annual Attorney General filing).

- Support the organization's audit process as needed.
- Assist with the development and review of the organization's financial policies.
- Serve as an advisor to the Fiscal Director and finance staff.
- Chair the Finance Committee when one exists.

Length of Term: One year, which may be renewed if the officer is still eligible to serve on the Board, pending approval of the Board.

Time Commitment: Two hours per month on average in addition to the time committed for general Board duties (3-4 hours), for a total Board commitment of 5-6 hours per month.

Memo

To: Benton-Franklin Workforce Development Council Board of Directors

From: Cynthia N. Garcia, Executive Director

Date: Thursday, January 9, 2025

Subject: At-Large Executive Committee Board Membership Update

Purpose of Memo

This memo provides an update on the composition of the At-Large Executive Committee Board and outlines a recent addition to the committee.

CURRENT BOARD COMPOSITION AND UPDATES

FRANKLIN COUNTY REPRESENTATIVE

Andrew Cook has been confirmed as the **Franklin County At-Large Board Member**. His addition brings valuable expertise to the Workforce Development Council as we continue our mission of fostering a progressive and inclusive workforce system. Andrew Cook's addition strengthens our board's capacity to address Franklin County's workforce needs. Securing Benton County's representation will further support our regional equity and strategic objectives.

BENTON COUNTY REPRESENTATIVE

We are pleased to announce that **Megan McCary**, CPA, has confirmed her interest as the **Benton County At-Large Board Member**. Megan joined Northwest CPA Group in 2011 and the BFWDC board in 2024, bringing with her a robust background in accounting and agricultural economics. In addition to her professional expertise, Megan is dedicated to community engagement, serving as a board member for the Benton-Franklin Workforce Development Council. She brings a wealth of knowledge and a deep commitment to supporting workforce development in our region.

NEXT STEPS

1. **REVIEW AND APPROVE THE CANDIDATES FOR THE COUNTY AT-LARGE SEATS:**
 - Review and approve the candidate in an upcoming board meeting.
2. **UPDATED BOARD DIRECTORY:**
 - A revised directory reflecting the current positions will be distributed following the appointment of the County At-Large members.

Action Required

Board members are encouraged to:

- Confirm the updated board roster in the consent agenda during the next council board meeting on January 28, 2025.

Conclusion

For questions or to submit candidate recommendations, please reach out.

Thank you for your continued dedication to advancing our workforce development mission.

Memo

To: Benton-Franklin Workforce Development Council Board of Directors

From: Cynthia N. Garcia, Executive Director

Date: Tuesday, January 7, 2025

Subject: BFWDC Employee Handbook

Purpose of Memo

In collaboration with the Director of Human Resources and Compliance at PayPlus Benefits, we have updated the BFWDC Employee Handbook and would like your support in moving forward with the signature process without waiting until the end of this month, as we have a new employee who has joined us.

Major Updates To The Employee Handbook

- Staff titles and abbreviations;
 - Added the allowance purchasing water, coffee, and tea for BFWDC employees;
 - Added the allowance for food and beverage expenditures for meetings, training and/or events if they are reasonable and necessary to accomplish the mission and vision of BFWDC. Documentation of expenditures must be readily available, concerning all expenditures;
 - Removed all references to virtual work and telecommuting;
 - Adjusted the maximum vacation accrual limit to 350 hours (formerly 450 hours)
 - Updated 401(k) Retirement Plan language: Employees will be eligible to participate in the 401(k) Retirement Plan after completing two months of service. Enrollment details will be sent via email or regular mail;
 - Sick and Safe Leave: The state of WA has expanded the reasons for leave and the definition of family member. The updated language includes:
 - Leave when an employee's place of business, or their child's school or place of care, is closed due to a health-related reason by order of a public official or after an emergency declaration;
 - Includes individuals who regularly reside in the employee's home or for whom the employee provides care, such as a child's spouse.
-

Next Steps

The BFWDC staff recommends that the Board approve the updates to the Employee Handbook and proceed with the signature process promptly, to facilitate the integration of our new team member.

Action Required

Please take a few minutes to review the requested motion below and the attached employee handbook and respond to the eVote with a Yes, No, or Abstain by the close of business on **Wednesday, January 15th.**

1. Motion to approve updates to BFWDC Employee Handbook 12.30.2024

Conclusion

Thank you for your continued dedication to advancing our workforce development mission. We appreciate you taking the time out of your busy schedule to review this motion, allowing us to move forward with the next steps.

Voting Data Report: BFWDC Employee Handbook Updates

Total Voters: 21

Number of Voters: 13

Number Not Voting: 08

Deadline: Jan 16, 2025 01:00 AM

(UTC) Percentage Voted: 61.9%

Question Name: Motion to approve updates to BFWDC Employee Handbook 12.30.2024			
Voter Name	for	against	abstain
Alicia Perches	✓		
Robert (Bob) Legard	✓		
Andrew Cook	✓		
Lynn Ramos-Braswell	✓		
Michael Lee	✓		
Megan McCary	✓		
John Dickson	✓		
Todd Samuel	✓		
Sheila Erickson	✓		
Adolfo de Leon	✓		
Total Count:	13	0	0

Thanks Cyndelle: Yes.
Karl

Karl Dye
President & CEO
7130 W Grandridge Blvd, Suite A | Kennewick, WA 99336

McAteer, Kathleen <kmcateer@wsu.edu>

To: ● Cyndelle Ann Howell

agged

This sender kmcateer@wsu.edu is from outside your organization.

EXTERNAL

Yes

From: Lori Mattson <Lori.Mattson@tricityregionalchamber.com>

Sent: Thursday, January 16, 2025 8:13 AM

To: Admin <admin@bf-wdc.org>

Subject: RE: eVote: Action Required: Request for Motion to Approve Updates to BFWDC Employee Handbook

EXTERNAL

Yes

3. Tri-Cities Regional Chamber (TCRC) | TRIDEC Presentation

Lori Mattson and Karl Dye to provide organization update.

Tri-Cities Regional Chamber (TCRC) | TRIDEC: Presentation Pending

December 2024

PY24 Adult Program Performance Summary Cumulative July 1st, 2024-June 30, 2025

Program Expenditures	PY22		PY23		PY24		
	YTD Spent	Budget and % Expended	YTD Spent	Budget and % Expended	YTD Spent	Program Budget	Percent Expended
As of December 31, 2024	\$329,194	\$568,307 58%	\$274,228	\$489,122 56%	\$273,970	\$733,247	37%
Enrollments	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Total Served	156	109	137	93	135	120	200
Exits	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Total Employed Exits	39	32	33	38	25	45	100
Placement Rate	72.22%	85%	67%	85%	85.00%		85%
Median Wage	\$19.13	\$18.00	\$18.75	\$18.50	\$19.75		\$18.50
Training Services	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Receiving Individual Training Account (ITA)	16	17	26	8	26 (14 in progress)	17	40
Completed ITA			17		13		
Credentials Earned			13		6		
On-the-Job Training (OJT)	0	0	0	0	0	0	2

Success Story: Gregory (41) faced long-term unemployment and was eager to re-enter the workforce. He aspired to pursue a career as a plumber but lacked the required training and certifications to break into the field. These barriers made it challenging for Gregory to find stable employment and achieve self-sufficiency. In November 2024, Gregory enrolled in Adult (AD) and EcSA. Through these programs, he received a range of services designed to address his employment barriers. Basic services, such as assessments and deskside assistance, helped him identify his skills and career goals. To overcome the certification barrier, program funding was utilized to support Gregory's training and obtain the necessary plumbing certifications. Additionally, he received financial support for work-related expenses, including clothing and tools essential for his new career. Gregory's dedication and persistence paid off when he secured full-time employment as a plumber with Game Plumbing. He began his new role on November 15, 2024, earning a competitive wage of \$40.00 per hour. Gregory's success is a testament to the impact of targeted workforce development services and his determination to achieve his goals. He has exited the program into unsubsidized employment and is now on a path to long-term financial stability.

Strategic Partnership:

Columbia Basin College - Staff continue to conduct weekly outreach at Columbia Basin College every Monday, stationed in the H building. In this quarter, Opportunities Industrialization Center (OIC) has joined these efforts and shared a table with staff to connect with the students. This has significantly expanded the team's ability to engage with students and provide information on available services and programs. Additionally, staff continue to attend Workforce Education Center (WEC meetings, which are held twice a week. These meetings are essential for ensuring that resources are allocated efficiently and effectively to those in need. An important role is played during these meetings to ensure that CBC students requesting aid are appropriately screened for WIOA programs. This involves a detailed examination of each case to determine eligibility and suitability for the services offered. Appropriate referrals are made to connect individuals with WIOA programs, facilitating access to the necessary support.

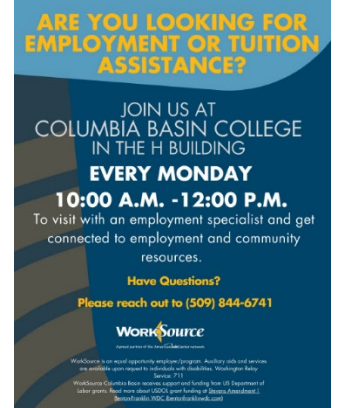
Front End Services Highlights:

- 13% increase for Qtr. 2 overall traffic (4287 total) (over Q2 of PY23)
- 173 one-on-one appointments
 - 50% of available 1:1 appointment used
- 157 Guests have attended our presentation on Services and Programs
 - 25% increase over Q1 of PY24

Business Solutions Team Highlights:

The Business Solutions met this quarter to establish an Action Plan that highlights goals, shared agreements, and next steps for PY24. The team agreed to lead the following sectors: Transportation/Warehousing, Healthcare, Government, Agriculture, Hospitality and Education. This was decided with Labor Market Information statistics obtained through Ajsa Suljic, Regional Labor Economist. The team has started creating and updating flyers to highlight BS changes, as well as some of the services provided. The team continues to host events and workshops to meet customer demand. The team made collaborative efforts to host a job fair at Columbia Basin College in October for the impacted Lamb Weston employees. The team utilized their connections and relationships to reach out to interested employers/businesses to secure spots at the fair, which led to over 20+ employers attending.

Coming up: The Team is working on hosting a job fair in the spring that can accommodate WorkSource customers. More to come in the next quarter.



December 2024

PY24 Dislocated Worker Program Performance Cumulative July 1st, 2024-June 30, 2025

Program Expenditures	PY22		PY23		PY24		
	YTD Spent	Budget and % Expend	YTD Spent	Budget and % Expend	YTD Spent	Budget	Percent Expended
As of December 31, 2024	\$400,369	\$759,763 53%	\$298,350	\$658,310 45%	\$226,106	\$664,780	34%
Enrollments	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Outcomes	PY24 Annual Goal
Total Served	96	107	96	89	81	87	145
Exits	Actual Outcomes	Monthly Goal	Actual Outcomes	Monthly Goal	Actual Outcomes	Quarterly Outcomes	Annual Goal
Total Employed Exits	25	38	31	30	23	30	75
Placement Rate	86.21%	85%	74%	85%	88.46%		85%
Median Wage	\$21.50	\$22.00	\$25.00	\$22.62	\$22.50		\$22.62
Training Services	Actual Outcomes	Monthly Goal	Actual Outcomes	Monthly Goal	Actual Outcomes	Quarterly Goal	Annual Goal
Receiving Individual Training Account (ITA)	11	19	20 (14 in progress)	10	14	12	27
Completed ITA			8	10	6		
Credentials Earned			2		5		
On-the-Job Training (OJT)	0	1	0	0	0	0	2
Entrepreneurial Training	0	0	0	0	0	0	2

Success Story:
 Jason (45 yrs old) enrolled into the Dislocated Worker (DW) program on June 6, 2024. At the time, he was unemployed and unhoused, residing at the Union Gospel Mission. Motivated to secure a certification as a truck driver, Jason aimed to obtain a Commercial Driver’s License (CDL) Class A certification, to make him employable as a truck driver, an in-demand occupation in Benton/Franklin Counties. Jason was previously self-employed as a taxi driver and qualified under DW due to his self-employment dislocation. Jason was also low-income and on SNAP benefits, he faced significant financial barriers, making it challenging to afford training opportunities and other expenses.

The program provided Jason with crucial support, including the development of his Individual Employment Plan, labor market information, and training assistance. On June 24, 2024, Jason began his CDL training with T-Enterprises, Inc Truck Driving School, and completed it on September 6, 2024, receiving his Class A CDL. Now, Jason is gainfully employed full-time earning \$28/hr and has secured stable housing. He expresses deep gratitude for the program and the training opportunity that contributed to his success.

Outreach: Rapid Response was informed on October 1st, 2024, that the Lamb Weston plant in Connell, WA was shutting down and impacting over 300 workers. This would greatly impact the families of those workers, as well as the community in Connell as a whole. The team quickly gathered with partners to discuss next steps, ideas, fairs, and outreach. Efforts were made to reach the impacted workers through PSAs, flyers, events, social media, and partner agencies, as obtaining direct information on the impacted workers through the employer was not feasible. Due to the circumstances, Rapid Response team members worked with partners through OIC, ESD, SkillSource, Goodwill, and CBC (just to name a few), to host a job fair. The job fair was held at CBC on October 21st and had 20+ employers and 60+ attendees. The team also scheduled Rapid Response presentations for October 28th, October 29th, and October 31st, 2024, at Connell High School, Columbia Basin College (CBC), and a virtual option to maximize reach and accessibility.



These efforts garnered significant attention, with coverage from the Tri-City Herald, Apple Valley News Now, KEPR, KNDU, and even a radio campaign. Articles and videos from various media coverage highlighted the upcoming events. The team also worked with the Labor Union Council on obtaining a Peer Outreach Worker, Erica, that will be at WorkSource Columbia Basin twice a week and will do direct outreach to Lamb Weston workers and connect with them with services and resources. She is engaging with the community and her peers, which has seen a significant increase in connecting with impacted workers.

Staff is now focusing on enrolling impacted workers into the Dislocated Worker program in order to meet their employment and training needs and we are expecting to see an increase in these referrals and enrollments into the next quarters. To day there have been 12 referrals to the Dislocated Worker Program.



The Dislocated Worker program has seen a recent influx, that is only expected to increase, due to layoffs and closures in the area. These include Lamb Weston, TEAM, Big Lots, and CPCCo, to name a few. It can be challenging for staff to obtain all necessary information, such as the names and contact information for the impacted workers, from these businesses

**State and Federal EcSA Program Performance Summary
(Cumulative from July 2024 - June 2025)**

Program Expenditures	PY22		PY23		PY24		
	YTD Spent	Budget and % Expended	YTD Spent	Budget and % Expended	Program Budget	YTD Spent	Percent Expended
Federal EcSA	\$123,937.39	\$245,372.00 50.5%	\$375,644.52	\$468,773.00 80.1%	\$111,301	\$51,317	46%
State EcSA	\$257,472.78	\$371,204.00 69.4%	\$156,614	\$496,303 32%	\$515,909	\$231,767	45%
Eligible Participants Enrolled	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Program Goal
Federal EcSA – Below 200% FPL	133	125	185	172	22	34	45
State EcSA – Below 200% FPL	63	30	45	25	207	100	115
State EcSA – Above 200% FPL	N/A	N/A	4	5	9	6	12
Training Placements for employment at/above income self-sufficiency calculator goal	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Program Goal
Federal EcSA – Below 200% FPL	47	36	67	50	4	6	12
State EcSA – Below 200% FPL	28	13	13	5	12	3	5
State EcSA – Above 200% FPL	N/A	N/A	3	4	2	2	5
Exits at or above income self-sufficiency calculator goal	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Program Goal
Federal EcSA – Below 200% FPL	42	60	64	111	3	3	6
State EcSA – Below 200% FPL	13	18	8	8	11	10	20
State EcSA – Above 200% FPL	N/A	N/A	0	3	4	2	7

Success Stories:

Joel, age 31, was unemployed after leaving his full-time position at Umpqua Bank due to low wages. He was seeking to obtain full-time employment in a higher wage position as he was the sole provider for his family. When he first enrolled in the program, Joel's occupational goals was to work as an Insurance Sales Agent. His primary barrier to employment was credential related as he did not possess the required licensure. He was co-enrolled into the Adult and State EcSA programs to help with leveraging funds towards training/credentials. Despite his initial occupational goal, Joel's focus was to obtain viable employment. Joel continued to apply for employment positions in banking, customer service, and sales. The State EcSA program assisted Joel with monthly incentive payments based on his employment progress, customer noted these were of great help to him as he was navigating the labor market. Joel and his case manager worked together to review his resume, cover letter, and other work readiness services to help him return to work. Eventually, with the support and encouragement of staff, Joel obtained employment at Bank of America. He accepted a position as a Relationship Banker at a wage of \$25/hr. with benefits and incentive opportunities.

