



Adult & Employer Linkage (AEL) Committee Meeting

June 16, 2022 at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** – Jamie Rasmussen
2. **Welcome & Roll Call** – Cynthia
3. **Motion to Approve Adult & Employer Linkage Minutes- May 19, 2022** (Needs a vote)
4. **PY22 WIOA Adult/Dislocated Worker Formula Allocation E-vote** - Diana
5. **Economic Security for All** – David
6. **PY21 State Monitoring Update** - Diana
7. **Community Development Block Grant** – David
8. **Disaster and Employment Recovery Spending** - Diana
9. **Together We Rise – Outreach to Historically Disadvantaged Communities** – Isaac
10. **Tri-Cities Futures Update** – Cynthia
11. **Liaison Report** - David
12. **WorkSource Columbia Basin (WSCB) Update** – Crystal
13. **Other Business / Updates** – All
14. **Next Meeting**
 - Adult & Employer Linkage Committee - Thursday, July 21, 2022, at 8:30 a.m. on Zoom
 - Executive Board Meeting - Tuesday, June 28, 2022, at 4 p.m. on Zoom

15. Adjournment

Attachments

- Adult & Employer Linkage Minutes – May 19, 2022
- May 2022 Program Performance Summaries for Adult, Dislocated Worker, Disaster Recovery, Employment Recovery, Economic Security for All & Community and Development Block Grant.
- May 2022 Layoff Profile
- Tri-Cities Futures Report
- May 2022 Liaison Report
- May 2022 WSCB System Coordinator Report

Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating the human potential.



Benton-Franklin Workforce Development Council (BFWDC)

Adult & Employer Linkage (AEL) Committee

May 19, 2022, at 8:30 a.m.

Zoom

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

Call to Order

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

Approval of Committee Minutes

The minutes from April 21, 2022, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve April 21, 2022, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Adolfo de León. Motion carried.

Economic Security for All (EcSA) - Jamilet

Jamilet shared that a third round of funding for EcSA will be coming out way soon; more information to come on how we will be utilizing that funding.

The midpoint report for the Social Policy Research Associates evaluation of EcSA is in draft form, and more information will be presented when finalized.

The EcSA local Annual Monitoring is complete, and Jamilet is impressed with the work done by our subrecipient. The annual monitoring reports will be presented once state monitoring has been completed.

State Monitoring Visit – Jessie

On May 2, the BFWDC received a list from the state monitoring team of the participant files they will be monitoring during their time here. There are ten adult files, ten dislocated worker files, five employment recovery files, five disaster recovery files, and ten youth files for a total of 40 participant files. All items requested in advance have been uploaded to their secure website, and their pre-monitoring questionnaire has been completed and submitted. So all of our pre-work is done. They did begin their virtual monitoring of our local area this week, and next week, they will be on-site at the BFWDC starting Monday, and they will be here through Thursday. All of the BFWDC staff will be 100% in-person next week to be present for monitoring to answer any questions they have in person. The following week, starting May 30th, they will be back to virtual monitoring. That week their focus is

going to be data element validation which is reviewing the accurate accuracy of the data that is entered into the MIS system.

Community Development Block Grant (CDBG) – Jamilet

Jamilet shared the Department of Commerce is still in the planning stages of developing a monitoring plan for CDBG. In preparation, local monitoring of CDBG will occur.

There is an option to extend contracts, the current contract ends January 31st, 2023, and they are looking at extending it until June 30, 2023. Locally we are doing our due diligence to see if we want to extend our contract. The state is looking at areas that need more funding and time to assist their communities with food distribution and will evaluate that with requests for extensions.

