

# Eastern Washington Partnership

WorkSource System Report – 12/10/2020

## Job Seeker Services



Total Seekers Served - **2,339** (unduplicated)

- Seekers receiving staff assistance - **1,249**
- Seekers utilizing self services - **1,225**
- Staff delivered services - **3,482**
  - *Ratio = **2.8** services per customer*
- Self services utilized - **7,711**
  - *Ratio = **6.3** services per customer*

## Employer Services / Job Postings



Employers Served / Staff Assisted - **98** (unduplicated)

- Top 3 Services provided: **# of services / Unique Businesses**
  - Recruitment Assistance - **105/ 52 Unique**
  - Other Services - **66 / 45 Unique** (*includes outreach contacts, job development, follow-up, etc.*)
  - Employee Training - **7/ 6 Unique**
- JOBS POSTED - **1,112 Jobs / 250 Unique Businesses** (includes additional companies)

## Job Seeker Demographics



- Gender - Male **48%** / Female **52%**
- Employment Status - **22%** working, **78%** unemployed
- Education Levels:
  - Less than High School - **9%**
  - High School or Equivalent - **32%**
  - High School + Post Secondary (no degree) - **21%**
  - Associate or other Post Secondary - **11%**
  - Bachelor - **11%**
  - Masters / Doctorate - **4%**

~ All Data for the period of 7/1/20 – 10/31/20 ~

## Partner Updates

### Colville ESD (Bryan Raines)

Virtual Service Delivery - Staff continues to operate from their homes while further refining the local *virtual* service delivery model. The progress being made in this new form of service delivery will provide customers with more options for interaction in the future. As the comfort level increases, we are seeing additional advantages by reducing some common barriers that customers face:

- Childcare and transportation are two of the most common barriers. Being able to access services from home provides relief to customers that have had to struggle with either or both issues.
- Communication continues with community partners, such as the local libraries, on new ways to create opportunities for remote services in the future that will ultimately ease the broadband and technology gaps in the region.

Serving the Unemployed - A focused effort centered on Unemployment Insurance (UI) benefits is in process. First, claimants will be identified by the number of weeks left in their claim. Then, customized outreach efforts will occur to offer WorkSource services *before* exhausting their benefits. A comparison of the claimant's skills, knowledge and experience to the businesses' needs will help to connect job-ready clients to the correct employer. Various forms of communication with claimants are being utilized and tracked to determine how receptive each group is, based on the specific type of communication and information received.

Washington State Recognition - It is an honor to announce that this year's *Hire-A-Vet-Washington Employer of the Year* (medium sized business) has been awarded to the Pend Oreille Public Utility District. This annual award is presented to the Washington state business that demonstrates an extraordinary commitment to hiring veterans. 2020 was the first year that awards were presented throughout the state, one per size classification.

Business Closures - Ponderay Newsprint's Trade Act (TAA) application is still pending. The certification process is being monitored closely. Staff is trained and prepared to serve the 148 employees that have been impacted and could be utilizing TAA services. The last day of operation was June 26, 2020.

### Department of Vocation Rehab (Angela Merritt)

Virtual Customer Service - DVR continues to provide services to customers remotely. DVR plans on teleworking until at least June 30, 2021, along with other DSHS staff. Due to lower intake numbers, DVR has been able to release more customers from the waitlist per month. This has not caused a dramatic increase in the EWWDC area, but the Colville, Walla Walla and Colfax/Pullman offices have been able to release several customers per month from the waitlist. In addition, while there has been a loss of employment seen within the service industry, there has also been an increase in clients able to secure work in industries that have become in-demand due to COVID19, such as grocery stores.

Personnel Changes - A new Regional Administrator has been appointed to Eastern Washington, Pablo Villarreal. In addition, Director Rob Hines submitted his resignation effective November 30.

Going Electronic - DVR is switching to all electronic records. This will allow them to be more efficient while continuing to telework.

Helping Customers with Electronic Needs - DVR continues with the program to get much needed electronic equipment into the hands of the customers. Hopefully by the time of the December WDC meeting, customers will be receiving laptops, iPads and/or other equipment to help them engage with services as well workforce during this time.

### WALLA WALLA ESD (Anne Buchan)

Staff helps UI claimants - Reemployment services staff, that had been dispatched to assist the Unemployment Insurance (UI) Division, have returned to RE-employment services starting in mid-September. Refresher training occurred on multiple levels to help staff to better provide services virtually. After completion of the training, outreach to claimants that have been receiving UI benefits began. Staff prioritized connecting with these

customers to first see how job searches were going for them. Then efforts to identify customers based on the status of their occupation in the local labor market followed. Outreach to 705 claimants from the UI list has occurred, resulting in actual engagement of 139 claimants. Those claimants that had been working in both balanced and declining occupations were contacted by Dislocated Worker Program staff to assess actual need and eligibility for services. In addition, the Consolidated Veterans Services Rep utilized the UI list to reach out to veterans claiming benefits. The Rep's outreach was prioritized by targeting those who have been claiming the longest.

Business Engagement – The Business Services staff also returned from their temporary assignment with the UI Division. Outreach to employers based on labor market and UI data was initiated. Businesses with multiple job openings have been contacted to further assess their needs. Relationships with community employers have been re-established to get a better pulse on what is happening locally. Business services staff is utilizing the UI claimant list to help identify job candidates for local employment opportunities, help package and prepare those candidates to engage with the employer, and refer the candidates to the positions based on employer need. The UI list is also being utilized to reach out to employers that still have high numbers of employees claiming benefits to inquire about needs and offer services. Efforts are underway to host a virtual resource fair aimed at employers to welcome them back to the WorkSource system and provide them with information on available services.

Nomination Received - WorkSource Walla Walla was nominated for the 2020 Business Awards Showcase Workforce Development Business Award, sponsored by Baker Boyer Bank and in collaboration with the Walla Walla Valley Chamber of Commerce. WorkSource Walla Walla was very proud to be one of two nominees even though they did not receive the top award.

Virtual Services Provided - Staff continues to refine and improve their virtual service offerings due to telework status. Process improvement practices are occurring regularly as staff navigates through their duties and determine what is effective and what is not. The ability to provide all services virtually is possible, except the use of the resource rooms.

Re-Opening Plans - Planning for the eventual office re-opening is occurring. The Walla Walla and Pullman offices are installing the necessary PPE and physical requirements to assure a safe working environment. The partnerships are meeting regularly and collaborating on occupancy plans, screening procedures, and other requirements that must be in place for a safe opening.

### **Rural Resources Community Action (Kelly Charlton)**

Adult Program Highlights - The Employment & Training department continues to serve our communities virtually, for the most part. This has resulted in a steady enrollment in the Adult Program. In northern counties, most of the Adult Program participants are enrolled in On The Job Training (OJT). While In the Southern counties, more participants are enrolled in Occupational Skills Training (OST).

Business Services Outreach – A portion of the success of the Adult Program can be credited to our partner's (ESD Colville) efforts to improve business services outreach. Newly coordinated quarterly meetings with Community Colleges of Spokane, Employment Security, and RRCA staff ensure a refined referral process as well as regular ongoing communication and service updates.

Youth Program - Staff continue to pursue new outreach avenues to engage the Out-of-School youth population. This includes contracting with a marketing firm (using discretionary funding) to ensure that the most effective recruitment and communication methods possible are being utilized. And while it is recognized that school staff are stretched thin, efforts continue to strengthen the relationships with the districts within the service areas in an effort to cultivate referrals for high school students who may have disengaged from the school system to offer services that are available to them.

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