Stephanie (46) entered the State EcSA program after engaging with WorkSource previously as a Dislocated Worker. Stephanie was previously the main financial provider for her family. She was struggling and unsure how she was going to make ends meet as she no longer had UI and was having difficulty obtaining employment. She wanted to pursue a short-term ASQ occupational skills training so she could jump into the workforce quickly once completed. This training helped her expand her knowledge as a compliance officer and led her to successfully obtaining full time employment. Stephanie was motivated to start her training and land full time employment leading her to self-sufficiency. Through engagement in the program, Stephanie was able to obtain a monthly CRF INCV payments through the State EcSA program as she worked through attaining her goals. Additionally, she received support services for fuel to travel to interviews as she was in training and not working. After completing training and focusing on her employment goals, Stephanie recently started full-time employment, working as a quality insurance compliance officer making \$38.46 hourly. She is extremely grateful for the opportunities she was provided and all she was able to achieve through her determination.

Federal EcSA-

We are working on a modification to the Federal EcSA program to more accurately reflect the goals. Initially there was a carry-in of total served of 22 participants, the actual carry-in was 9, so that will change what the performance outcomes are. Also the BFWDC is internally looking at the budget and will be allocating more funds to Career Path services to serve customers. More to come.

State EcSA-

Enrollments has slowed down for this program as we have more than exceeded the program goal for enrollments. This is due to heavy co-enrollment to allow those who are eligible to receive incentives. This is creating large case load sizes for those who are co-enrolled with state EcSA, particularly for the youth case managers. Many are taking advantage of the Washington College Grant and must be enrolled to continue to receive the grant. Participants are exited from OSY but remain in State EcSA. This is also true from some of the other programs such as Adult and Dislocated worker, because participants are exited when they are employed, but they can stay in State EcSA until they are deemed self-sufficient, that can take a few months after employment for them to become self-sufficient.

Community Reinvestment Funds (CRF) (Cumulative from December 2023- May 2025)			
Bucket	Program Budget	YTD Spent	Percent Expended
Incentives	87%	\$1,677,850	\$1,464,652
Business Navigator and Subsidized Training	52%	\$630,000	\$329,059
	Actual	Goal	Program Goal
Participants Receiving Incentives	218	191	169
Employers Engaged	141	45	75
*CRF Employers Engaged	135	30	50
EcSA Participants Engaged	2	21	35
**Non EcSA Participants Engaged	2	21	35
Number of Businesses receiving Microgrants	11	All funds for this project have been given.	
Funds given for microgrants	\$55,000		
<p>*Black, Latine, and Indigenous owned and operated businesses. **Employees from Black, Latine, and Indigenous owned and operated businesses who are not eligible for EcSA.</p>			
<p>CRF Success Stories: Monica, a devoted mother of three, has demonstrated incredible perseverance and determination in her journey toward a brighter future. After earning her GED through TC Futures, Monica set her sights on advancing her education and building a career in health care. However, as a mother and a member of a busy household, the financial challenges of pursuing higher education seemed daunting. Fortunately, the EcSA (Economic Security for All) monthly incentive payments have been instrumental in helping Monica continue her education. These payments provided much-needed financial support, allowing her to concentrate on her studies without the overwhelming burden of financial stress. In addition to the EcSA payments, the Washington State College Grant covered her tuition at Yakima Valley Community College, making it possible for Monica to pursue her dreams of a health care career. Without the support of these programs, Monica would not have been in the position to further her education. The EcSA payments and the state grant have enabled her to focus on her academic goals, while also maintaining stability for her family. Monica is now on track to achieve her aspirations in the health care field, creating a better future for herself and her children. Monica’s success story highlights the profound impact that the right support can have in overcoming financial barriers and achieving educational and career goals. Through her hard work, the assistance provided by EcSA, and her commitment to her family, Monica is proving that with the right resources, any obstacle can be overcome.</p> <p>Jason, age 45, enrolled in the State EcSA program on June 6, 2024. At the time of enrollment, he was both unemployed and unhoused, residing at the Union Gospel Mission. Driven by a strong motivation to secure a certification as a truck driver, Jason aimed to obtain a CDL Class A certification, a qualification in high demand in Benton/Franklin Counties. Facing significant financial barriers as a low-income individual on SNAP benefits, Jason found it</p>			

challenging to afford training opportunities and other essential expenses. Through active engagement in the program, he successfully navigated the enrollment process and qualified for the State EcSA CRF incentive. The State EcSA program provided Jason with crucial support, including a monthly CRF incentive of one thousand dollars as he made progress toward his occupational goal. This financial assistance enabled him to complete his four-week CDL training, covering essential living expenses such as food and necessities. The incentive also allowed Jason to save for stable housing and purchase bus passes to attend training daily. Additionally, the EcSA program assisted Jason with the development of his Individual Employment Plan, labor market information, and training assistance. On June 24, 2024, Jason began his CDL training with T-Enterprises, Inc Truck Driving School, and successfully completed it on September 6, 2024, receiving his Class A CDL. Jason is now gainfully employed full-time earning \$28/hr and has secured stable housing. He is fulfilling his dream of working as a long-haul truck driver, a goal inspired by his father's career in the same field, a dream he never believed he would achieve when he first walked into WorkSource.

Strategic Partnership:

Tri Cities Hispanic Chamber

As a requirement from the Department of Commerce, with the Community Reinvestment Funds, we are to contract with a By-and-For organization to complete this work. The reason is to put the CRF back into the hands of local nonprofit groups that are from the CRF priority populations, because this will build trust with these populations and will bring more local businesses to our table. We are working with the Tri Cities Hispanic Chamber to help those who are interested in starting their own businesses, learn what it takes and what the best steps are. The Chamber will be responsible for recruiting people to two cohort sessions and providing the training. The goal will be to help those start their own business.

Business Highlights: During the October to December 2024 quarter, Business Navigators achieved significant milestones in their efforts to support businesses and the workforce in the Benton-Franklin region. They successfully assisted eight businesses with requests ranging from work-based training to equipment replacement and general consulting. Additionally, 22 new unique businesses were engaged this quarter, further bridging the gap between subsidized resources and local businesses. Many of these connections were fostered during the Hispanic Focused Business Fair at Columbia Basin College, organized by the Hispanic Chamber of Commerce. The Business Navigators proudly represented WorkSource Columbia Basin at the event, connecting with the Hispanic community and highlighting available resources.

This quarter, the Business Navigators achieved notable success in connecting with local businesses, particularly through active participation in community events. A key highlight was the Hispanic-focused "Biz Fair" held at Columbia Basin Community College and the Hispanic Chamber of Commerce. Representing WorkSource Columbia Basin at this event, staff engaged with nearly 45 individuals interested in Business Services and established 12 new connections with Benton Franklin businesses. This event was instrumental in bridging the gap between local businesses and the resources available through the Community Reinvestment Fund (CRF).



QUEST Summary
Cumulative Dec. 1st, 2022-September 30, 2025

Program Expenditures	PY23		PY24		
	YTD Spent	Budget and % Expended	YTD Spent	Program Budget	Percent Expended
As of December 31, 2024	\$157,618	\$343,643 46%	\$445,313	\$546,036	82%
Enrollments	PY23 Actual Outcomes	PY23 Monthly Goal	Actual Outcomes	Monthly Goal	Annual Goal
Total Planned Participants	82	26	105	103	103
Services	PY23 Actual Outcomes	PY23 Monthly Goal	Actual Outcomes	Monthly Goal	Annual Goal
Receiving Career Services	82	26	105	103	103
Receiving Individual Training Accounts (ITA)	43	16	57	53	53
Completing ITA	27	7	40	37	37
Receiving Supportive Services	13	4	30	25	25
Exits	PY23 Actual Outcomes	PY23 Monthly Goal	Actual Outcomes	Monthly Goal	Annual Goal
Total Employed Exits	37	17	65	60	60

Success Story:

Kyle Wright (32) enrolled in the Quest program on July 5, 2024, seeking employment support. Once enrolled, Kyle expressed interest in obtaining Class A Commercial Driver’s License training, aspiring to become a Heavy and Tractor-Trailer Truck Driver. At the time of enrollment, Kyle faced significant financial barriers that hindered his ability to access training opportunities and cover other expenses. The Quest program provided Kyle with comprehensive support, including the development of an Individual Employment Plan, Career Guidance, and Deskside Job Seeker assistance. He also benefitted from training support through an ITA and received a thorough resume review.

Kyle successfully completed his CDL training with T-Enterprises on September 6, 2024, and obtained his CDL license on September 14, 2024. As of November 24, 2024, Kyle is gainfully employed with Crown Paper and Janitorial Supply, working 160 hours per month at an hourly rate of \$25.00, effectively utilizing his CDL. Kyle has attained self-sufficient employment and is profoundly grateful for the services and support provided by the Quest program, which enabled him to acquire the necessary credentials to support his family. He extends his heartfelt thanks to the program and appreciates the support he received.

Outreach: Quest staff participate on the integrated Business Solutions team at WorkSource Columbia Basin and TC Futures. The Business Solutions team has worked on building workshops, hosting hiring events, and reaching jobseekers for interested businesses in PY24. The team is focusing on efforts to create a job fair in the spring that serves WorkSource customers. The team will utilize business connections to host this event for the center and hopes for a variety of employer options.

Strategic Partnerships:

Meet & Greets continue to be a successful method of recruiting Quest customers. Presenters and attendees include different partner agencies that have strategically partnered with staff before. Those include Quest staff, FES, CBC, OIC, and BFET. Meet & Greets have proven to be a successful recruitment effort as they have averaged about 10-15 attendees. Staff have continued to see a consistent attendance rate for the English and Spanish sessions, with the English ones being more heavily attended. Staff will continue attending Meet & Greets to speak with interested customers that may qualify for program.

December 2024

PY24 Out of School Youth (OSY) Program Performance Summary (Cumulative) (Total Contract Amount \$691,315)

Program Expenditures	PY22		PY23		PY24		
	YTD Spent	Budget and % Expended	YTD Spent	Budget and % Expended	YTD Spent	Program Budget	Percent Expended
As of December 31, 2024	\$324,138.97	\$668,455.00 49%	\$282,380.85	\$314,466.00 90%	\$265,212	\$691,315	38%
Enrollments	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Total Enrollments	147	140	145	128	143	126	188
Exits	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Total Employed Exits	46	51	46	39	31	31	90
Total Post-Secondary Exits	3	3	4	8	14	2	6
Total Entered Advanced Training Exits	0	N/A	0	N/A	0	0	N/A
Total Registered Apprenticeship Exits	0	N/A	0	N/A	0	N/A	N/A
Placement Rate	82.14%	85%	78.13%	85%	83.33%	85%	85%
Median Wage	\$15.39	\$16.00	\$16.38	\$16.45	\$17.13		\$16.45
Training Services	PY22 Actual Outcomes	PY22 Monthly Goal	PY23 Actual Outcomes	PY23 Monthly Goal	PY24 Actual Outcomes	PY24 Quarterly Goal	PY24 Annual Goal
Receiving Individual Training Account (ITA)	19	10	10 (7 in progress)	7	6	8	20
Completed ITA			7	10	4		N/A
ITA Credentials Earned	8	N/A	7	N/A	2		
On-the-Job Training (OJT)	1	2	1	1	1		2
Work Experience (WEX)	14	17	9	13	17	8	32
Pre-Apprenticeships	0	N/A	0	N/A	0		
Dropout Recovery Services							
General Equivalency Diploma	12	12	13 (27 in process)	11	7	12	28

Success Story:

Cooper is an 18-year-old, who needed his GED, work readiness, and life building skills. Cooper was enrolled in both the Out of School Youth and Open Doors programs.



Cooper was provided GED services and obtained his GED in the summer of 2024. Cooper participated in the TC Futures Summer Youth Program, which included Hospitality Futures, Dignified Work, Leadership Academy, and drivers' education training. Cooper learned work readiness, leadership, and work readiness skills during his time in Out of School Youth and the Summer Youth Program. Upon completion of the Summer Youth Program, Cooper participated in a Paid Internship with ESD 123 at TC Futures as the GED Testing Specialist. Cooper was hired at ESD 123 as the TC Futures Testing Specialist when he completed his Paid Internship and was offered an On-the-Job Training in the first 4 weeks of his employment as Testing Specialist. Cooper has grown exponentially during his enrollment at TC Futures, so much so that he is now working with the case managers that helped guide him, and current students seeking GED obtainment. Cooper was the guest speaker at the November 2024 GED graduation, where he gave a heartfelt speech about his journey on obtaining his GED and the growth, he has experienced during his time at TC Futures and with his mentors. Cooper came to TC Futures as a shy young man, who lacked confidence, and was uncertain about his goals and future. Today, Cooper is a GED graduate, and a young man who has grown his professional and interpersonal skills and is embracing his bright future.

Outreach: TC Futures staff are actively expanding Paid Internship opportunities with community employers to help youth gain valuable skills and prepare for a successful future.

Staff spoke with the owners of Tri Cities Automotive in Kennewick about Paid Internships and successfully placed a participant with them. The participant completed their Paid Internship at the end of December 2024 and was offered a permanent position.

The Tire Factory talked with staff about Business Solutions, Paid Internships, and On-the-Job-Trainings. The Tire Factory is now a new Paid Internship host site.

Enians funeral home of which include all locations (Kennewick, Pasco, and Richland) signed as a new Paid Internship host site. One customer is already participating in a Paid Internship.

Moreover, Horse Heaven Hills Veterinary Clinic is interested in becoming a host site. One participant will start in January 2025.

PAID INTERNSHIPS

Provides eligible candidates with a hands on work experience in a place of business. Paid Internship help bridge the gap between learning and doing.

Benefits:

- Recruitment assistance
- 100% paid internship
- No cost to employer, insurance and L&I costs covered
- Working interview - "Try Before You Buy"

TC FUTURES

825 N Edison St, Suite 100
Kennewick, WA 99336
509-537-1710

EDUCATIONAL SERVICE DISTRICT 123 | TC FUTURES | Benton-Franklin WDC

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

Workshops:

TC Futures continues the Dignified Work program in November, with a 3-week cohort of 8 youth. Content included:

- Life Skills courses such as: Overcoming Obstacles, Coping with Change, Self-Care, Diversity in the Workplace, Relationships and more.
- Planned Parenthood- presenting on Healthy Relationships and Consent.
- Financial Literacy- HAPO Credit Union facilitated Banking 101, How to Build Credit, and Budgeting.
- Work Readiness- Resume Building, Job Search, and Interview Techniques.
- Whole Story- how to tell your story, providing real life experiences and how that can translate into the workplace.
- Support Services- participants were provided clothing and hygiene support services to reduce work readiness barriers.