Disaster and Employment Recovery Spending – Diana

Diana reviewed the subrecipient spending status for the Disaster and Employment Recovery programs. Both of these contracts were extended from March 31st to June 30th. The Disaster Recovery our area received a total of \$589,613, and as of March 30, we spent \$505,402; a little over \$84,000 is left to extend this contract fully, and we still have three months remaining. In the Employment Recovery program, we received a total of \$596,781, and through the end of March, we have spent \$482,488, leaving a little over \$114,000 left to extend the contract fully. These national disaster grants started on July 1, 2020, to respond to the COVID crisis and have allowed us to provide the services our community needed to be successful. The ESD workforce initiative manager asked me to pass along kudos to our subrecipients for their excellent efforts to get these funds out to the community and provide disaster relief employment, training services, and wraparound sports to help aid in recovery efforts.

The state is working on PY22 allocations, and once they are finalized, we will develop our funding plan. Diana informed the board to look for an e-vote to approve the funding plan for our subrecipients.

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

OHDC is a grant from the Washington State Department of Commerce to fund efforts towards outreach and marketing to connect marginalized populations to employment, training, and state and federal services. We branded our project as Together We Rise. There are three phases; one is research to learn how to best communicate with these populations. The second phase is implementing a strategic, data-driven, and inclusive outreach plan. The third phase is to develop a sustainable outreach plan for our partners. Isaac then described the OHDC quarterly report.

Tri-Cities Futures Update – Diana

Diana encouraged members to read the TC Futures report and, if they had any questions, to reach out to Cynthia or Melanie.

Liaison Report – David

David shared details of the Liaison Report:

WorkSource Columbia Basin (WSCB)

- There was a drop in traffic this month due to a high turnout for the Hanford job fair that inflated numbers the previous month.
- Slightly up in a year-to-year comparison for staff-assisted services to job seekers.
- Served fewer job seekers but provided more services in a month-to-month comparison

TC Futures

- TC Futures traffic numbers are all customers who walk into TC Futures, not unique customers; some may be counted more than once.

- TC Futures' total youth enrolled is up by 97 from last month, OSY is up by 14, and total co-enrolled is up by 4.
- Five youth attained GEDs this month

WIOA Programs

- We are at 99% of the monthly total served participant target and 75% employed monthly exit target.

CDBG and EcSA

- EcSA has served 96 participants; the monthly to date goal was 87.
- CDBG served 18,263 of their program targeted 40,000 served, and they have 6 of 12 placements in food distribution support.

WorkSource Columbia Basin (WSCB) Update – Crystal

Crystal shared some of the highlights from WSCB:

- Highlighted the two 15-second commercials created by the Equity Committee shown on Telemundo/FOX, the run through July.
- Equal Opportunity (EO) Monitoring was completed at WSCB. Huge thank you to Cynthia and Mari
- RESEA, TAA, Wagner/Peyser monitoring is next, the week of May 30th.
- Crystal shared that although the preferred method for job fairs is in-person, WSCB still has 6 feet of social distancing rule; they are working with partners, such as TC Futures, for in-person events and exploring doing them outside.

Other Business - All

Tiffany announced Jamilet's resignation as she plans to move to the west side to support her husband in a career opportunity.

Israel announced that Wednesday, June 1st they will be hosting a Grand Opening/Ribbon Cutting at their new offices from 3 PM-5 PM.

Next Meeting: The next Adult & Employer Linkage Committee meeting is Thursday, June 16th, 2022, at 8:30 AM via Zoom.

Adjournment

The meeting adjourned at 9:28 AM.

Adolfo de León, Committee Chair Date

Jessie Cardwell, Programs Coordinator Date

May 2022

PY21 Adult Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of April 30, 2022	\$499,452	\$494,831	\$653,380
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	198	176	187
Exits			
Total Employed Exits	74	90	105
Placement Rate	69%	85%	85%
Median Wage	\$19.68	\$15.00	\$15.00
Training Services			
Individual Training Account (ITA)	28	37	41
On-the-Job Training (OJT)	0	3	4
Work Experience (WEX)	2	3	4
Entrepreneurial Training	0	0	1

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

Employed Exits:

- Staff coordinated multiple hiring events for employers, including All Ways Caring, Lamb Weston, and the Department of Corrections. The Business Services Team (BST) is coordinating a two-day virtual Healthcare Job Fair, and 15 employers have registered for the event, including Addus Homecare, Brookdale Senior Living, Family Resource Home Care, and Providence.
- Upon completion of training, staff work with participants to produce a quality resume and connect them with the BST, who then engage directly with employers in their goal occupations.

