

**Report to the Legislature**

**Expansion of the Basic Food Employment  
and Training Program**

***As required by RCW 74.04.535***

November 2013

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## **Table of Contents**

Executive Summary.....	3
Program Overview.....	5
BFE&T Highlights .....	7
Reimbursement Activity and Outcomes.....	8
Student Achievement Momentum Points.....	9
Program Expansion for FY 2013 .....	11
Community Based Organization Partners .....	12
Community and Technical College Partners .....	22
Next Steps.....	23

## **Appendices**

A. Program Funding and FFY 2014 Costs Breakdown by Category...	25
B. BFE&T Five-Year Strategic Plan.....	26

# BASIC FOOD EMPLOYMENT AND TRAINING PROGRAM EXPANSION

## REPORT TO THE GOVERNOR AND LEGISLATURE

### EXECUTIVE SUMMARY

[RCW 74.04.535](#) requires the Department of Social and Health Services (DSHS), Employment Security Department (ESD), and the State Board for Community and Technical Colleges (SBCTC) to work in partnership to expand Washington State's Basic Food (formerly known as food stamps) Employment and Training (BFE&T) program. At the time this legislation was passed in March 2010, BFE&T services were provided at 12 colleges and 6 community-based organizations (CBO) in King, Skagit, Snohomish, and Whatcom Counties. The law required the three state agencies to expand the program to three additional community colleges or other community-based locations, and to expand capacity at participating colleges by the end of calendar year 2010.

The law also required the three agencies to annually track and report outcomes of the program, including those achieved through performance-based contracts. Reported outcomes include:

1. Federal funding received
2. Number of participants served
3. SBCTC Student Achievement Momentum points\*
4. Number of participants who enter employment:
  - a. During participation, or
  - b. After participation in BFE&T
5. Average wage of jobs attained

By April 2011, the Department had exceeded the program growth requirements of RCW 74.04.535. Since that time, we've expanded to provide BFE&T services at all 34 community and technical colleges. In addition, we've expanded services with CBOs, bringing that total to 20. The Office of Refugee and Immigrant Assistance (ORIA), within the ESA Community Services Division (CSD) also receives federal E&T funding to coordinate BFE&T services through several of its contractors. See details below.

The areas of Washington State with college campuses operating BFE&T activities as of August 1, 2013, include:

King County: Bellevue College, Green River Community College, South Seattle Community College, Highline Community College, North Seattle

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

\* Student Achievement Momentum Points is an SBTC initiative aimed at measuring colleges and awarding funds to them for improvements in the significant steps students take towards higher achievement. See chart on page 9.

Community College, Renton Technical College, Seattle Central Community College, Seattle Vocational Institute, Lake Washington Institute of Technology, Cascadia Community College, and Shoreline Community College (11 colleges)

Kitsap County: Olympic College (1)

Snohomish County: Edmonds Community College and Everett Community College (2)

Skagit County: Skagit Valley College (1)

Whatcom County: Bellingham Technical College and Whatcom Community College (2)

Lewis County: Centralia College (1)

Spokane County: Spokane Community College and Spokane Falls Community College (2)

Pierce County: Bates Technical College, Pierce Community College, Tacoma Community College, and Clover Park Technical College (4)

Grant County: Big Bend Community College (1)

Clark County: Clark College (1)

Franklin County: Columbia Basin College (1)

Thurston County: South Puget Sound Community College (1)

Clallam County: Peninsula College (1)

Grays Harbor County: Grays Harbor College (1)

Chelan County: Wenatchee Valley College (1)

Cowlitz County: Lower Columbia College (1)

Walla Walla County: Walla Walla Community College (1)

Yakima County: Yakima Valley Community College (1)

In addition to required BFE&T program reported outcomes, this report includes the following information: (1) an overview of the program; (2) FFY 2013 reimbursement activity and outcomes to date; (3) amount of federal

**Basic Food Employment & Training Program**

Report to the Governor and Legislature

November 2013

funding approved for FFY 2014; and (4) a summary of BFE&T program expansion approved under the new state pan.

## **PROGRAM OVERVIEW**

The Washington State Basic Food Employment and Training (BFE&T) program provides job search, job search training (soft skills), self-directed job search, educational services (ABE, ESL, and high school equivalency), workforce skills training (vocational education), help with development of self-employment small businesses, post-employment support services and other employment opportunities to Basic Food recipients who are not participating in the state's Temporary Assistance for Needy Families (TANF) program. The BFE&T program is an important part of the state's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers by encouraging financial independence from public assistance through skill acquisition, personal responsibility and gainful employment.

During federal fiscal year (FFY) 2013, the Department of Social and Health Services (DSHS), State Board of Community and Technical Colleges (SBCTC), and other public and private agencies operated the BFE&T program in 18 counties: Chelan, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, King, Kitsap, Lewis, Pierce, Snohomish, Spokane, Skagit, Thurston, Walla Walla, Whatcom, and Yakima Counties. The partnership consisted of 18 CBOs (see page 11) and 34 community and technical colleges (see page 21). The program provided employability assessments and a menu of services to eligible participants. These services included:

- Assessment
- Case management
- Job readiness training
- Basic skills/ESL training (e.g., literacy, math, vocational ESL, high school equivalency preparation)
- Vocational training, job search assistance, job placement, and support services (e.g., transportation, child care, housing, clothing, and skill/wage progression)

Some college programs typically attended by BFE&T participants were:

- Business Management and Administration - The highest enrollments in this career cluster are in office management, business administration, and accounting.