December 2024

Open Doors Monthly GED Data

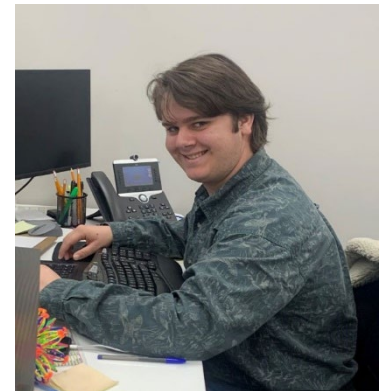
- Total GED tests taken this month: **59**
- Passing rate: **74.6%**
- GED completions this month: **8**
- Total GEDs awarded since January 2024: **93**

Upcoming Events

JAN 20	CLOSED for MLK Jr. Day All Day
FEB 17	CLOSED for President's Day All Day

Out of School Youth and Open Doors Success Story

Cooper is an 18-year-old, who needed his GED, work readiness, and life building skills. Cooper was enrolled in both the Out of School Youth and Open Doors programs. Cooper was provided GED services and obtained his GED in the summer of 2024. Cooper participated in the TC Futures Summer Youth Program, which included Hospitality Futures, Dignified Work, Leadership Academy, and drivers' education training. Cooper learned work readiness, leadership, and developed life skills during his time in Out of School Youth and the Summer Youth Program. Upon completion of the Summer Youth Program, Cooper participated in a Paid Internship with Educational Services District 123 (ESD 123) at TC Futures as the GED Testing Specialist. Cooper was hired at ESD 123 as the TC Futures Testing Specialist when he completed his Paid Internship and was offered an On-the-Job Training in the first 4 weeks of his employment as Testing Specialist. Cooper has grown exponentially



during his enrollment at TC Futures, so much so that he is now working with the case managers that helped guide him, and current students seeking GED obtainment. Cooper was the guest speaker at the November 2024 GED graduation, where he gave a heartfelt speech about his journey on obtaining his GED and the growth, he has experienced during his time at TC Futures and with his mentors. Cooper came to TC Futures as a shy young man, who lacked confidence, and was uncertain about his goals and future. Today, Cooper is a GED graduate, and a young man who has grown his professional and interpersonal skills and is embracing his bright future.

Dignified Work Continues at TC Futures

The most recent cohort began in November and carried into December. It was a three week cohort, with a group of eight individuals. The content for this cohort included:

- Life Skills courses such as: Overcoming Obstacles, Coping with Change, Self-Care, Diversity in the Workplace, Relationships and more.
- Planned Parenthood- presenting on Healthy Relationships and Consent.
- Financial Literacy- HAPO Credit Union facilitated Banking 101, How to Build Credit, and Budgeting.
- Work Readiness- Resume Building, Job Search, and Interview Techniques.
- Whole Story- how to tell your story, providing real life experiences and how that can translate into the workplace.
- Support Services- participants were provided clothing and hygiene support services to reduce work readiness barriers.



In Community

Staff facilitated a resume workshop for the 4 H Ambassadors of Benton Franklin Counties, participants had an opportunity to learn:

- What a resume is and its purpose.
- Why a good resume is crucial for job applications.
- The key sections of a resume (Header, Summary, Education, Work Experience, Skills, Certifications).
- Tips for writing an effective resume, such as being concise, using action verbs, and quantifying achievements.
- Common mistakes to avoid, like typos and irrelevant information.
- Sample resume with annotations.
- Tools and templates for creating resumes



How can you get involved ?

- Do you have a workshop that would benefit out youth and young adults?
- Would you like to sponsor a workshop or special event by providing a meal for participants?
- Do you have connections to pre-apprenticeship programs that would benefit our youth and young adults?
- Do you have training or opportunities for our youth and young adults to participate in a work experience?
- Do you have the ability to tutor GED customers in math?
- Do you want to continue to financially to provide furniture or assistive technology?



Contact TC Futures Director, **Melanie Olson** at 509.537.1710 or molson@esd123.org

WorkSource Operator Report
 Benton Franklin Workforce Consortium
 December 2024

December Highlights:

- WSCB welcomed Adrian Hernandez, Benefits Technician with the Employment Security Department Leave and Care Division. Adrian will provide onsite application assistance to customers on Thursday by appointment and on a walk in basis.
- We also welcomed Erica Garcia, serving as Peer Outreach Worker with the Washington State Labor Council, to assist workers impacted by the recent Lamb Weston plant closure. Erica was previously employed at the Lamb Weston Connell facility and will help others connect with needed resources such as ESL & GED courses, Unemployment Insurance benefits, WorkSource services, and more, on Wednesdays and Thursdays. She is also available at the SkillSource office in Othello.
- Ben Franklin Transit graciously donated a 12 passenger van to the BFWDC. The WSCB Team is brainstorming ideas for how it can be used to positively impact our community. The team has long dreamed of having such a resource to serve our customers and engage in outreach.

WorkSource Site Operations:

Customer Counts 12/1-12/31	2024		2023	
Total Staff Assisted Seekers	535		707	
Total Staff Assisted Services	1297		1734	
Unique Number of Businesses Served	43		53	
Staff Provided Business Services	88		106	
	Services Provided	Businesses Served	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	4	10	9
Employee Training Assessment, referral, enrollment, etc.	2	2	6	4
Other Employer outreach visit, marketing business services, etc.	45	31	29	22
Recruitment Hiring events, referrals, etc.	37	17	61	30
Wage & Occupation Information Labor Market Info, etc.	0	0	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (1/10/2025).

December 2024 Customer Feedback:

- 34 customer satisfaction survey/interview responses were received.
 - Of the customers who responded, 95% will refer family and friends.
- Customer Feedback – *What we did well:*
 - “WorkSource of Kennewick is awesome! Everyone is very friendly & supportive. Melanie Johnson is professional, kind, & very supportive. She is always positive with great ideas & direction. I truly appreciate all that you all have done for me. Thank you.”
 - “Individualistic advice and support that just made me feel less scared about being unemployed.”
 - “Helped me create a résumé set up an account for a job interview. Help me submit the resume which got me the interview and everybody was so helpful so wonderful. You have a great staff. I really appreciate them.”
- Customer Feedback – *What we can do better:*
 - “Inform participants to treat the mock interview as a real job interview, including appropriate dress attire. I had to ask if this was necessary. Provide pre-preparation tips.”

Service Delivery

Career Services:

- Overall, in December we saw an increase in number of customers accessing basic career services at WSCB. Over the course of December, the Front End Services (FES) Team:
 - Provided a total of 1630 services, which includes:
 - 676 staff assisted services and access to 784 customers seeking self-service in the Resource room. The team hosted a total of 54 one on one appointments with a show rate of 77%.
 - They also facilitated group services for a total of 170 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is a 37% increase in workshop attendees compared to November (124 attendees).
 - Handled 285 “general inquiry/option 7” calls: 266 in English and 19 in Spanish. This is a 12% decrease in calls handled compared to the month of November (324 handled calls total).
- In partnership with ESD, we finalized a data solution which will give us a better picture of who we are serving and services we are providing, inclusive of customers with and without WorkSource accounts. The team worked diligently to transfer September-December data for upload. Initial review will occur in January and data will be used to identify trends, ask questions, identify gaps in data collection, and inform service delivery.
- Last year we were awarded grant funds from the Three Rivers Community Foundation to purchase laptops. We set out to create opportunity for our most vulnerable community members to become self-sufficient by engaging in Adult Basic Education classes, such as GED/High School +, Digital Literacy, and English Language Proficiency classes. By providing access to these opportunities, we intend to close technology/education gaps, increase career opportunities, including promotion, increase earning potential, create a bridge to additional training/education, and ultimately end generational poverty. To date, these laptops have helped support that goal by supporting individuals in:

- Enrolling and engaging in ESL classes onsite at WSCB. 6 individuals were enrolled in Winter 2024, 27 in Spring 2024, and 16 in Fall 2024, for a total of 49 between January-December 2024.
- Enrolling and engaging in GED classes onsite at WSCB. 7 individuals were enrolled in Winter 2024, 6 in Spring 2024, and 11 in Fall 2024, for a total of 24 between January-December 2024. Customers were able to use the laptops during class, in addition to during periods of onsite independent study.
- Accessing online resources, including WorkSourceWA.com account creation, job search, resume, and application resources.
- Attending virtual appointments including job interviews and hearings for Unemployment Insurance benefits.

Note: Due to lack of digital literacy and preference/ease of use, customers preferred computers with Microsoft Office. Although online versions of Microsoft are available for free, it requires creating a Microsoft email which was duplicative for many since they have email through other service providers, such as Gmail. To mitigate this, in partnership with the BFWDC, we were able to apply funding from another grant to install Microsoft Office licenses on all ten computers in December, making them more customer friendly and usable.

Business Solutions:

- The team updated flyers to reflect updated sector information and include additional information about resources available, such as Work Experiences and Veteran Services. They also created a one pager for creating an employer account to support local business in signing up for WorkSourceWA.com, which helps them increase their candidate pool and more.
- During the month of December, the team connected with Jason McCollum, Reentry Navigator with CBC, and Lisa Arneson, Workforce & Education Coordinator with the Tri-Cities Regional Chamber, to learn more about the work they do and how we might collaborate. They plan to work together on hiring events and providing resource to our customers, both business and job seekers.
- The team also attended two events hosted by the Tri-Cities Regional Chamber, including the Legislative Send Off. During that session, 5 focus areas were shared, including plans to encourage economic development. Job growth/expansion for the following businesses were highlighted:
 - ATI plans to add 93 jobs to their workforce in a new building focused on clean energy.
 - Framatome will concentrate on nuclear energy, with plans to bring in 20 new jobs in their first phase and 200 in their second phase.
 - Atlas Agro is expected to create 158 direct jobs and 554 indirect jobs.
- December Event Outcomes –
 - 12/3: Suicide Awareness Workshop hosted by the Washington State Department of Veterans Affairs – 8 registered, 7 attended
 - 12/9: Two Rivers Correctional Institute (TRCI) Meet the Employer – 4 attendees
 - 12/11: Legislative Send Off with the Tri-Cities Regional Chamber of Commerce – networking with over 30 businesses
 - 12/12: Reach Home Care Meet the Employer – awaiting outcomes

- 12/12: Business After Hours hosted by the Tri-Cities Regional Chamber of Commerce – networked and shared information with over 30 businesses
- 12/17: Agriculture Sector Workshop hosted at Goodwill Pasco – 10 attendees
- Upcoming Events –
 - 1/6 from 11am-12pm: Veteran’s Pathway (resource & resume workshop)
 - 1/8 from 9am-12pm: Two Rivers Correctional Institute (TRCI) Meet & Greet
 - 1/8 from 12:30-3pm: Transportation and CDL Showcase (with VR presentation)
 - 1/8 from 2-3:30pm: Small Business Info Session
 - 1/10 from 9am-12pm: Alternative Nursing Solutions (ANS) Hiring Event
 - 1/21 from 10-11:30am: Agriculture Sector Workshop *hosted at Goodwill Pasco*

Connection Sites:

- Grace Collective –
 - During the month of December 2 individuals accessed the connection site computer for language learning and skills testing.
 - Note: the facility shut down for two weeks for the holidays, which impacted access. Additionally, they found that computer users could bypass the login process, which means that the data is incomplete, underrepresenting use of the site. A solution will be implemented to prevent this moving forward.
- Benton City Mid-Columbia Library –
 - In preparation for the launch of digital literacy classes in January, two staff members visited the library to better acquaint themselves with the environment, typical customer needs, traffic flow, etc. They also created a flyer to start promoting classes.
 - In collaboration with Stephens Media Group, we created connection site promotion materials which will be shared on social media, in addition to with WSCB community partners, and onsite to showcase resources available.
 - We were notified that the connection site laptop had been stolen. The library opted to replace it with a desktop computer at their cost. This was one of two computers which were taken from the site during the month of December.
- Prosser Mid-Columbia Library –
 - This will be our third connection site; establishment is in process.

Community & Partner Connections:

- 12/3 – Attended the Three Rivers Community Foundation Celebration of PIlanthropy in partnership with the BFWDC to accept an award for employment related support services for customers who do not qualify for other services that can support.
- 12/6 – Met with Stacey Baker, Manager of the Benton City Mid-Columbia Library, to collaborate on promotion of the WorkSource Connection Site and updates on the upcoming digital literacy classes and their promotion.
- 12/6 – Met with Satara, Employment and Life Skills Coach with Grace Collective, to receive updates regarding Grace Collective resources and the connection site and to share WSCB updates. To date, they are happy to offer the connection site recources, including access to LinkedIn Learning for participant and staff professional development.

- 12/31 – Brief check in with Stacey Baker at the Benton City Library to drop off an I-Speak card, which will assist the library team in identifying a customer’s preferred language if they are not proficient in English. This can be useful for initial triage of needs and referral to resources. Our partners with the Mid-Columbia Library system are known as a community resource hub and offer much more than library services.

Staff Training & Development:

Training/Development Attended:

- 12/4 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 12/18 & 12/19 – All Staff Cross Training Session: Title 1 Service Provider Resources (OIC of Washington, Career Path Services)

Upcoming Training/All Staff Meetings:

- 1/8 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 1/15 – All Staff Cross Training Session: Title 2 Service Provider Resources (CBC)

Facilities:

- 12/4: Desk drawer facing screws tightened/replaced
- 12/5: Parking lot light timer adjusted for time change
- 12/10: Completed facility access badge audit for WSCB
- 12/10: Jacob & Rhodes diagnosed and repaired the HVAC unit which services Room 6 and the front entryway.

Respectfully submitted by C. Bright on 1/10/2025

WorkSource Operator Report
 Benton Franklin Workforce Consortium
 November 2024

November Highlights:

- We met with the Mid-Columbia Library Team in Benton City for a tour and introductions in preparation for a digital literacy class launch in January, which will supplement connection site services at their location. This class will be provided by a WSCB staff member currently serving with Americorps.
- WSCB has partnered with the Washington State Department of Corrections and other community based organizations to stand up a coalition in Benton & Franklin Counties called the Community Partnership for Transition Solutions (CPTS). The coalition is based on a model that has been successful in other areas, such as Spokane. The purpose is to bring community-based organizations together for more awareness of the resources available to assist individuals transitioning out of incarceration, as well as any gaps in needed resources, so we can actively seek solutions. Examples include transportation, housing, food security, stable income, training, employment, etc.

WorkSource Site Operations:

Customer Counts 11/1-11/30	2024		2023	
Total Staff Assisted Seekers	480		671	
Total Staff Assisted Services	1140		1619	
Unique Number of Businesses Served	56		51	
Staff Provided Business Services	97		101	
	Services Provided	Businesses Served	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	4	3	3
Employee Training Assessment, referral, enrollment, etc.	6	5	12	6
Other Employer outreach visit, marketing business services, etc.	45	39	35	23
Recruitment Hiring events, referrals, etc.	42	28	51	31
Wage & Occupation Information Labor Market Info, etc.	0	0	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (12/10/24).

November 2024 Customer Feedback:

- 19 customer satisfaction survey/interview responses were received.
 - Of the customers who responded, 89% will refer family and friends.
- Customer Feedback – *What we did well:*
 - “Jazmin is a very helpful person and very professional.”
 - “Thank you for all your help” “Many thanks to Marissa as she was a big help for me while searching for a job. She helped me with my resume and a lot more.”
 - “Marivel goes above and beyond to help me reach my goal. She is AMAZING!”
 - “Got me services right away. Kind and very helpful. Updated my resume for free and helped me look for jobs. I love that you can use there computers and they give you a flash drive. So, you can work on your resume and look for jobs.”
- Customer Feedback – *What we can do better:*
 - Our Business Solutions Team learned of WorkSourceWA.com job posting issue that a Railroad company is experiencing and connected them to the technical team. Due to the current process for company sign up, they will use a third party to post to the site.

Service Delivery

Career Services:

- Overall, in November we saw a slight decrease in number of customers accessing basic career services at WSCB. Over the course of November, the Front End Services (FES) Team:
 - Provided 351 staff assisted services and supported access to 709 customers seeking self-service, for a total of 1184 services offered. They provided 70 one on one appointments and had a show rate of 79%.
 - Facilitated group services with a total of 124 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is a 22% decrease in workshop attendance compared to October (158 attendees).
 - Handled 324 “general inquiry/option 7” calls: 286 in English and 38 in Spanish. This is a 17% decrease in calls handled compared to the month of October (390 handled calls total).
- To provide a more holistic picture of who we are serving at WSCB, and the services being provided, ETO data is being augmented by walk in data being collected by our FES Team. We are working with our partners at ESD to merge the tools. This solution avoids duplication of data entry while providing more insight into service delivery trends, which we will use to inform operations.