Placement Rate: The placement rate will increase as participants complete their education/training goals and obtain unsubsidized employment.

ITA Training Services:

There are fourteen (14) ITAs scheduled to complete in June, which will bring us in line to meet training goals.

- 5 Commercial Driver's License (CDL)
- 3 Nursing Assistants
- 1 Medical Coding
- 1 QuickBooks and Excel Certification
- 2 Dental Assistants
- 1 Welding
- 1 Medical Assistant

Work Experience (WEX) and On-the-Job Training (OJT): Staff developed one (1) WEX which started in May, and they are working with the employer to transition it into an OJT opportunity. Staff continues to connect participants to employers interested in WEX/OJT opportunities.

May 2022

PY21 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of April 30, 2022	\$707,518	\$783,745	\$977,277
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	139	210	223
Exits			
Total Employed Exits	62	120	134
Placement Rate	75%	85%	85%
Median Wage	\$22.11	\$19.00	\$19.00
Training Services			
Individual Training Account (ITA)	42	45	50
On-the-Job Training (OJT)	0	3	4
Entrepreneurial Training	0	0	1

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

Program Expenditures: Subrecipient continues to enroll customers to assist with ITA opportunities and wrap-around supports, which will increase program expenditures (See ITA's in progress under Training Services).

Total Served:

- Staff is connecting customers to program services through the WorkSource Columbia Basin (WSCB) Pathways Workshops, Job Clubs, GovDelivery, and referrals from partners (Re-employment Services and Eligibility Assessment (RESEA), FES, and community-based organizations).
- Staff targeted 400-450 Benton and Franklin Unemployment Insurance (UI) recipients that received unemployment in the last 90 days and were laid off due to a substantial layoff or from a declining industry.

Total Employed Exits:

- Staff coordinated multiple hiring events for employers, including All Ways Caring, Lamb Weston, and the Department of Corrections. The Business Services Team (BST) is coordinating a two-day virtual Healthcare Job Fair, and 15 employers have registered for the event, including Addus Homecare, Brookdale Senior Living, Family Resource Home Care, and Providence.
- Upon completion of training, staff work with participants to produce a quality resume and connect them with the BST, who then engage directly with employers in their goal occupations.

Placement Rate: The placement rate will increase as participants complete their education/training goals and obtain unsubsidized employment.

Individual Training Account (ITA): There are twelve (12) ITAs scheduled to complete in June, which will bring us in line to meet training goals.

On-the-Job Training (OJT): Staff worked with the BST to host an open house event on May 11th to help local employers learn more about WorkSource Services available such as WEX and OJT opportunities.

May 2022

Disaster Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	June Quarterly Target	Total Contract
As of April 30, 2022	\$414,720	\$437,575	\$437,575
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	43	32	32
# of Participants in Training Services (excluding	16	15	15
# of Participants Placed in Disaster-Relief Employment	26	23	23
# of Participants Receiving Supportive Services	22	25	25
# of Participants entered unsubsidized employment at exit	25	22	22

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

Number of Participants Receiving Supportive Services: Staff continue to connect with the participants who haven't received supportive services to re-offer wrap-around supports, such as housing assistance, hygiene items, clothing for interviews/training/work readiness, transportation, and tools) based on their individual needs.