Business Solutions:

- The team met with Clarisa Pruneda, Director for Workforce Development, to learn about the programs, grants and resources available to local employers and business. They also discussed the non-credit, short term courses available through the continuing education department that can support students in gaining valuable skills for the workplace. Learn more about what is available [HERE](#).
- During the month of November, the Rapid Response Team continued to work together to identify potential gaps in reaching impacted workers and strategize on service delivery informed

by customer need. The team will be working with local media to get the word out about services available and hiring a peer mentor is in progress.

- Event Outcomes –
 - 11/15: Tri-Cities Veterans Resource Expo & Stand Down at the Southridge Sports & Event Complex – estimated 50+ vendors and over 250 attendees
 - 11/18: Veterans Pathway Resume Workshop – 8 attendees
 - 11/19: Agriculture Sector Workshop *Harvest New Opportunities* – 10 attendees
 - 11/27: Two Rivers Correctional Institute (TRCI) Meet the Employer – 6 attendees
- Upcoming Events –
 - 12/11 from 3-6pm: Two Rivers Correctional Institute (TRCI) Meet the Employer
 - 12/12 from 9am-12pm: Reach Home Care Meet the Employer
 - 12/12 from 1:30-3pm: ESD Self Employment Assistance Program (SEAP) Virtual Orientation
 - 12/17 from 10-11:30am: Agriculture Sector Workshop *hosted at Goodwill Pasco*

Connection Sites:

- Grace Collective (Formerly Grace Kitchen)
 - Congratulations to our partners, Grace Collective. They have expanded to three lines of business, including pasta sales & catering (originally Grace Kitchen), “Grace Behind Bars,” a program to assist individuals in incarceration, and a new beauty line including bath salts and lip balms. Soaps will be added soon and a bistro is also in progress.
 - During the month of November 9 individuals accessed the connection site computer to access learning opportunities such as computer and language skills, as well as to build resumes and access financial resources.
- Benton City Mid-Columbia Library –
 - 11/15: Tour and introductions of the Benton City branch in preparation of providing digital literacy classes onsite beginning in January 2025. An additional staff member will support these efforts and be available to provide more information about WorkSource Services to attendees.
 - An update to the laptop by MCL IT is in progress. It will include access to Microsoft Office, as well as increased data security settings.
- Prosser Mid-Columbia Library –
 - This will be our third connection site; establishment is in process.

Community & Partner Connections:

- 11/15: Greater Health Now Learning Collaborative presenter check in to prepare for 11/20 presentations.
- 11/18: Connected with Michelle Hrycauk Nassif, Director of Cougar Tracks at WSU Tri-Cities to learn about updates to the program, which provides short term trainings/certificates based upon local business need. Course content is also informed by local employers. Learn more about the impact that Cougar Tracks is having in our community [HERE](#).
- 11/18: Attended the Food Access and Security Coalition, hosted by the Benton Franklin Health Department to learn about identified gaps in food security locally and

- 11/19: Lunch meeting at Opportunity Kitchen with David Haldeman, Divisional Programs Manager of Columbia Ability Alliance, to learn more about the services our organization offer and how customers can connect with us. Opportunity Kitchen is a host site which provides vocational food service training, including classes and hands-on work for individuals facing employment barriers.
- 11/20: Conducted annual tour and information session for a group of students and faculty from the Kennewick School District Community and Employment Transitions. This was an opportunity to share more about the services available and increase individual's comfort level to come into our facility.
- 11/20: Presented at the Greater Health Now Learning Collaborative. The session was focused on addressing employment as a health related social need and local resources available to support, including those provided by WSCB, Goodwill, and Columbia Ability Alliance.
- 11/21: Brief check in with Stacey Baker, Branch Manager of the Benton City Mid-Columbia Library to update the EO posters at the connection site.
- 11/25: Met with Caity Robb of Stephens Media Group to discuss content creation to promote connections sites, share system updates, and reinvision reporting formats.
- 11/25: Met with Stephanie Isomura, Senior Customer Success Manager from LinkedIn Learning (LiL) to trouble technical issues with customer logins when creating new accounts. She will work with the LiL team to identify the issue and will be included in all correspondences reporting issues to ensure a timely response and resolution.
- 11/26: Met with Joyce Newsom, 2-1-1 & Mobility Outreach Manager with People for People, to share updates about our agencies and discuss the pros and cons of community based organizations offering small food pantries in our community. This was a follow up to the FASC meeting attended on 11/18.
- 11/26: Met with Patty Morley, Human Resources Manager of KIE Supply, to discuss options for Excel training. I provided a LiL demo, extended a license, and gave administrative access so she can provide access to staff for upskilling.

Staff Training & Development:

Training/Development Attended:

- 11/5 – Equal Opportunity Training with Gabby Torres, BFWDC EO Officer
- 11/6 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 11/13-11/14 – Washington Workforce Association Conference (Tacoma, WA)
- 11/20 – Washington's New Definition of a Veteran Online Training Session
- 11/20 & 11/21 – All Staff Training Session: Quarterly Labor Market Information Update with Ajsa Suljic, Labor Market Economist

Upcoming Training/All Staff Meetings:

- 12/4 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 12/18 & 12/19 – All Staff Cross Training Session: Title 1 Service Provider Resources (OIC of Washington, Career Path Services)

Facilities:

- 11/8 – HVAC compressor replacement by Jacob & Rhodes
- 11/11 – Ceiling tile replacement completed by Goodwill (due to HVAC compressor failure)
- 11/12 – ADT completed Blue Light (silent alarm) testing and fob battery replacement; badge readers reset
- 11/12 – State Inspector completed annual hot water tank inspection
- 11/13 – HVAC thermostats replacement by Jacob & Rhodes
- 11/19 – Parking lot light timer adjusted for time change
- 11/20 – Replacement of remaining HVAC thermostats and sensors by Jacob & Rhodes
- 11/21 – Thermostat and sensor setup

Respectfully submitted by C. Bright on 12/10/2024

WorkSource Operator Report

Benton Franklin Workforce Consortium

October 2024

October Highlights:

- In partnership with the Benton-Franklin Workforce Development Council, WSCB co-hosted a visit with local legislators and Washington Workforce Association leaders focused on the positive impact of work being done through the Economic Security for All grants and Community Reinvestment funds. During the visit, we heard from an individual who received services as a job seeker and business owner. Additionally, we toured a local business, Taxes D' & Notary, and learned more about how these programs have been impactful.
- During the month of November, our Rapid Response Team coordinated activities and communications with WSCB and community partners to support workers and families impacted by the Lamb Weston Connell facility closure. This includes co-hosting 5 Rapid Response information sessions, hosting a job fair, and conducting outreach via multiple venues to notify of resources available and how to connect to them. Huge thank you to all who supported these efforts!

WorkSource Site Operations:

Customer Counts 10/1-10/31	2024		2023	
Total Staff Assisted Seekers	602		634	
Total Staff Assisted Services	1496		1564	
Unique Number of Businesses Served	69		76	
Staff Provided Business Services	113		152	
	Services Provided	Businesses Served	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	2	1	2	2
Employee Training Assessment, referral, enrollment, etc.	3	3	7	5
Other Employer outreach visit, marketing business services, etc.	65	43	55	37
Recruitment Hiring events, referrals, etc.	43	40	88	55
Wage & Occupation Information Labor Market Info, etc.	0	0	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (11/20/24).

October 2024 Customer Feedback:

- 46 customer satisfaction survey/interview responses were received.
 - Of the customers who responded, 100% will refer family and friends.
- Customer Feedback – *What we did well:*
 - “Lori was great she was a big help and answered a lot of my questions and helped me apply for jobs.”
 - “Melanie has been very helpful with feedback on my resume, cover letter, and job search, as well as informing me of help I wasn't aware of. She never makes me feel like I'm being judged or looked down upon in a time of my life I am not doing as well as I feel I should be. That alone helps keep me motivated.”
 - “My advisor Patty went above and beyond to help me update my resume, complete a long application and update references. She gave wonderful advice for my cover letter.”
 - “Regarding Lamb Weston Job Fair - I am really grateful for your Rapid Response team and just the quality and kindness of all of the partners.” (Feedback from CBC partner.)
- Customer Feedback – *What we can do better:*
 - “Make job hunting easier along with signing in to it.” (Referring to WorkSourceWA.com)
 - “Advertise more.”

Service Delivery

Career Services:

- Overall, in October we saw an increase in number of customers accessing basic career services at WSCB. Over the course of the month, the Front End Services (FES) Team:
 - Provided 370 staff assisted services and supported access to 663 customers seeking self-service, for a total of 1191 services offered. They provided 64 one on one appointments and had a show rate of 76%. This is a 19% increase in total services offered compared to September (1001 total).
 - Facilitated group services with a total of 158 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is a 61% increase in workshop attendance compared to September (98 attendees).
 - Handled 390 “general inquiry/option 7” calls: 366 in English and 24 in Spanish. This is a 245% increase in calls handled compared to the month of September (159 handled calls total).
- To ensure more comprehensive data collection and continuity of customer service, customers attending group services will be required to have a WorkSourceWA.com account starting 11/12/24. Waivers to this requirement will be granted for customers who are unwilling to create an account or who will not use it. This shift is in alignment with the state full registration requirement and customers receiving one on one assistance or individualized services will not be eligible for waiver. One on one appointments will be available to customers needing assistance to register.

Business Solutions:

- The team completed an annual review of accomplishments and updated their strategy plan. Focus areas include continuation of foundational practices, such as data entry, building out sector based strategies to unite job seekers and business, and quarterly Labor Market

- Information trainings, as well as expansion of the team through partnership, and increasing awareness of services available & how to connect with them.
- During the month of October, the Rapid Response Team learned of a large layoff with Lamb Weston Connell, which will impact 397 total team members. Learn more about their efforts here:
 - [CBC, WSU-TC and Worksource host events to assist those impacted by Lamb Weston closure | News | applevalleynewsnow.com](#)
 - <https://keprtv.com/news/local/job-fair-held-to-assist-previous-lamb-weston-employees#>
- Upcoming Events –
 - 11/15 from 9am-3pm: Tri-Cities Veterans Resource Expo & Stand Down at the Southridge Sports & Event Complex
 - 11/19 from 10:30am-12:00pm: Agriculture Sector Workshop – Harvest New Opportunities at the Goodwill Pasco Employment Center

Connection Sites:

- Grace Kitchen –
 - During the month of October, eleven individuals accessed the connection site. Most sessions were for online learning, including LinkedIn Learning, Rosetta Stone, and a WSU course.
 - We met on multiple occasions to discuss LinkedIn Learning as a tool for staff and participants, including an onsite meeting to establish login credentials for multiple individuals.
 - Updated laptop settings to ensure user confidentiality by erasing all web data each time browser windows are closed.
 - Identified need for Microsoft Office license – installation pending availability of additional licenses for purchase.
- Benton City Mid-Columbia Library –
 - 10/29: Met with Stacey Baker, Branch Manager, to discuss digital literacy classes to be delivered onsite starting in January 2025. We also discussed promotion of the branch as a connection site and computer functionality to meet customer needs.
 - To date, despite questions from community members, the connection site has not been used. Microsoft Office has been identified as a needed resource and install is pending with the Mid-Columbia Library IT Department.
- Prosser Mid-Columbia Library –
 - This will be our third connection site; establishment is in process.

Community & Partner Connections:

- 10/2: Monthly meeting with Brittney Forshee of Stephens Media Group to review impact of social media work.
- 10/16: Co-presented on WorkSource services to a group of students and faculty with New Horizons High School. The presentation included tips for writing a resume and highlighting skills and abilities that are not from work-related experiences for first time job applicants.
- 10/16: Meet and greet with Prosser Mid-Columbia Library Branch Manager, Katy McLaughlin, to discuss connection site requirements and conduct the ADA facility walk through.

- 10/23: WSCB co-hosted CRF visit in partnership with the BFWDC.
- 10/23: Co-hosted an onsite financial literacy workshop in partnership with Washington Monitoring, Union Gospel Mission, and HAPO Community Credit Union.
- 10/24: Hosted a tour and informational session focused on WorkSource services and non traditional education opportunities post graduation for a group of students from New Horizons High School.
- 10/28: Met with Dani LaForest, Workforce Development Liaison of Greater Health Now to discuss an opportunity to present on WorkSource services during the November Learning Collaborative. This will be an opportunity to share information about the employment and training resources we offer and how to connect with them.
- 10/30: Attended the Dia De Los Muertos event hosted by the Kiona Benton High School Migrant program to meet families and share employment & training resources.
- 10/31: Monthly meeting with with Brittney Forshee of Stephens Media Group, to continue learning about the data dashboard that reports up outcomes of our social media contract. We also discussed trends in reporting and accomplishments to date, including:
 - 9,709 impressions – This is the number of views our online content received, which was up 2,867 points over the previous month.
 - 909 post engagements, which indicates if a post was read/seen (based on time spent). This was 9 more engagements than in September.
 - 404 leads – which is the number of interactions from people who are interested in our business. This was 103 more interactions than the previous month.
 - We also saw an increase in searches, views, and clicks on Google, which can be attributed to an increase in listing accuracy across the internet as well as increased posting on social media pages. Additionally, we saw searches for “employment services” associated with WSCB rank higher than “unemployment” or “unemployment services,” indicating that we may be seeing a shift in how the community views the services we offer.

Staff Training & Development:

Training/Development Attended:

- 10/2 - All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 10/9 – Mental Health First Aid Training – offered by the Pasco School District
- 10/16 & 10/17 – All Staff Training Session: Cross Training – AARP/SCSEP; Policy Training – Complaint/Concern Process
- Washington State Virtual Lean Conference – one hour sessions available daily from 10/21-10/31/24

Upcoming Training/All Staff Meetings:

- 11/6 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 11/13-11/14 – Washington Workforce Association Conference
- 11/20 & 11/21 – All Staff Training Session: Quarterly Labor Market Information Update with Ajsa Suljic, Labor Market Economist

Facilities:

- 10/7: Fencing install for secure parking completed. State and Goodwill company vehicles will be parked inside to deter future vandalism moving forward.
- 10/11: Guardian onsite to diagnose alarm system issue.
- 10/25: Gurardian onsite to complete alarm system repair work

Respectfully submitted by C. Bright on 11/12/2024

6. WorkSource Columbia Basin Annual Certification Progress Update - Grace Collective - Amanda Lorraine

Grace Collective Presentation by Amanda Lorraine

<https://gracecollective.com/>

Partner Name/Site Name	Site Type	Certification Level	Period of Certification	Certification Date	Date Certification was Reported in the Board Minutes	Progress Report Due	Presentation Completed on
WorkSource Columbia Basin	Comprehensive	Certified	5/18/2024-5/18/2027	4/5/2024	4/30/2024	4/30/2025	10/29/2024
TC Futures	Specialized Site	Pending	TBD	TBD	TBD	TBD	5/2026
Grace Collective – Downtown Pasco	Connection Site	Certified	5/29/2024-5/29/2027	6/25/2024	6/25/2024	Pending for 01/25/2026	01/28/2025
Mid-Columbia Libraries – Benton City	Connection Site	Certified	8/13/2024-8/13/2027	8/27/2024	8/27/2024	7/27/2025	Pending
Mid-Columbia Libraries – Prosser	Connection Site	Pending	TBD	TBD	TBD	TBD	TBD

Comprehensive Site Certification Team: Jessie Cardwell, Andrew Cook, Adolfo de Leon, Nikki Hawkins, and Todd Samuels

Connection Site Certification Team: Cynthia N. Garcia, Cyndelle Howell, Crystal Bright, and Gabby Torres

Specialized Site Certification Team: TBD

Benton Franklin Workforce Development Council
Corporate Entity
Statement of Cash Flows
For PY 2024-2025
(In whole numbers)