Wrap-up Activities: The Disaster Recovery program is nearing completion (June 30th), and all performance outcomes have been exceeded, except the number of participants receiving support services (behind by 3). Staff continues to focus on identifying support services needed by participants to attain their goals and fully expend the contract. There are eight (8) active participants remaining in the program, and staff are working to determine who will not complete their employment plan by June 30th to co-enroll them into the Dislocated Worker program to ensure service continuity.

May 2022

Employment Recovery Dislocated Worker (Cumulative from July 1, 2020 – June 30, 2022)			
Program Expenditures	YTD Spent	June Quarterly Target	Total Contract
As of April 30, 2022	\$437,168	\$ 456,253	\$456,253
Performance Factors	Actual Outcomes	YTD Target	Annual Target
Total Served	60	55	55
# of Participants Enrolled in Training Services (excluding OJT)	47	40	40
# of Participants Receiving Support Services	32	40	40
# of Participants entered unsubsidized employment at exit	32	44	44

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

Number of Participants Receiving Support Services: Staff continue to connect with the participants who haven't received supportive services to re-offer wrap-around supports, such as housing assistance, hygiene items, clothing for interviews/training/work readiness, transportation, and tools) based on their individual needs.

Total Employed Exits:

- BST hosted a Lamb Weston Hiring Event. Outcomes are pending.
- Staff assisted employers recruiting for hard-to-fill positions by reviewing and submitting participant resumes matching job requirements, coordinating hiring events, and providing local wage and labor market information.
- BST hosted a Lamb Weston Hiring Event. Outcomes are pending.

Wrap-up Activities:

The Employment Recovery program is nearing completion (June 30th). Staff continues to focus on identifying support services needed by participants to successfully attain their goals and providing work-ready participants with resume assistance, job postings, and connecting them with BST for direct employment placement opportunities. There are eight (8) active participants remaining in the program, and staff are working to determine who will not complete their employment plan by June 30th to co-enroll them into the Dislocated Worker program to ensure service continuity.

May 2022

PY21 EcSA Program Performance Summary (Cumulative from September 2019 - June 2023)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of April 30th, 2022	\$245,372	\$16,662.36	6.8%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	100	91	150
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	39	23	40
Exits			
Total Employed Exits (at or above \$34,480)	16	22	95
Total Employed Exits (Below wage threshold)	8	n/a	n/a

Round 1

- EcSA Round 1 Contract ending March 31st 2022 was 100% expended

Round 2

- New program outcomes reflect EcSA Round 2 targets for the performance period of April 1st, 2022, to June 30th, 2023
- Expanded area of service to Benton County (we now serve both Franklin & Benton Counties)

Total Employed Exits:

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

May 2022

PY21 CDBG Program Performance Summary (Cumulative from July 1, 2021 – January 31, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of May 31 st , 2022	\$448,718.00	\$57,031.10	13.1%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	6	3	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	18,263		40,000

Outreach Efforts:

- Subrecipient leadership started attending the Food Access and Security Coalition meetings for Benton and Franklin counties. This coalition is in very early stages.
- CDBG will be presenting to the coalition in June in partnership with Second Harvest.
- CDBG will go over the grant and how it will benefit the community and Second Harvest will provide testimony on the partnership efforts through CDBG.

Participant Placements:

- Second harvest: hosting three (3) participants
 - All of the Second Harvest placements started on January 17, 2022. The Bite2Go Manager vacated their position at the end of March (Second Harvest reported to subrecipient in April).
 - Program offered to help backfill and contract again through CDBG, however, Second Harvest is still identifying need and will keep leadership posted.
- Pasco Community Services (PCS): hosting three (3) participants

Community Members Impacted:

- From January through March 2022, these sites have served 18,263 LMI community members and have provided access to food security efforts. This number is updated on a quarterly basis and the next update will be reported out on during June's reporting period.



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**PY21 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
May 2022**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021	No		33
5/16/2022: Staff received notification that the TAA petition was certified for Bruker.							
Benton- Franklin Head Start	5/18/2022	Education		6/2/2022	No		Not Reported
5/23/2022: Staff connected with Idalia Cardenas email: idaliac@bfhs.net regarding Rapid Response Services request for their summer layoff. Benton-Franklin Head Start only requested UI services and notified staff they would be contacting Bob Arnold as he has been their point of contact for past summer layoff sessions. Idalia will be connecting with WorkSource staff with further details and if other services are needed. Impacted worker numbers were not reported.							
Prosser Food Depot	5/24/2022	Food Retail	Prosser	5/26/2022	No	5/26/2022	24
5/26/2022: Staff were informed of rescheduled layoff for Prosser Food Depot from the expected date in June to 5/29/2022. WSCB staff offered options such as a virtual overview of program and services, at the moment an event was not requested only information. Staff provided Rachel McAloon (rmcaloon@wslc.org) the rapid response catalog, DW flyer, and local contact information for impacted workers. The number of impacted workers was 24, staff will plan to contact those who request services.							



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

May 2022

Traffic: 453 (Number of visits, not unique customers)
Monthly GED: 9 (Number of GED’s obtained in May, nearly double our average)
YTD GED: 53 (Number of GED’s obtained since August)
Co-enrolled: 77 (Enrolled in both Open Doors and OSY)
Total Served: 555 (Total combined served, including exited customers)

Open Doors’ numbers begin at the start of the school year calendar which is August 1st. Beginning July 1st, 2022, Open Doors will begin reporting numbers in alignment with OSY’s program year.

Customer Profile

Profile/Challenges	Partners	Solutions
19 yo female enrolled at TC Futures with lack of natural supports, food insecurities and below the poverty level.	River's Edge, Community in Schools, Open Doors Case Manager, OSY	Assisted with emergency food assistance. Developing a trusting relationship and continued engagement.
Acute behavioral health symptoms with need for on-going treatment	Community in Schools	Arranged for on-going behavioral health supports
No academic credential. Needs work readiness skills.	OSY, OD, School District (SpEd)	Co-enrolled with OSY and Open Doors. Is developing work readiness skills and prepping for GED testing.

Customer Profile- Additional Information: This individual initially presented as disengaged with poor self-confidence and lack of trust. Initially, she would avoid all forms of in-person contact. Communication was sparse and infrequent. At onset of service, communication was limited to texting. After several months of persistent attempts to build rapport, the case manager was able to begin meeting with the student in locations of the customers choice such as the public library.

This person had difficulty with the mainstream school setting. She demonstrated cutting behaviors with visible scars on her arms. She is enrolled in Special Education services. She has poor natural supports. The home environment is unstable, living in low-income housing with food insecurity.

With great partnerships across the spectrum of life domains, this person has begun to engage regularly. She now visits TC Futures in person and is preparing to take her first GED test. She has co-enrolled with the OSY program and is working towards employment. The transformation from completely disengaged to full participation took patience, time and investment by all involved.

Partnerships

- **Legal Counsel for Youth and Children (LCY):** We were finalists but were not awarded the grant.
- **Department of Human Services-** The contracts are waiting for the Commissioner's signature on June 7th. Once we have signed, executed contracts, ESD 123 will begin setting up the financial process to begin delivering services.
- **Job Corps-** Replacement has been hired. Melanie will meet with the new Job Corps staff next week.
- **Community Health Plan of Washington (CHPW)-** Continues to sponsor events such as GED graduation. They will sponsor a photo booth for graduation again. We anticipate 100 in attendance.
- **WorkSource Columbia Basin-** Out-of-School Youth Staff has been promoted to Lead Practitioner and has joined the WSCB Business Team for the Entry Level Business Sector creating more opportunities to host workshops and hiring events.