Unposted Transactions May Be Included In Report

Month:	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025	Apr-2025	May-2025	Jun-2025	Year total
Money Market BALANCE	33,368	33,374	33,379	33,385	33,390	33,396	33,396						
Money Market +/-	-	-	-	-	-	-							
Money Market Interest	4.79	5.67	5.49	5.67	5.49	5.67							32.78
CE Checking BALANCE	2,435	2,181	945	909	909	909	4,529						
RECEIPTS from Support													
Donations/Contributions (unrestricted)	-	399	-	-	-	-							399
Grant Revenue	-	3,380	-	-	-	4,500							7,880
													-
TOTAL RECEIPTS	-	3,779.34	-	-	-	4,500.00	-	-	-	-	-	-	8,279
DISBURSEMENTS for Operations													
Donation fees	-	15	-	-									15
Professional Services and Contracts	-	-	-	-									-
Software & Software Maintenance	-	-	-	-	-	880							
Community/Business	-	5,000	36	-									5,036
Dues, Fees and Subscriptions	-	-	-	-									-
Advertising and Outreach	254	-	-	-									254
Non WIOA Expenses	-	-	-	-									-
													0
TOTAL DISBURSEMENTS	254	5,015	36	-	-	880	-	-	-	-	-	-	6,186
NET CASH FOR THE PERIOD	(254)	(1,236)	(36)	-	-	3,620	-	-	-	-	-	-	2,094
ENDING CASH	2,181	945	909	909	909	4,529	4,529	-	-	-	-	-	2,094

Benton Franklin Workforce Development Council

Statement of Budget To Actual Expenditures



(May Contain Unposted Transactions)
 For Period July 01, 2024 - January 15, 2025

EXPENSES	CURRENT FISCAL YEAR				
	2024 - 2025				
	YEAR-TO-DATE ACTUALS - JANUARY 2025	YEAR-TO-DATE BUDGET - JANUARY 2025	YEAR-TO-DATE PERCENT OF BUDGET	CURRENT YEAR BUDGET	PERCENTAGE OF TOTAL BUDGET
Sub-Recipient Reimbursements	\$ 2,296,187	\$ 2,584,099	89%	\$ 4,429,883	52%
Rent and Facilities	\$ 29,337	\$ 26,990	109%	\$ 45,791	64%
Salaries and Wages	\$ 290,545	\$ 375,232	77%	\$ 649,033	45%
Professional Services and Contracts	\$ 10,243	\$ 57,670	18%	\$ 65,920	16%
TC Futures	\$ 15,000	\$ 35,000	43%	\$ 60,000	25%
Travel and Training	\$ 12,613	\$ 31,000	41%	\$ 48,000	26%
Supplies, Furniture and Equipment	\$ 2,365	\$ 2,000	118%	\$ 3,000	79%
Equipment and Software - Lease and Maintenance	\$ 9,764	\$ 11,670	84%	\$ 17,000	57%
Communications (Telephone, Postage and Internet)	\$ 741	\$ 1,266	59%	\$ 2,170	34%
Advertising and Outreach	\$ 254	\$ -	0%	\$ -	0%
Insurance	\$ 8,742	\$ 8,000	109%	\$ 8,000	109%
Dues, Fees and Subscriptions	\$ 17,348	\$ 14,838	117%	\$ 15,552	112%
Business/Community	\$ 583	\$ -	0%	\$ -	0%
TOTAL YEARLY EXPENSES	\$ 2,693,722	\$ 3,147,764	85.58%	\$ 5,344,349	50%

*Rent & Facilities - over budget due to Goodwill final operating cost reconciliation. (\$2876.88)

*Advertising & Outreach - expense for Connection Site signage

*Supplies, Furniture, and Equipment - over budget due to unplanned purchase of meeting camera and misc. supplies

*Dues, Fees, and Subscriptions - over budget due to Job posting on Indeed, **Rapid Response Interpreter Services and purchase of additional domain (.org)**

*Business/Community - EcSA Tour and Rapid Response Supplies

Benton Franklin Workforce Development Council

PRIOR YEAR-TO-DATE COMPARISONS



(May Contain Unposted Transactions)

For Period July 01, 2024 - January 15, 2025

EXPENSES	CURRENT FISCAL YEAR	PRIOR YEAR-TO-DATE COMPARISONS		
	2024 - 2025	2023 - 2024	2022 - 2023	2021 - 2022
	YEAR-TO-DATE ACTUALS - JANUARY 2025	PREVIOUS YEAR ACTUALS - JANUARY 2024	PREVIOUS YEAR ACTUALS - JANUARY 2023	PREVIOUS YEAR ACTUALS - JANUARY 2022
Sub-Recipient Reimbursements	\$ 2,296,187	\$ 1,492,160	\$ 1,803,476	\$ 1,826,158
Rent and Facilities	\$ 29,337	\$ 36,643	\$ 34,401	\$ 36,044
Salaries and Wages	\$ 290,545	\$ 480,001	\$ 580,732	\$ 506,035
Professional Services and Contracts	\$ 10,243	\$ 52,017	\$ 56,626	\$ 43,182
TC Futures	\$ 15,000	\$ 40,000	\$ 35,870	\$ 36,276
Travel and Training	\$ 12,613	\$ 10,962	\$ 26,938	\$ 9,623
Supplies, Furniture and Equipment	\$ 2,365	\$ 2,002	\$ 21,729	\$ 2,601
Equipment and Software - Lease and Maintenance	\$ 9,764	\$ 13,054	\$ 8,197	\$ 12,798
Communications (Telephone, Postage and Internet)	\$ 741	\$ 1,403	\$ 1,443	\$ 2,453
Advertising and Outreach	\$ 254	\$ -	\$ -	\$ -
Insurance	\$ 8,742	\$ 8,249	\$ 7,679	\$ 7,606
Dues, Fees and Subscriptions	\$ 17,348	\$ 14,510	\$ 19,748	\$ 14,987
Business/Community	\$ 583	\$ 4,888	\$ -	\$ -
OHDC Outreach	\$ -	\$ -	\$ 16,355	
OHDC Admin fees	\$ -	\$ -	\$ 16,650	
TOTAL YEARLY EXPENSES	\$ 2,693,722	\$ 2,155,889	\$ 2,629,844	\$ 2,497,763

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 11/30/2024

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	34,751.81
Accounts Receivable	1200	2,823.69
Total Asset		37,575.50
Other Assets		
ROU Asset - Leases	1999	309,620.00
Total Other Assets		309,620.00
Liabilities		
Accounts Payable (AP System)	2000	9,592.07
IFA Adjustment	2650	154.99
Lease Liability - Short Term	2998	313,334.00
Total Liabilities		323,081.06
Net Assets		24,114.44
Total Liabilities and Net Assets		347,195.50

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30-WSCB Partnership From 7/1/2024 - 11/30/2024

(In Whole Numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Partner Revenue	95,691	96,630	99%	231,912	41%
Sub-Lease Revenue	68,075	70,334	97%	168,802	40%
Total Revenue	163,766	166,964	98%	400,714	41%
Expenses					
Rent and Facilities	144,305	134,827	107%	323,585	45%
Supplies, Furniture and Equipment	4,792	3,825	125%	9,150	52%
Equipment and Software - Lease and Maintenance	2,465	2,500	99%	2,500	99%
Communications (Telephone, Postage and Internet)	2,223	8,500	26%	20,400	11%
Maintenance and Janitorial	15,411	10,670	144%	30,890	50%
Community/Business	0	2,125	0%	5,000	0%
Dues, Fees and Subscriptions	4,958	3,829	129%	9,189	54%
	174,154	166,276	105%	400,714	43%
Net Surplus/ (Deficit)	(10,388)	688			

Benton-Franklin Workforce Development Council
Funding Balances
As of December 2024

Fund	PY/FY	Period of Performance	Grant Number	2023/2024 Amount	2024/2025 Amount	Modifications	Current Balance	Remaining
WIOA YOUTH - Program	PY23	04/01/2023-06/30/2025	6111-7003	722,769.00			-	0%
WIOA YOUTH - Program	PY24	04/01/2024-06/30/2026	6111-7004		966,526.00		723,321.45	75%
WIOA Adult - Program	FY23	10/01/2023-06/30/2025	6111-7103	699,721.00			4,405.23	1%
WIOA Adult - Program	PY24	07/01/2024-06/30/2026	6111-7104		185,918.00		-	0%
WIOA Adult - Program	FY25	10/01/2024-06/30/2026	6111-7104		759,783.00		697,089.66	92%
WIOA Dislocated Workers - Program	FY23	10/01/2023-06/30/2025	6111-7203	774,301.00			32,331.99	4%
WIOA Dislocated Workers - Program	PY24	07/01/2024-06/30/2026	6111-7204		134,907.00		-	0%
WIOA Dislocated Workers - Program	FY25	10/01/2024-06/30/2026	6111-7204		659,596.00		584,459.88	89%
WIOA YOUTH - Admin	PY24	04/01/2024-06/30/2026	6111-7004		107,392.00		-	0%
WIOA Adult - Admin	PY24	07/01/2024-06/30/2026	6111-7104		20,657.00		-	0%
WIOA Adult - Admin	FY25	10/01/2024-06/30/2026	6111-7104		84,420.00		55,212.58	65%
WIOA Dislocated Workers - Admin	PY24	07/01/2024-06/30/2026	6111-7204		14,990.00		14,990.00	100%
WIOA Dislocated Workers - Admin	FY25	10/01/2024-06/30/2026	6111-7204		73,288.00		73,288.00	100%
EcSA Federal		04/01/2022-03/31/2025	6111-7622-07	596,931.81			10,162.52	2%
EcSA Federal	PY24	07/01/2024-06/30/2025	6111-7624-07		133,621.00		133,621.00	100%
EcSA State - Below 200%		7/1/2024 - 6/30/2025	6643-1623-02		324,851.00		206,930.02	64%
EcSA State - Above 200%		7/1/2024 - 6/30/2025	6643-5813-01		135,062.00		82,933.37	61%
EcSA State - Business Navigator		7/1/2024 - 6/30/2025	6643-1593-01		108,333.00		74,002.07	68%
EcSA CRF - Incentive Payments		12/01/2023-05/31/2025	6111-1853-03	465,124.00		1,311,335.00	407,891.37	23%
EcSA CRF - Business Services		12/01/2023-05/31/2025	6111-1863-02	793,199.00			423,757.09	53%
Quest		10/01/2022-09/30/2024	6111-7572-03	729,663.00			153,673.97	21%



Workforce Development Practitioners: Identifying and Reducing Racial Bias to Improve Employment Outcomes for Participants

Morgana Warner-Evans, Susan Lambert and Marissa Cuellar
OPRE Report #2024-323 | September 2024

This brief considers racial bias from the perspective of workforce development practitioners who work with people seeking employment. Drawing on a [comprehensive review of research](#) on racial bias in hourly-paid jobs, the brief focuses on how racial bias can occur when implementing basic employment processes – hiring, job assignment, and performance appraisal – and how this can affect the employment success of program participants of color.¹ The brief also outlines a set of practices based on existing research that workforce development practitioners might adopt to help reduce racial bias for their program’s participants.

The role of workforce development practitioners

As a link between employers and program participants, you are in a unique position to help job seekers of color be aware of and navigate racial bias that may be present in employment processes that they encounter. Racial bias can be hard to spot, though, as it often occurs through procedures and practices that may appear unbiased but end up disadvantaging people of color. It can be especially difficult to detect racial bias when there is little diversity among program participants, because then it isn’t possible to compare employer responses to equally qualified participants of different races. If you are to play a role in exposing and lessening racial bias for your program’s participants, it is important to understand the often hidden sources of racial bias in today’s workplaces, which is the goal of this brief.

What racial bias may look like for workforce development program participants as they seek jobs

Racial bias can make employment difficult to secure and opportunities for advancement rare and thus can undermine workforce practitioners’ efforts to serve workers of color. Signals that racial bias is affecting participants may emerge early in the program and be reflected in low attendance rates, job applications going unsubmitted, and screening interviews missed. Racial bias does not just result in low rates of placement for job seekers of color. It also results in high rates of placement into jobs of poor quality – with low wages, few benefits, high turnover, and unstable schedules.

Sources of Racial Bias in Everyday Employment Processes and Practices that Aim to Reduce It

Research shows that racial bias can occur in every employment process, which means that participants of color in your program are likely to have already encountered, and been negatively affected by, racial bias as they seek a job or to improve their skills. New technologies such as online applications and remote interviewing have introduced new forms of racial bias that can be hard to detect and address. Below are some examples from research on sources of racial bias in key employment processes that may affect your program’s participants and some steps that, as a workforce development practitioner, you might take to reduce the racial bias faced by participants.






Recruiting and screening job applicants

Where and how job openings are publicized can affect whether program participants of color learn about the job and apply for it. Once applications are submitted, managers involved in hiring may screen applications in ways that disadvantage qualified job seekers of color. Research shows:

1. Language used in job postings can be coded or otherwise biased against job seekers of color and toward White job seekers. Job ads that use predictive technologies (e.g., to determine which online ads are shown to which website users) tend to target job seekers of certain races, ethnicities, or genders for certain types of jobs, with lesser quality jobs targeted to people of color.
2. The more informal employers' recruitment and screening processes are, the more likely racial bias will affect who is hired. Because job seekers of color are less likely than White job seekers to have contacts in high quality jobs, relying on employee referrals to fill positions often replicates existing racial differences in the type of jobs held by current staff at the workplace.
3. Job seekers of color tend to live farther away from employers and jobs than do White job seekers. This means that job seekers of color may have less information about and access to job openings and may not apply to a job because of transportation issues and caregiving needs.
4. Job postings that ask for credentials that are not necessary to perform the job, such as four-year degrees, may disproportionately prevent otherwise qualified workers of color from applying or being eligible for the job, because they are less likely than White job seekers to have a college degree.
5. Computerized approaches to screening applications, including video interviewing and 'gamification' (online games used to assess skills and aptitudes), may not be any better at reducing racial bias than other screening methods. Although these approaches are promising, current research indicates that they can incorporate racial bias, because the criteria used to rate applicants are often based on the current workforce.

Recruiting and Screening Considerations

- **Work with program participants of color to expand their job search.** Interpret (decode) job ads for program participants so that they are not discouraged from applying for desirable jobs. Provide information on recruitment processes in different industries so that participants are comfortable applying to jobs in industries with good starting wages and benefits.
 - **Help job seekers of color navigate informal referral systems by building their social networks** within and beyond their immediate community. Research indicates that similar efforts have increased access to postsecondary education and can be extended to the labor market.
 - **Connect job seekers of color directly to good jobs and employers** by vetting the quality of available jobs and then advocating that employers with good jobs hire program participants of color.
 - **Gather input from program participants** about barriers that make it difficult for them to access or apply for better quality jobs and ideas about how to provide work supports to address those barriers.
 - **Partner with employers and industry groups to adjust job entry requirements for education to match the skills required for the job.** Also, coordinate with employers to develop training for job seekers that meets employers' specific needs for hard and soft skills.
 - **Prepare program participants for technology-facilitated recruitment and screening.** Job seekers unfamiliar with the new forms of employment screening, particularly remote interviews and gamification, are likely to be at a substantial disadvantage in ultimately securing a job, even when they pass the initial screening hurdle. Reduce the potential impact of limited digital access and literacy on job seekers' ability to find and apply for job openings by providing access to computers, training on technology commonly used in workplaces (e.g., email, Microsoft Office products), and grants to cover at-home internet.
- 

GROW YOUR BUSINESS WITH OUR SUPPORT

WorkSource

A proud partner of the AmericanJobCenter network

Providing NO COST Services to Minority-Owned Businesses in the Benton-Franklin Area Through the WA. State Dept. of Commerce Reinvestment Fund

Financial Assistance: Help with employee wages during tough time

Training: We pay for training relevant to your business

Recruitment Connection: Access a network of potential employees

And More: A variety of other services to support your business



For Information Contact:
Osnayer Del Toro
osnayer.deltoro@esd.wa.gov
(509) 426-4807

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

WorkSource Columbia Basin receives support and funding from US Department of Labor Grants. Read more about USDOL grant funding at [Stevens Amendment | Benton-Franklin WDC \(bentonfranklinwdc.com\)](https://www.stevensamendment.gov/Benton-Franklin-WDC).