Events

- TC Futures hosted 2 job fairs on site. Lamb Weston and All Ways Caregiving. We have 1 verified hire from Always Caregiving. We are waiting to receive follow-up information on hiring for Lamb Weston.
- June is packed with events as follows:
 - CBC Medical Assistant Presentation: 6/3
 - USDA- Food Inspector hiring event: 6/14-6/16
 - Graduation: 6/16
 - TSA- all positions hiring event: 6/21
 - USPS- all positions hiring event 6/29-6/30

Center Updates

- The second testing room has been approved by Pearson Vue. Testing at this site has begun.
- Blinds have been installed in Suite C
- All indoor signage has been installed in Suite A
- Workstation installation has been delayed due to shipping issues. Workstations should be installed prior to the end of the month
- We will have an Open Doors Case Manager position open on 6/17 and will recruit for replacement of Josh Guarjardo

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

Vision

The Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating the human potential



Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

May 2022 Liaison Report

Program Year July 2021-June 2022



A proud partner of the American Job Center network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 646 (+19)
Total Staff Assisted Services to Job Seekers: 1640 (+27)
Unique Number of Businesses Served: 100 (+26)
Staff Provided Business Services: 180 (+83)

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



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

TC Futures Traffic: 453 (-41)
TC Futures Total Youth Enrolled (YTD): 555 (+51)
Out-of-School Youth (OSY) Program (YTD): 220 (+9)
Co-enrolled in Both Programs: 77 (+0)
Total Youth attained GED: 53 (+9)
Total OSY Employed and/or Post-Secondary Exits: 87 (+8)

For more information contact 509-537-1710 or visit TCFutures.org

Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

Youth * Adult * Dislocated Worker * Disaster Recovery * Employment Recovery

Total Participants Served (YTD): 660

Monthly-to-Date Target: 690 (96%)

Total Employed Exits (YTD): 283

Monthly-to-Date Target: 386 (73%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 96

Monthly-to-Date Target: 87

Total Employed Exits: 15

Monthly-to-Date Target: 15

Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

LMI Served: 18,263
(Low-Moderate Income)

Program Target: 40,000

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

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (April)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.8%

Tri-Cities Employment (April 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	121800	2,000	1.7%	5,000	4.4%	133%
Total Private	102800	1,900	1.9%	4,200	4.4%	142%
Goods Producing	19300	400	2.1%	800	4.4%	133%
Mining, Logging, and Construction	11300	400	3.7%	600	5.7%	164%
Manufacturing	8000	-	0.0%	200	2.6%	50%
Service Providing	102500	1,600	1.6%	4,200	4.4%	133%
Private Service Providing	83500	1,500	1.8%	3,400	4.4%	143%
Trade, Transportation, Warehousing and Utilities	21000	100	0.5%	500	2.5%	213%
Retail Trade	14300	-	0.0%	700	5.1%	175%
Financial Activities	4300	-	0.0%	500	13.2%	100%
Professional and Business Services	21700	900	4.3%	(100)	-0.5%	167%
Administrative and Support Services	11600	400	3.6%	(400)	-3.6%	267%
Educational and Health Services	19500	100	0.5%	800	4.3%	209%
Leisure and Hospitality	12500	300	2.5%	1,800	17.8%	114%
Food Services	9900	200	2.1%	1,200	14.8%	130%
Government	19000	100	0.5%	800	4.4%	55%
Federal Government	1200	100	9.1%	-	0.0%	100%
Total State Government	3000	100	3.4%	300	11.5%	0%
Total Local Government	14800	(100)	-0.7%	500	3.5%	67%

Other News

- WSCB was one of six winners of the Jobs for Veterans State Grants (JVSG) Incentive Award, which is based on a whole staff's combined efforts with serving the Veteran population.
- Review: State EO monitoring was completed in April and an official report received in May. The team received an excellent review. A few facilities related items were identified for correction and will be completed by the end of June.
- The on-site component of Wagner-Peyser services, Trade Act Program, and Reemployment Services and Eligibly assessment (RESEA) service monitoring occurred the week of May 23rd. Results from all three final monitoring reports were very positive, with some need for minimal data corrections in ETO for all three programs. Some highlights of feedback include:
 - High quality customer-driven assessments and appointments (monitors observed both Front-End Services and RESEA appointments)
 - Front End Services - 1-1 Basic Career Service Appointments; Room Set-up; Identifying customer need for move from self-service to staff-assisted
 - Several customer files noted for best practices around informing claimants about WorkSource Services

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

Questions about this report?
 Contact David Chavey-Reynaud
 Phone: 509-734-5988
 Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com
 Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

May 2022

May Highlights:

- WSCB was one of six winners of the Jobs for Veterans State Grants (JVSG) Incentive Award, which is based on a whole staff’s combined efforts with serving the Veteran population.
- In the month of May, WSCB was monitored on our Wagner-Peyser services, Trade Act program, Reemployment Services and Eligibly assessment (RESEA) services, and Agricultural Services. (See the Career Services section below for additional information.)

WorkSource Site Operations:

Customer Counts 5/1-5/31/2022		
Total Staff Assisted Seekers	665	
Total Staff Assisted Services	1667	
<i>Basic Career Services</i>	1365	
<i>Individualized, Training, and Support Services</i>	170	
Unique Number of Businesses Served	126	
Staff Provided Business Services	263	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	36	29
<i>Employee Training</i> Assessment, referral, enrollment, etc.	17	12
<i>Other</i> Employer outreach visit, marketing business services, etc.	129	87
<i>Recruitment</i> Hiring events, referrals, etc.	80	51
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED, & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (6/10/22).



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May 2022 Customer Feedback:

- 38 survey responses received via Survey Monkey and QTRAC (6% response rate):
 - Of the customers who responded, 74% would refer family and friends
 - Note: multiple respondents chose not to respond to this question
 - Top 3 services received: job search, resume help, and workshop
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 16 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “I redid my resume the way you (Brenda) suggested... It got through and I was called for an interview...I got the job. I can’t thank you enough for helping me. This job will be life changing for me. It’s what I’ve really wanted to get into.”
 - “AnJanet is great and communicates, very polite, professional, understanding and very knowledge (helpful). I feel like I can talk to her..”
 - “Selma has been instrumental in his success through the CDL program and being able to gain employment that will support him and his needs. Thank you Selma for going above and beyond to make this work for me!
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in May to be addressed in June:
 - “Using the WorkSource employer portal is time consuming and confusing.”

Service Delivery

- State EO monitoring was completed in April and an official report received in May. The team received an excellent review. A few facilities related items were identified for correction and will be completed by the end of June.
- The on-site component of Wagner-Peyser services, Trade Act program and Reemployment Services and Eligibly assessment (RESEA) service monitoring was the week of May 23rd. Results from all three final monitoring reports were very positive, with some need for minimal data corrections in ETO for all three programs. Some highlights of feedback include:
 - High quality customer-driven assessments and appointments (monitors observed both Front-End Services and RESEA appointments)
 - Front End Services - 1-1 Basic Career Service Appointments; Room Set-up; Identifying customer need for move from self-service to staff-assisted
 - Several customer files noted for best practices around informing claimants about WorkSource Services

Career Services:

- During May WSCB provided 179 group services to 56 individuals through our locally offered workshops and group sessions. Strategies for Success continues to be a popular course, as are Navigating Career Pathways (Career Assessment workshop) and 50+ Mature worker, a workshop designed for older workers. One on one services in high demand include basic assessment, deskside job seeker assessment, and and Reemployment Services and Eligibility Assessment Services for individuals receiving Unemployment Insurance benefits.