PAID INTERNSHIPS

Provides eligible candidates with a hands on work experience in a place of business. Paid Internship help bridge the gap between learning and doing.

Benefits:

- Recruitment assistance
- 100% paid internship
- No cost to employer, insurance and L&I costs covered
- Working interview - "Try Before You Buy"

itc FUTURES

825 N Edison St, Suite 100
Kennewick, WA 99336
509-537-1710



itc FUTURES



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

DESAROLLA TU NEGOCIO CON NUESTRO APOYO

Servicios SIN COSTO Alguno para Negocios de Minorias en la Area de Benton-Franklin a Traves del Fondo Comunitario de Reinversion del Dept. de Comercio Del Estado de WA

Asistencia Financiera: Ayuda con salarios de sus empleados en tiempos difíciles

Capacitacion: Ayuda monetaria para mejorar las habilidades de usted o sus empleados

Conexion de Reclutamiento: Mas posibilidades de conectar con posibles empleados

Y Mas: Una variedad de otros servicios para apoyar a su negocio



Para más información contacte:

Osnayer Del Toro

osnayer.deltoro@esd.wa.gov

(509) 426-4807



EXPERIENCIAS LABORALES PAGADAS

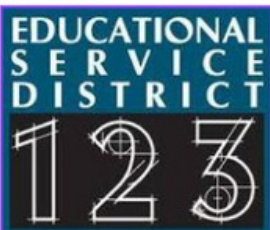
Proporciona a los candidatos elegibles una experiencia laboral práctica en un lugar de trabajo. Las experiencias laboral ayudan a cerrar el espacio entre el aprendizaje y la práctica.

Beneficios:

- Asistencia en la contratación
- 100% experiencias laborales pagadas
- Sin costo para el empleador, seguro y costos de L&I cubiertos
- Entrevista de trabajo: "Prueba antes de comprar"

itc FUTURES

825 N Edison St, Suite 100
Kennewick, WA 99336
509-537-1710



itc FUTURES



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



Looking for a hardworking, motivated ethical employee? Hire a U.S. veteran. Veterans are disciplined team players that can bolster any business. Hiring veterans is a good idea and just good business.



Tax Credit:

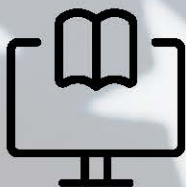
Hire veterans from qualifying groups & receive funds up to \$9,600



YESVETS.org
Say yes to those

YesVets:

Recognition as a YesVets employer & receive support from a Local Veterans Employment Representative



Training Reimbursement

Qualifying businesses can hire and get reimbursed for a portion of the training cost



SkillBridge:

Tap into the expertise of veterans and sponsor an apprenticeship & internship program

For more information

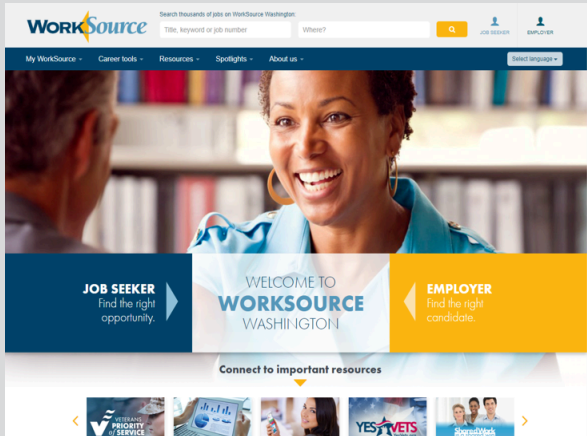
Come into WorkSource Columbia Basin
815 N. Kellogg St. Suite D Kennewick, WA 99336

Call (509) 734-5953

Email WSCBEmployers@esd.wa.gov to get started

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

WorkSource Columbia Basin receives support and funding from US Department of Labor Grants. Read more about USDOL grant funding at [Stevens Amendment | Benton-Franklin WDC \(bentonfranklinwdc.com\)](#).



1. Visite www.WorkSourceWA.com y haga clic en el ícono de Empleador en la esquina superior derecha.

Haga clic en el cuadro dorado que dice "EMPLEADORES ENCUENTRE AL CANDIDATO ADECUADO."

2. Cree una cuenta de Secure Access WA haciendo clic en "Obtégalo ahora".

(Puede usar un correo electrónico personal siempre que no haya creado una cuenta de buscador de empleo con él.)

Una vez que haya terminado con esta sección, WorksourceWA.com enviará un correo electrónico de activación que requerirá que ingrese a su correo electrónico para activar

3. - **Esté preparado** - WorkSource necesitará verificar que usted es un negocio legítimo del estado de Washington. Tenga la siguiente información disponible:

- Dirección de la empresa
- Número de teléfono
- Número de empleados
- Tipo de organización
- Estado de contratista federal
- Número Federal de Identificación del Empleador (EIN) ¿Necesita ayuda para localizarlo? Consulte los consejos del IRS o llame al 800-829-4933
- Proporcione el código de industria para su empresa u organización. * ¡Herramienta fácil de usar disponible en el sitio web para ayudarlo a encontrar su código!

4. Continúe su registro iniciando sesión con su nombre de usuario y contraseña.

5. Complete su cuenta de empleador.

6. Una vez que te hayas registrado y activado tu cuenta, WorkSourceWA.com tardará hasta 3 días hábiles en verificar la información de tu empresa.

7. Una vez que se haya completado su cuenta, ahora podrá crear ofertas de trabajo y buscar candidatos.

Complete your registration
About 5 minutes

Now that you have your SAW account and information ready, you can complete your WorkSourceWA.com registration. Once complete, it takes us one to three days working with other organizations to verify your business information. Usually, it takes just one day!

After that, you can sign in to WorkSourceWA.com to post jobs, search for candidates and tap into other WorkSource staffing and training resources.

Sign in to complete registration

WORKSOURCEWA.COM

BENEFICIOS DE WORKSOURCEWA.COM

- Ofertas de trabajo en línea gratuitas e ilimitadas
- Emparejamiento automatizado de candidatos
- Acceso a la base de datos de talentos en WA, incluido el grupo de candidatos de Monster
- Herramientas de gestión de candidatos para el contacto y la selección



¡EXPERTOS DE LA INDUSTRIA AL SERVICIO DE SU NEGOCIO LOCAL SIN COSTO ALGUNO!

- Asistencia por cierres de empresas y despidos
- Servicios y recursos de capacitación locales
- Uso temporal de las instalaciones (por ejemplo, salas de entrevistas y capacitación)
- Normas salariales y otros datos económicos locales
- Eventos de contratación personalizados

Echa un vistazo a nuestro vídeo sobre los servicios que ofrecemos:

<https://youtu.be/ukbyApUG9bw>

Enlace para configurar su cuenta de empleador:

<https://secure.esd.wa.gov/home/WorkSourceWA/Employer/Account>

Negocios locales Soluciones Contacto:

509.734.5953

WSCBemployers@esd.wa.gov

Número de teléfono de Monster Help Desk:

800-316-5627

Número de teléfono de la mesa de ayuda: ESD.WA.GOV

855-682-0785

WORKSOURCEWA.COM

CREATING AN EMPLOYER ACCOUNT

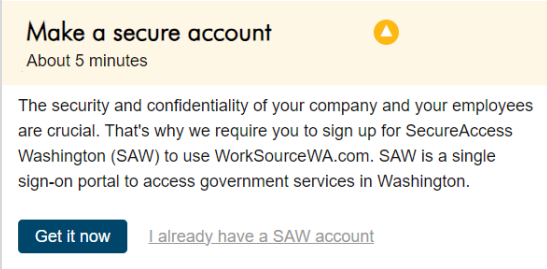


1. Visit www.WorkSourceWA.com & click on the Employer icon on the top right-hand corner.
or
Click on the gold box that says "EMPLOYER FIND THE RIGHT CANDIDATE."

2. Create a secure access WA account by clicking "Get it now"

(You can use a personal email as long as you have not already created a job-seeker account with it.)

Once you are done with this section WorkSourceWA.com will send an activation email requiring that you go "into" your email to activate.



3. - Be Prepared - WorkSource will need to verify that you are a legitimate Washington State business. Have the following information available:

- Company address
- Phone number
- Number of employees
- Type of Organization
- Federal contractor status
- Federal Employer Identification Number (EIN) Need help locating it? See IRS tips or call 800-829-4933
- Provide your industry code for your business or organization. *Easy to use tool available on the website to help you find your code!

4. Continue your registration by signing in with your username and password.

5. Complete your employer account.

6. Once you have registered and activated your account, it will take WorkSourceWA.com up to 3 business days to verify your business' information.



7. Once your account has been completed, you will now be able to create job postings and search for candidate.

WORKSOURCEWA.COM

BENEFITS OF WORKSOURCEWA.COM

- Free unlimited online job postings
- Automated applicant matching
- Access to talent database in WA, including Monster's candidate pool
- Candidate management tools for contact and screening



INDUSTRY EXPERTS SERVING YOUR LOCAL BUSINESS AT NO COST!

- Assistance with company closures and layoffs
- Local training services and resources
- Temporary use of facilities
- (e.g., interview and training rooms)
- Wage norms and other local economic data
- Customized hiring events

**Check out our video on
services we provide:**

<https://youtu.be/ukbyApUG9bw>

**Link to set up your
Employer account:**

<https://secure.esd.wa.gov/home/WorkSourceWA/Employer/Account>

**Local Business
Solutions Contact:**

509.734.5953
WSCBemployers@esd.wa.gov

**Monster Help Desk
Phone number:**

888-316-5627

**ESD.WA.GOV Help
Desk Phone number:**

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Local Veterans Employment Representative
Jose.Sandoval@esd.wa.gov



Transportation & Warehousing

Osnayer "Ozzy" Del Toro
Employment Practitioner
Osnayer.DelToro@esd.wa.gov



Education

Rubid Portillo-Servin
Employment Specialist
Rubid.Portillo-Servin@esd.wa.gov



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STATE OF WASHINGTON
EMPLOYMENT SECURITY DEPARTMENT

PO Box 9046 • Olympia WA 98507-9046

October 22, 2024

Cynthia Garcia
Executive Director
Benton Franklin Workforce Development Council
Via e-mail

Dear Cynthia,

It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please feel free to share this with your board and entire team, as you see fit, in appreciation of the hard work and dedication they put into finding solutions and support for the communities served by your LWDB.

Benton-Franklin Workforce Development Council quarter ending June 30th, 2024 (December 31st, 2023 for employment outcomes):

Outcome	Target	Actual
WIOA Adult Enrollments	164	165
WIOA Adult Employment Placements	38	45
WIOA DW Employment Placements	30	41
WIOA Youth Enrollments	177	195
WIOA Youth WEX Expenditure Rate	20%	29%
QUEST NDWG Enrollments	38	95
QUEST NWDG Exits to Employment	30	56
Federal EcSA Enrollments	180	192
Federal EcSA Participants in Training	54	72
State EcSA Enrollments	39	162
State EcSA Participants in Training	16	29
CRF EcSA Incentives Program Expenditures	\$314,876	\$499,457
CRF EcSA Incentives Customers Served	51	123
Business Support Program Expenditures	\$73,000	\$118,277

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to ESDGPWorkforceInitiatives@esd.wa.gov. Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington's employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst
Grants Director
Washington State Employment Security Department

LEGISLATIVE REPORT

Economic Security for All

DECEMBER 2024



Cami Feek, Commissioner

Joy Adams, Director – Employment System Policy & Integrity Division

Tim Probst, Director – Grant Management Office

Table of Contents

Executive summary	1
Background.....	3
Goals, outcomes and expenditures	5
Participant Stories	15
Recommendations	17
Customer Feedback.....	19

Executive summary

In 2022, the Legislature appropriated state funds for Economic Security for All (EcSA) in proviso, expanding its capacity to deliver comprehensive and coordinated services to the 26% of Washingtonians who live in poverty.¹ EcSA is a poverty reduction model that coordinates existing programs, using their collective support for low-income Washingtonians pursuing equity, dignity and sustained self-sufficiency. A combination of intensive program navigation, local innovation and flexible support fills gaps and meets needs within existing programs and regulations.

At the local level, EcSA is run by partnerships of community service providers, including the voices of people who have experienced poverty. Local Workforce Development Boards (LWDBs) coordinate EcSA workgroups and activities. EcSA takes an innovative approach to equitably reduce poverty, focusing on historically marginalized populations and people with multiple obstacles to self-sufficiency.

In 2019, Governor Inslee designated Workforce Innovation and Opportunity Act (WIOA) funds to launch EcSA in four pilot areas. These areas were based on recommendations from the Poverty Reduction Work Group to provide a more human-centered approach to poverty reduction. In 2020 and 2021, Governor Inslee designated additional WIOA funding, bringing services to communities throughout Washington. This led to the statewide expansion of the program.

In July 2022, EcSA began receiving state funding. Employment Security and LWDB partners committed to serving 925 more customers by June 2023, and in fact served 1,285 customers by that date. In the following year, July 2023 through June 2024, Employment Security committed to serving 1,306 customers, and again, exceeded this goal by serving 3,050 customers. During this same period program performance exceeded targets for enrollments, training, people reaching self-sufficiency and spending.

EcSA became codified in state law through the passage of Substitute House Bill (SHB) 2230² in the 2024 legislative session. The law requires Employment Security and LWDBs collaborate to implement the program in Fiscal Year (FY) 2025.

[RCW 43.164](#) requires Employment Security to report on the program annually. By Dec. 1, Employment Security will publish and send the report to the Governor, legislative committees, the Workforce Training and Education Coordination Board and the WorkFirst Poverty Reduction Oversight Taskforce. This year's report builds on the June 2024 EcSA report, sharing activities and accomplishments for FY 2024.

¹ [Engrossed Substitute Senate Bill 5693\(225\) \(25\), ch. 297, Laws of 2022](#)

² [Substitute House Bill 2230](#)

Highlights for July 2023 through June 2024

- Enrolled and established personalized self-sufficiency wage goals for 3,050 customers, compared to a goal of 1,306.
- Increased outreach to and participation of marginalized populations and unhoused individuals. Through June 2024, over half of EcSA participants were people of color and 11% were unhoused.
- Placed 953 customers in training that leads to employment at self-sufficiency earnings.
- 661 customers have obtained employment at self-sufficiency earnings.
- Median annualized earnings for those exiting the program with employment is \$49,296. This is for a population starting in poverty, 69% of whom were unemployed or had income below \$10,000 at the time of enrollment.
- Employment Security is still developing data strategy for gathering long term data. The current sample sizes are too small for accurate measurement. The December 2025 report will include this information.
- As this model has matured, partners leverage other funding to grow and expand our network of providers. Employment Security received \$48.25³ million in grant funding from the Washington State Department of Commerce. The EcSA program used this funding to expand Career Accelerator Incentives, matching savings accounts to program participants. The grant also funded more business services with a focus on Black, Latino and Indigenous populations.
- Employment Security and the Washington Student Achievement Council (WSAC) finalized a partnership between EcSA and Washington College Grant – Connect. This gives automatic income eligibility for the Washington College Grant, allowing EcSA participants to begin pursuing their training and academic pathways without completing a Washington Application for State Financial Aid (WASFA) or Free Application for Federal Student Aid (FAFSA).
- The U. S. Department of Labor has recognized EcSA as a best practice.

³ The June report stated that the award was for \$50 million due to the timing of the negotiations. The final award of \$48.25 million was settled during the writing of the June report.