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- The Front End Services Team hosted a total of 271 one-on-one appointments and 500 walk-ins for a total of 771 customers served one-on-one.
- We saw three new “Grow with Google” enrollments during the month of May for a total of 24 participants since the inception of the pilot: two new Project Management enrollments and one IT Support. Here is our cumulative customer engagement to date:

2/1-5/31/22	Project Management	UX Design	IT Support	Data Analytics
Total Customer Enrollments: 24	10	2	9	3

- We continue to provide customers with access to LinkedIn Learning to support their employment and training needs, including polishing of existing hard and soft skills, as well as acquisition of new ones. The platform is also being utilized for staff training, including viewing of a DEI focused course in May to be followed by a facilitated training/conversation in June. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 6/8/22	180	118	798	183	4,498	4,047

Note: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

Business Services:

- On 5/4 the Business Services Team held a “How to use WorkSourceWA” workshop. Ten employers attended to learn how to create and use WorkSourceWA.com as a tool to meet their hiring needs. The facilitator showed how to troubleshoot potential issues, as well as how to make posting job positions easier. Feedback from businesses was positive.
- To support onboarding of monolingual Spanish Speaking employees, Simplot was available in the WSCB computer lab twice weekly during the month of May.
- Event Outcomes:
 - 5/5: Cinco de Mayo Celebration – slow turnout due to the weather
 - 5/14: WorkSource Open House – 14 business members attended and shared positive feedback on the value add of the content which was presented.
 - 5/19: Lamb Weston Hiring Event – outcomes pending
- Upcoming Events –
 - USDA Hiring Event 6/14-6/16 from 8am-4pm
 - TSA Job Fair 6/21 from 10:30am-1:30pm

Community Connections:

- The outreach committee continues to create new community connections, sharing resource information and making flyers available to those who could benefit from our services. During the month of May, they spoke with and delivered flyers to Biolife Plasma Services (Pasco),



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Oxford House of the Tri-Cities, Elwood Staffing, and Express Personnel. Outreach focus was on ensuring community awareness of services and that our physical facility is open.

- 5/4: Met with Alma Chavez of Atlas Staffing to discuss opportunities to partner to connect businesses & job seekers.
- 5/11: Celebrando a Los Trabajadores Agricola (Celebrating Agricultural Workers) – provided resources, dinner, prizes, and more to over 250 community members. Creation and coordination of this event was in partnership with Goodwill Employment Connection Center, Pasco School District Migrant Education Program, and OIC of Washington.
- 5/17: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 5/21: Attended the Newhouse Job Fair to connect job seekers with employment and training resources. This was also an opportunity to highlight businesses who participate in YesVets, a state campaign created to recognize businesses that show their commitment to veteran employment by hiring veterans into their workforce.
- Customer engagement across a wide range of methods continues including weekly GovDelivery messaging, social media, PSAs, and networking to inform of event, workshop, and other service offerings available via WSCB and our community partners.

Staff Training & Development:

Training/Development Attended:

- 5/4: Cross training – BFET; April Customer Feedback Improvements; WSCB Updates
- 5/11: Dignified Work Job Readiness Training; Equity Committee – Readiness to Serve
- 5/18: Cross training – WorkFirst; April Data Review
- 5/25: ETO Services Updates; WSCB Business

Upcoming Training/All Staff Meetings:

- 6/1: Cross training – Adult; UI Work Test; May Customer Feedback Improvements
- 6/15: Cross training – Re Entry; May Data Review
- 6/21 & 6/22: Facilitated Conversations on Working Across Cultures: A Path of Discovery LinkedIn Learning Course (*Community Colleges of Spokane*)
- 6/28: CPR/First Aid/AED training (*Columbia Safety*)
- 6/29: End of Year Celebration

Facilities:

- 5/3: Replacement of two HVAC units completed
- 5/5: Yesco identified flag pole repair needs were identified and parts ordered
- 5/11: Prep for painting of the exterior of the facility began
- 5/25: ABC Fire completed inspection and recharge of onsite fire extinguishers
- 5/31: Yesco completed flag pole repairs

Respectfully submitted by C. Bright on 6/10/22