Background

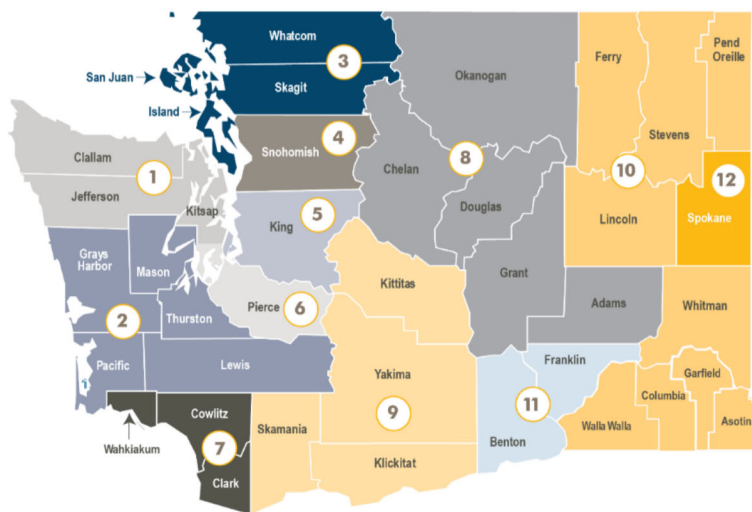
EcSA is a poverty reduction model that coordinates existing programs, using their collective support for low-income Washingtonians pursuing equity, dignity and sustained self-sufficiency. Providers are required to:

- Build career plans around individualized self-sufficiency goals.
- Bundle services for each participant based on their individual needs.
- Focus efforts based on equity outcomes, in particular services to individuals who are BIPOC or unhoused.
- Coordinate services via local teams across all partner programs.
- Include voices of those with lived experience.

Within that framework, communities are empowered to innovate based on local opportunities and needs. At the local level, EcSA is run by partnerships of community service providers, including the voices of those who have experienced poverty. Local Workforce Development Boards (LWDBs) coordinate EcSA workgroups and activities

Geographical distribution of services

EcSA supports participants throughout the state. The LWDB areas include between one and nine counties. EcSA is not currently offered in every county but is offered in at least one county in each area.

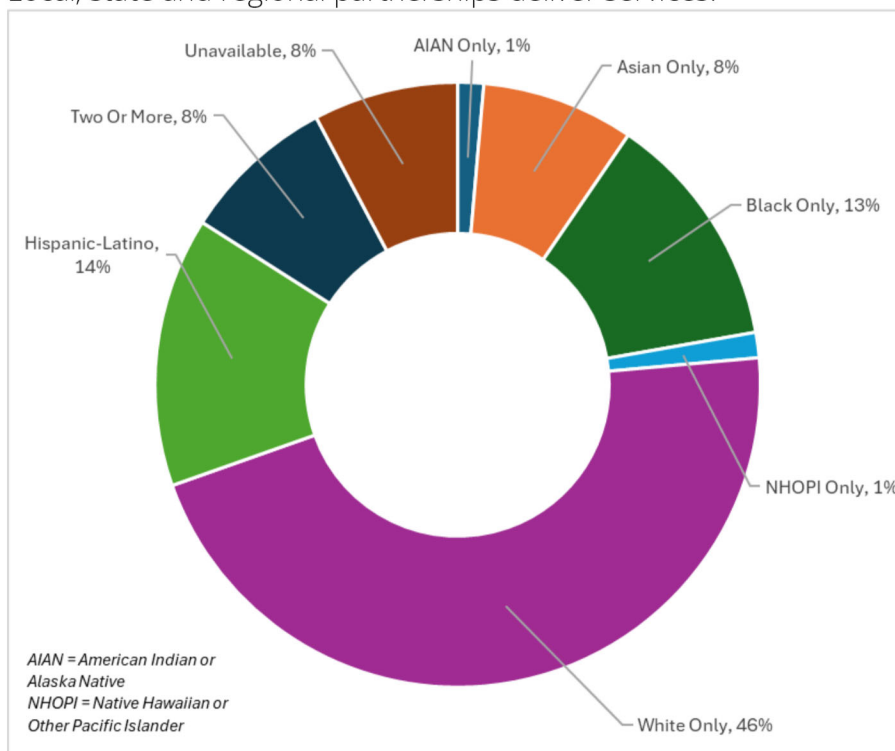


Low-income services with an equity focus

Over 1.8 million Washingtonians, 26% of the state’s population, are currently living in households that earn less than 200% of the federal poverty level (FPL). Of those, more than 500,000 are children, a number greater than the populations of the cities of Spokane and Tacoma combined.⁴

Local EcSA partnerships are implementing new models to increase their collective impact for Washingtonians experiencing poverty, with a strong focus on equity. The model’s commitment to equity and inclusion is reflected in customer demographics.

- EcSA serves significantly more people of color compared to 22% of the statewide population as illustrated in the below Race/Ethnicity graphic.
- About 11% of EcSA customers are unhoused, and all are in poverty, with income below the eligibility threshold for Supplemental Nutrition Assistance Program (SNAP).
- EcSA serves customers in rural and urban areas of the state.
- Local, state and regional partnerships deliver services.



⁴ DSHS analysis of 2020 American Community Survey data, using the SNAP threshold of 200% FPL as the poverty line.

Employment Security and local teams have engaged over 200 local partner organizations to ensure customers get all the services for which they are eligible, with as few barriers as possible. This requires intentionality at the local, regional and state levels.

Local. LWDBs and their subcontractors consider how best to leverage local programs and resources to coordinate delivery of the following services:

- Bundling multiple benefits to stabilize customers' households.
- Creating career plans for customers to reach a self-sufficiency earnings goal.
- Coordinating wrap-around support across programs to fill gaps in benefits.
- Connecting to training or education, with supports to cover living expenses.
- Supporting customers until they achieve self-sufficiency.

Regional. LWDBs lead local partnerships with community organizations as well as people experiencing poverty. Depending on local need, partnerships include housing insecurity programs, workforce development programs, local Department of Social and Health Services (DSHS) service providers and other community-based organizations. The LWDBs also manage subcontractors, ensuring all applicable rules are followed and sharing best practices across programs.

State. EcSA has a technical advisory committee, comprising representatives from state agency partners, labor unions, nonprofit organizations, and local implementation leaders. The committee advises Employment Security, providing guidance on programmatic decisions related to required elements, service delivery, program alignment and policy.

Including people who have experienced poverty

People experiencing poverty have often been treated as the greatest barrier to their own advancement. The EcSA program recognizes the best expertise comes from people who have lived that experience. Human-centered design is foundational to EcSA. Many of EcSA's staff and partners have lived experience of poverty. Local programs partner with others who have escaped poverty. EcSA programs place their experience at the center of the work.

Goals, outcomes and expenditures

The EcSA program is dedicated to accomplishing the following goals:

- Help people move all the way out of poverty to a self-sufficiency wage, with a strong focus on equity.

- Bundle workforce, education and social services to stabilize customer's lives.
- Establish and implement customized career plans to reach self-sufficiency.
- Remove barriers at the local, state, and federal levels that prevent coordinated delivery of multiple benefits.

Bundling services

Cycles of poverty are reinforced and maintained by the complexity of program requirements and by a lack of awareness of available resources. Even when people in need are aware of programs, accessing them often becomes a full-time job. EcSA combats this challenge by having experienced staff navigate and leverage all available services. This support allows customers to maintain focus on the details of their plan.

Using career plans to achieve self-sufficiency

People experience poverty for different reasons. A one-size-fits-all program is not sufficient to address their needs. Differences in personal circumstances, individual needs and regional requirements all demand that each customer be assessed based on their own individual need. To accomplish this, EcSA has partnered with the University of Washington Self-Sufficiency Standard and Seattle-King County Workforce Development Council to assess customers using a *self-sufficiency calculator*. Each customer's self-sufficiency goal varies depending on family composition, geographic location, and individual economic factors. The self-sufficiency assessment establishes the goal that case managers and customers use to co-create career plans, which are designed to stabilize and move customers and their households out of poverty permanently.

Beginning on July 1, 2024, EcSA will switch from using the Self-Sufficiency Calculator's Income Adequacy Goal to set individual goals, to the Self-Sufficiency Calculator's higher Self-Sufficiency Standard and 200% of FPL. The program's intent is to help people move to even higher income levels by using this two-tiered approach and a higher end goal. Employment Security will continue to track outcomes to see if this change results in higher earnings for EcSA participants over time.

Coordinated wrap-around services provide stability

During the process of exiting poverty, instability often occurs when people take the first steps to improve their situation. These steps often make them ineligible for the services they previously relied on for survival. For this reason, stability is one of the most vital parts of the process. The program uses a comprehensive approach to ensure unexpected issues are

avoided when possible — and addressed quickly when not. State EcSA funding is less restrictive than many federal support-service resources and allows local programs the flexibility to cover an unexpected change in childcare costs, a heating bill, help with a rent payment, and other obstacles that often knock people off their path to self-sufficiency.

Removing barriers at local, state and federal levels

Many programs designed to serve people experiencing poverty have been developed and implemented independently of one another. As a result, eligibility, enrollment and outcome requirements often don't align across programs. Customers must go through multiple cumbersome application processes to secure the supports and services they need to be successful. This burden often discourages them from accessing services. It can also lead them to lose one benefit to receive another. The EcSA program is designed to address these risks wherever possible. At the service delivery level, case managers and staff must understand the rules of various programs and carefully plan to prevent unexpected loss of benefits and hardship. At the program level, EcSA is partnering with local front-line service providers, state agencies — including DSHS — and partners at the federal level to identify and remove structural policy and process barriers, where possible, to improve cross-program partnerships.

Washington College Grant: Removing a barrier to access

Employment Security and WSAC have entered an agreement to provide EcSA participants with automatic income eligibility for the Washington College Grant. This eliminates the requirement to complete state or federal financial aid applications for the first year of training enrollment. Both agencies are collaborating with local partners to implement this agreement in coordination with local EcSA teams and financial aid offices at postsecondary schools across the state.

Measuring outcomes

Methodology

The targets for each measure and each LWDB were established during contract development utilizing a cost per range to determine specific local targets in proportion to their funding. Employment Security monitors the variation between targets and actuals each quarter. EcSA sets goals for the number of people reaching self-sufficiency and tracks quarterly.

Highlights

Employment Security and LWDB partners committed to serving an additional 1,306 combined customers at or below 200% and at or above 200% of FPL with EcSA funding for FY2024. Through the end of June, EcSA exceeded enrollment, training and attaining self-sufficiency commitments. Below is a summary of key program indicators for FY2024

- Enrolled and established personalized self-sufficiency wage goals for 3,050 customers.
- Focused on historically marginalized populations for customer recruitment.
- Served a higher percentage of people of color than statewide totals and 11% unhoused.
- Placed 953 customers in training that leads to employment at self-sufficiency earnings.
- Helped 661 customers obtain employment at self-sufficiency earnings.
- 88% of participants completing the program attain their self-sufficiency goal.
- Customers stay enrolled in the program for an average of five months.
- The median annualized earnings for those exiting the program with employment is \$49,296. This is for a population starting in poverty, 69% of whom were either unemployed or had income below \$10,000 during the quarter of enrollment.

Employment Security is still developing a strategy for gathering long term data. The current sample sizes are too small for accurate measurement. The December 2025 report will include this information. Program Enrollments

Through June 2024, a total of 2,693 customers have been enrolled into EcSA People Experiencing Poverty (previously below 200%FPL), compared to a target of 988. Collaboration between partners has led to an extensive referral system that has increased the rate of enrollments. In addition, the LWDBs have increased outreach to communities in their service areas to reach more participants.

EcSA has continued to increase its success serving vulnerable populations and enroll far more participants than planned. As the program develops and matures, enrollment goals will be adjusted in future contracts to closer match the scale of the need being served.

Enrollments over life of the program.

LWDB	Year 1 Target	Year 1 Actual	Year 2 Target	Year 2 Actual	Total actual July 2022 – June 2024
Olympic	57	95	73	169	264
Pacific Mountain	79	128	83	307	435

LWDB	Year 1 Target	Year 1 Actual	Year 2 Target	Year 2 Actual	Total actual July 2022 – June 2024
Northwest	7	88	121	164	252
Snohomish	72	80	73	140	220
Seattle-King	136	259	203	586	845
Tacoma-Pierce	155	162	102	349	511
Southwest	156	189	72	365	554
North Central	40	42	49	122	164
South Central	64	64	68	126	190
Eastern ⁵	N/A	N/A	25	53	53
Benton-Franklin	59	72	39	170	242
Spokane	106	123*	80	142	265
Statewide Total⁶	931	1,302	988	2,693	3,995

*Spokane LWDB figure corrected, resulting in adjustment to Year 1 Actual statewide total.

Training services

Training services are connections to training offered at community colleges or other local training providers to provide specific vocational skills that lead to employment with self-sufficiency earnings. Training services include training funded through partner resources, including Pell Grant, Washington College Grant, DSHS (Basic Food Employment & Training (BFET), WorkFirst or WIOA programs. EcSA training funding is used to fill the gap when there is an unmet need or when a training does not qualify for other resources.

Through June 2024, a total of 953 customers in the People Experiencing Poverty program (previously below 200% FPL) have entered training that leads to employment with self-sufficiency earnings. Employment Security is finding that customers need longer to complete training programs, which results in delays for people obtaining jobs that pay self-sufficient wages.

Customers receiving training over life of the program.

LWDB	Year 1 Target	Year 1 Actual	Year 2 Target	Year 2 Actual	Total Actual July 2022- June 2024*
Olympic	9	51	19	69	120
Pacific Mountain	41	49	28	181	230
Northwest	3	32	64	72	104
Snohomish	21	21	9	31	52

⁵ Eastern did not participate in the state EcSA program the first year.

⁶ The totals in this column are not a sum of the columns because a few participants are enrolled in multiple areas. The variation is very small.

LWDB	Year 1 Target	Year 1 Actual	Year 2 Target	Year 2 Actual	Total Actual July 2022-June 2024*
Seattle-King	51	138	30	202	340
Tacoma-Pierce	117	54	52	90	144
Southwest	96	9	25	57	66
North Central	40	36	49	76	112
South Central	40	45	62	67	112
Eastern	N/A	N/A	7	26	26
Benton-Franklin	25	32	16	39	71
Spokane	29	38**	17	43	83
Statewide Total	472	505**	378	953	1,460

*Includes training from the inception of the program on July 1, 2022.

**Spokane LWDB figure corrected, resulting in adjustment to Year 1 Actual statewide total.

Placements in employment with self-sufficiency earnings

Through June 2024, local EcSA models have helped 608 customers obtain jobs that pay self-sufficient wages in the People Experiencing Poverty (previously below 200%FPL) program. This is 138% of the statewide target of 442. Some of the local areas, however, that remain below target on this indicator have a high number of customers currently engaged in training with anticipated end dates in summer 2024.

Customers reaching self-sufficiency

LWDB	Year 1 Target	Year 1 Actual	Year 2 Target	Year 2 Actual	Total Actual July 2022-June 2024
Olympic	14	37	68	48	85
Pacific Mountain	34	55	41	39	94
Northwest	3	12	32	44	56
Snohomish	51	19	33	39	58
Seattle-King	34	106	40	127	233
Tacoma-Pierce	69	43	60	75	118
Southwest	86	50	43	96	146
North Central	20	11	25	27	38
South Central	22	21	35	26	47
Eastern	N/A	N/A	17	6	6
Benton-Franklin	36	36	25	25	61
Spokane	8	34	123	56	90
Statewide Total	377	424	442	608	1,032

Career and support services

Career services. Case managers help customers navigate career services, which include customer assessments, referrals to partner resources, career counseling and plan development, mentorship, financial literacy, workforce preparation activities, and job search and placement assistance. The table below includes only those career services provided directly with EcSA funding. The table does not include career services provided through partner resources.

Support services. Services include only those supports directly provided with EcSA funds: rental assistance, childcare, healthcare, transportation, incentive payments and other work and training related expenses. The table does not include supports provided to customers through partner resources.

Career and support services over the life of the program

LWDB	Career Services Year 1	Career Services Year 2	Total Career Services Actual July 2022-June 2024	Support Services Year 1	Support Services Year 2	Total Support Services Actual July 2022-June 2024
Olympic	156	472	628	188	148	336
Pacific Mountain	136	492	628	135	11	146
Northwest	77	100	177	143	22	165
Snohomish	107	388	495	3	44	47
Seattle-King	704	1063	1,767	99	224	323
Tacoma-Pierce	430	690	1,120	57	201	258
Southwest	261	1071	1,332	19	126	145
North Central	34	66	100	147	61	208
South Central	316	736	1,052	137	104	241
Eastern	N/A	150	150	N/A	75	75
Benton-Franklin	336	371	707	70	65	135
Spokane	614*	632	1,246	83	29	112
Statewide Total	3,171	6,231	9,402	1,081	1,110	2,191*

*Spokane LWDB figure corrected, resulting in adjustment to Year 1 Actual statewide total.

** The June 2024 report statewide total was incorrect; the formula error has been corrected and this report is now accurate.

Expenditures

Total life of program (July 2022 – June 2024) and FY24 expenditures (July 2023 - June 2024)

LWDB	Year 1 Total Contract	Year 1 Total Expenditures	Year 2 Spending Target	Year 2 Spending Actual	Total Actual Spending July 2022-June 2024
Olympic	\$343,207	\$339,601	\$319,503	\$309,706	\$649,307
Pacific Mountain	\$522,444	\$522,430	\$436,890	\$436,844	\$959,274
Northwest	\$69,694	\$69,694	\$251,287	\$251,287	\$320,981
Snohomish	\$591,165	\$570,541	\$589,304	\$589,303	\$1,159,844
Seattle-King	\$1,039,448	\$1,020,825	\$1,351,568	\$1,351,568	\$2,372,393
Tacoma-Pierce	\$745,364	\$745,364	\$692,453	\$692,453	\$1,437,817
Southwest	\$557,764	\$557,764	\$532,269	\$532,269	\$1,090,033
North Central	\$518,711	\$518,711	\$389,445	\$389,445	\$908,156
South Central	\$552,518	\$542,731	\$475,926	\$475,546	\$1,018,277
Eastern	N/A	N/A	\$177,312	\$177,312	\$177,312
Benton-Franklin	\$459,166	\$443,123	\$307,249	\$301,468	\$744,591
Spokane	\$613,519	\$613,519	\$489,794	\$488,897	\$1,102,416
Statewide Total	\$6,013,000	\$5,944,303	\$6,013,000	\$5,996,098	\$11,940,401

Breakdown of direct service expenditures for participants: (Year 2, July 2023-June 2024)

LWDB	Career Services	Training	Incentive	Transportation	Housing	Auto Repair	Other ⁷	Total
Olympic	\$39,424	\$34,171	\$58,701	\$0	\$0	\$0	\$7,938	\$132,295
Pac Mtn	\$274,623	\$59,174	\$100,400	\$0	\$0	\$0	\$2,648	\$436,845
Northwest	\$88,543	\$39,672	\$91,228	\$469	\$9,137	\$3,568	\$3,489	\$236,017
Snohomish	\$323,013	\$30,889	\$0	\$0	\$0	\$0	\$30,406	\$384,307
Seattle-King	\$0	\$0	\$262,272	\$4,781	\$5,992	\$0	\$24,185	\$297,230
Tacoma-Pierce	\$229,998	\$272,399	\$0	\$4,474	\$53,253	\$0	\$15,865	\$575,989
Southwest	\$257,808	\$20,623	\$0	\$4,110	\$1,300	\$4,800	\$33,586	\$322,227
North Central	\$155,772	\$27,556	\$163,000	\$3,610	\$4,355	\$0	\$6,240	\$360,532
South Central	\$998	\$79,700	\$0	\$2,480	\$3,340	\$1,595	\$8,124	\$96,236
Eastern	\$72,842	\$87,649	\$0	\$1,653	\$12,570	\$231	\$2,366	\$177,312
Benton Franklin	\$850	\$65,068	\$0	\$1,426	\$6,000	\$249	\$13,521	\$87,115
Spokane	\$425,550	\$59,278	\$0	\$50	\$15,000	\$0	\$3,416	\$488,244
Statewide Total	\$1,869,420	\$776,179	\$675,601	\$23,003	\$95,946	\$10,443	\$143,845	\$3,594,438

⁷ Additional support services costs that may be less frequent, smaller dollar items, and/or are not consistent across the LWDBs. Includes items such as tools, work clothes, and relevant fees. Note: \$0 reported in childcare costs, so not included in this table.

Above 200% of the federal poverty level

In 2023, the Legislature appropriated additional state funds for EcSA in proviso, providing a new opportunity to serve participants that have incomes above 200% FPL ⁸. This new funding stream posed challenges for many of the LWDBs as they pivoted to reach this new demographic while still serving those participants below 200% FPL. Throughout the year and into the fourth quarter, momentum accelerated and LWDBs began surpassing their enrollment targets. Below is the performance and spending for FY24.

Enrollments from July 1, 2023 – June 30, 2024.

LWDB	Year 2 Target	Year 2 Actual
Olympic	15	5
Pacific Mountain	21	19
Northwest	9	8
Snohomish	28	43
Seattle-King	57	77
Tacoma-Pierce	35	63
Southwest	39	64
North Central	23	15
South Central	24	14
Eastern	14	3
Benton-Franklin	16	12
Spokane	37	34
Statewide Total	318	357

Trainings from July 1, 2023 – June 30, 2024.

LWDB	Year 2 Target	Year 2 Actual
Olympic	13	1
Pacific Mountain	15	10
Northwest	9	3
Snohomish	10	13
Seattle-King	15	12
Tacoma-Pierce	1	17
Southwest	9	10
North Central	25	15
South Central	21	12

⁸ [Engrossed Substitute Senate Bill 5187 \(225\) \(13\) \(a\), ch 475, Laws of 2023](#)

LWDB	Year 2 Target	Year 2 Actual
Eastern	4	1
Benton-Franklin	2	7
Spokane	16	15
Statewide Total	140	116

Reaching self-sufficiency from July 1, 2023 – June 30, 2024.

LWDB	Year 2 Target	Year 2 Actual
Olympic	13	0
Pacific Mountain	11	2
Northwest	5	0
Snohomish	6	3
Seattle-King	15	6
Tacoma-Pierce	17	7
Southwest	21	22
North Central	10	0
South Central	10	0
Eastern	9	3
Benton-Franklin	10	4
Spokane	11	6
Statewide Total	138	53

Total expenditures from July 1, 2023 – June 30, 2024.

LWDB	Year 2 Spending Target	Year 2 Spending Actual
Olympic	\$109,288	\$97,876
Pacific Mountain	\$156,761	\$156,625
Northwest	\$26,008	\$26,008
Snohomish	\$221,547	\$221,527
Seattle-King	\$488,131	\$461,917
Tacoma-Pierce	\$260,023	\$260,023
Southwest	\$337,611	\$337,611
North Central	\$204,035	\$204,035
South Central	\$171,538	\$171,390
Eastern	\$95,774	\$95,771
Benton-Franklin	\$138,624	\$105,004
Spokane	\$290,750	\$281,370
Statewide Total	\$2,500,090	\$2,419,156

Breakdown of direct service expenditures for participants: (Year 2, July 2023-June 2024)

LWDB	Career Services	Training	Incentive	Transportation	Housing	Auto Repair	Other ⁹	Total
Olympic	\$20,070	\$16,105	\$49,250	\$0	\$0	\$0	\$0	\$85,425
Pac Mtn	\$127,772	\$8,230	\$19,900	\$0	\$0	\$0	\$724	\$156,625
Northwest	\$5,996	\$2,625	\$12,306	\$0	\$4,170	\$0	\$124	\$25,221
Snohomish	\$37,409	\$0	\$0-	\$0	\$0	\$0	\$12,217	\$49,625
Seattle-King	\$0	\$32,116	\$81,366	\$150	\$2,794	\$2,442	\$2,712	\$121,579
Tacoma-Pierce	\$83,808	\$113,156	\$0	\$232	\$9,640	\$0	\$5,161	\$211,998
Southwest	\$204,031	\$3,499	\$0	\$1,325	\$3,280	\$2,000	\$3,452	\$217,587
North Central	\$95,323	\$40,471	\$55,500	\$1,625	\$0	\$0	\$633	\$139,552
South Central	\$88	\$40,016	\$0	\$0	\$0	\$0	\$0	\$40,104
Eastern	\$94,569	\$14,185	\$0	\$0	\$0	\$0	\$17	\$108,771
Benton Franklin	\$0	\$19,547	\$0	\$0	\$0	\$0	\$1,140	\$20,687
Spokane	\$224,287	\$56,635	\$0	\$0	88	\$0	\$612	\$281,622
Statewide Total	\$893,353	\$346,585	\$218,322	\$3,332	\$19,972	\$4,442	\$26,791	\$1,512,797

Note: \$0 reported in childcare costs, so not included in this table.

Participant Stories

Katrina – Southwest Washington

Katrina was referred to WorkSource services from her Cowlitz Tribe case manager last September (2023). Katrina had experienced multiple barriers prior to being referred to WorkSource, and it took time to build trust with her case manager. Katrina did not have access to reliable transportation, had experienced homelessness and was in recovery. With all these barriers Katrina was unsure of where to start. Her case manager helped her map out ways to overcome each of barrier she faced.

The first barrier was housing, which led to a referral to Hope Village and other community housing programs. Next, they created a plan for transportation, which included walking to appointments that were within walking distance, taking public transportation and getting rides from people she trusted. Because transportation was a barrier, Katrina benefited from

⁹ Additional support services costs that may be less frequent, smaller dollar items, and/or are not consistent across the LWDBs. Includes items such as tools, work clothes, and relevant fees. Note: \$0 reported in childcare costs, so not included in this table.

receiving WorkSource services at a site co-located with the Cowlitz Tribe. Katrina valued being able to access both Cowlitz Tribe and WorkSource services in the same place.

Katrina received money from the Cowlitz Tribe, which allowed her to purchase a van. While it wasn't the ideal situation, she used this vehicle to temporarily house herself and have a safer space to sleep. Her case manager helped her find hot meals and places to shower so she could maintain a sense of dignity. The case manager also gave hygiene vouchers on two occasions through the BFET program. Soon after Katrina purchased her van, she learned that she was next to receive housing from the Salvation Army's Hope Village. Thankfully, Katrina now has a warm and safe place to stay, access to three meals a day, and showers whenever needed. While at Hope Village, Katrina also began working with another case manager to find permanent housing.

With her housing and transportation needs met, Katrina was ready to begin searching for work. She worked with her case manager to create a targeted resume for retail and customer service positions. She completed the job readiness workshops and learned how to do a more effective job search. Katrina also signed up for the new incentive program and received a clothing voucher to purchase interview clothing. With these supports, Katrina soon received a job offer from Walmart and she accepted.

Katrina has held her job with Walmart since April 11th. When she got an extra 2 months of incentive money to help support job retention, Katrina used it to secure an apartment the Cowlitz Tribe had found for her. Katrina achieved her goals with help and resources from EcSA and her community.

Michael - SeaKing

Michael was referred to the EcSA program by the DSHS Employment Pipeline Team. He'd been laid off from a full-time maintenance job where he'd worked for almost a year, making \$26/hour with full benefits.

As a reentry job seeker, Michael was concerned that his options were limited. He expressed anxiety about both interviews and applications, specifically relating to his background. His case manager worked closely with him to refine his answers.

Michael and his case manager worked together to develop a self-sufficiency goal and a career plan.

He requested help with food and gas cards to supplement his basic food support and get to interviews. Michael uses his stipends to pay down considerable debt and has now enrolled in the Money Mechanics program to learn how to develop budgets and get control of his finances. He requested, and received, a new laptop so he could attend the classes online.

Michael was offered a position at Amazon, which was a target company for him, and he wants to get his foot in the door at a good company with possibilities for growth. He's excited to start the job, get his finances in order and get back on track.

Jennifer - Olympic

The EcSA and Incentives program was an indispensable resource on Jennifer's journey to self-sufficiency. When she entered the program, she was a displaced homemaker, single mom and full-time student working a part-time job in housekeeping. Jennifer wanted to work more hours but didn't have access to childcare because of the cost. She fell behind on rent and bills and was close to losing housing. Her mental health was suffering, and she was overwhelmed.

While participating in EcSA, Jennifer secured a full-time position with good benefits. This allowed her to focus on doing well in school. Jennifer made the dean's list each quarter and was invited to join Tacoma Community College's honor society as a student who is performing within the top 10% of the student body. She will finish her degree requirements this fall and is graduating with honors.

Jennifer was able to secure childcare through a subsidy program, which gave her the time she needed to work and go to school. The incentives have been great for not only motivation, but to catch up financially while transitioning into a better job.

Recommendations

Based on results from the first two years of EcSA, along with feedback from local implementation leaders, Employment Security has three recommendations.

- Maintain high outcome standards as contractual requirements and work with an evaluator to assess their impact.
- Continue to support innovative local incentive payment models and evaluate their effectiveness.
- Continue pursuing data-sharing and federal reform requests.

Maintain high outcome standards as contractual requirements of EcSA and work with an evaluator to assess their impact. EcSA adheres to the highest outcome standards for poverty reduction programs. These include:

- Achieving a full self-sufficiency wage.
- Bundling workforce, education and human services.

- Recruiting customers from demographics who have historically been marginalized.

Most poverty reduction programs do not require self-sufficiency wages as a customer outcome. They also rarely require a coordinated approach to bundling services or recruiting for equity. EcSA makes self-sufficiency, bundled services and equity contractual requirements that are measured, tracked and regularly reviewed with local partners.

Employment Security's Data Architecture Transformation & Analysis division (DATA) is conducting a comprehensive evaluation of EcSA through June 2025. Developing and implementing a rigorous evaluation will help Employment Security understand EcSA's impact on equity and poverty reduction. It will also provide information about the impact of EcSA's strong accountability standards, which require providers to recruit for equity, to bundle multiple programs, and to help customers reach full self-sufficiency wages.

Continue to support innovative local incentive payment models and evaluate their effectiveness. Incentive payment models are still early in implementation and being tested, but initial data indicate they have potential. Employment Security's DATA division is conducting a formal evaluation of EcSA incentive models to assess their effectiveness and compare outcomes for customers receiving incentives against similar populations. These evaluations will be made available to all EcSA partners for learning and development. The results will also help inform which models get funded in the future.

Continue pursuing data-sharing and waiver requests. Employment Security should continue to work with federal, state and local partners to identify and remove barriers that hinder the ability of local programs to streamline access to services and benefits and identify federal reforms. Specifically:

- Employment Security and DSHS should continue working together to identify and address partnership barriers and unintended negative impacts to customers' SNAP, TANF and other benefits.
- Consistent with the language in the state law, shown below, Employment Security should continue to work with local, state, and federal partners to pursue federal reforms that would improve Washington's ability to help people move out of poverty with equity. To date, local and state-level partners, including state agencies and the Governor's Washington DC office, proposed reforms to streamline and improve federal programs. Congressman Derek Kilmer, in consultation with both U.S. Senators' offices, developed draft federal bill language to implement Washington's proposals. This work is nearing completion and may be ready to be introduced as a federal bill or federal amendment in the future.

- Employment Security
 - *(a) Shall identify federal reforms that would help persons served by economic security for all grants access the federal benefits they need more efficiently, avoid sudden benefit cuts as their earned income increases, and move from poverty to self-sufficiency more effectively; and*
 - *(b) May apply for federal waivers and propose federal law changes to make the authorizing environment better support coordinated service delivery across programs.*

Customer Feedback

Employment Security has convened stakeholders for collaboration on a statewide tool to track participant input and methods for implementing feedback. This is a work in progress. As of the writing of this report, actions taken include:

- Asking LWDBs on existing tools and methods for tracking feedback.
- Identifying that multiple LWDBs currently track customer feedback in a universal program survey upon program completion, and that they use the feedback to improve program design and implementation.
- Convening the EcSA Technical Advisory Committee to discuss options for a statewide tracking tool.
- Researching best practices for tracking participant feedback and reporting back to the EcSA Technical Advisory Committee (TAC). The discussions will continue monthly.
- Depending on funding for Employment Security, having statewide customer feedback tool in place by spring of 2025.

8. MidYear Reflection

10. Meeting Adjourned

- Quarterly Board Meeting – Tuesday, April 29, 2024, at 4:00 p.m. WSCB Room 8/Zoom Hybrid