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### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

- Health Services - Health services include programs such as medical, dental, and nursing assistants, radiation technicians, and medical records clerks.
- Information Technology - This cluster includes computer systems technician programs, computer programming, and digital media.
- Manufacturing - Welding makes up the majority of students in this career cluster.
- Nursing - One of the largest populations of BFE&T students are involved in Practical Nursing and Registered Nursing classes. Nursing assistants are classified in the health services sector.
- Transportation, Distribution and Logistics - Includes auto mechanic and truck/bus drivers.
- Basic Skills.

Washington will continue to provide these services in FFY 2014, and has expanded partner college capacity by adding six colleges and three CBOs to the program. BFE&T is operated consistent with the March 18, 2010 FNS funding requirements guidance and with the interpretation of OMB Circular A-87.

Program costs are expected to increase by 23 percent in FFY 2014 for the following reasons:

- Caseload growth and increased demand for employment and training services.
- A greater number of partner organizations and colleges providing BFE&T programs and services for the full fiscal year (some current colleges and CBOs started services half way or later in FY 2013).
- The Office of Refugee and Immigrant Assistance (ORIA) is expanding its BFE&T service capacity by 10 percent through its contracted CBO providers. ORIA sub-contracts with 12 agencies across the state to administer BFE&T services.
- Increased use of participant reimbursement assistance for transportation and clothing.
- Increased use of the job retention support services component.

Any future service expansion is dependent on the availability of partners with matching state and local funds. At this time, community-based organizations in underserved areas of the state willing to partner with new participating colleges in those areas are the logical targets for expansion. The new community college partners will increase access to BFE&T services and CBO partners can help those colleges by providing wraparound services including case management and other support services that remove participation barriers.

### **BFE&T HIGHLIGHTS FOR FFY 2013**

From August 1, 2012 to July 31, 2013, BFE&T served 22,214 participants. Of those individuals who enrolled in BFE&T during the fourth calendar quarter of 2010 (N=742), 74 percent became employed within 24 months with a median hourly wage of \$10.73.

Outcomes reported to FNS during FFY 2013 include:

- **Between April and June 2010:** 1,367 individuals started in BFE&T activities. The employment rate during the 24 months following BFET enrollment was 69 percent with a median hourly wage of \$10.82. (CY 2010 state minimum wage was \$8.55)
- **Between July and September 2010:** 1,625 individuals started in BFE&T activities. The employment rate during the 24 months following BFET enrollment was 72 percent with a median hourly wage of \$11.08. (CY 2010 state minimum wage was \$8.55)
- **Between October and December 2010:** 742 individuals started in BFE&T activities. The employment rate during the 24 months following BFET enrollment was with a median hourly wage of \$10.73. (CY 2010 state minimum wage was \$8.55)
- **Between January and March 2011:** 1,812 individuals started in BFE&T activities. The employment rate during the 12 months following BFET enrollment was 59 percent with a median hourly wage of \$10.32. (CY 2011state minimum wage was \$8.67)
- **Between April and June 2011:** 1,770 individuals started in BFE&T activities. The employment rate during the 12 months following BFET enrollment was 63 percent with a median hourly wage of \$10.32. (CY 2011state minimum wage was \$8.67)

- **Between July and September 2011:** 2,191 individuals started in BFE&T activities. The employment rate during the 12 months following BFET enrollment was 60 percent with a median hourly wage of \$10.46. (CY 2011 state minimum wage was \$8.67)
- **Between October and December 2011:** 1,397 individuals started in BFE&T activities. The employment rate during the 12 months following BFET enrollment was 62 percent with a median hourly wage of \$10.38. (CY 2011 state minimum wage was \$8.67)

### **REIMBURSEMENT ACTIVITY AND OUTCOMES**

For FFY2013, as of August 1, 2013, the BFE&T program (see Appendix A):

- Served 14,758 participants.
- Was awarded \$4,677,061 in 100 percent federal grant funding and has expended \$1,741,411 of the award.
- Was approved to receive up to \$12,475,421 in federal 50/50 matching funds for participant reimbursement and additional E&T expenditures.
- Expended \$6,692,833 in matching federal funds.
- Provided and spent \$6,587,494 in local matching funds.

The Department anticipates that BFE&T partners will bill an additional \$2.9 million in requests for federal matching funds through the end of the Federal Fiscal Year, September 30, 2013.



## **BFE&T Student Achievement Momentum Points**

Student Achievement Momentum Points is a State Board Initiative begun in 2006, aimed at measuring significant steps students take towards higher achievement. Each point represents a BFE&T student reaching the goal or achievement described in each column. Some totals may include multiple achievements for the same student. In other words, a student may achieve a goal in more than one category, and may also achieve more than one level gain in Basic Skills. These achievement points, which are awarded by SBCTC are meaningful for all students across demographic characteristics (race, age, income, employment status), academic program or entering skill levels (basic skills, remedial, workforce education, academic transfer), intensity of enrollment (part-time or full-time enrollment), and type of institution attended (urban, rural, large, small, community college, technical college). Rigorous data analysis has identified achievement points that once accomplished, substantially improve students' chances of completing degrees and certificates. There was an overall increase in the total points (+ 2,042) from last year to this year.

There are four categories of Achievement measures:

- Building towards college-level skills (basic skills gains, passing precollege writing or math)
- First year retention (earning 15 then 30 college level credits)
- Completing college-level math (passing math courses required for either technical or academic associate degrees)
- Completions (degrees, certificates, apprenticeship training)

Basic Food Education and Training Student Achievement Momentum  
Points - - Academic Year: 2012-13



Title	Basic Skills	College Readiness	First 15 Credits	First 30 Credits	Quantitative/Computation	Certificate, Degree, Apprenticeships	Total Points
Bates	166	63	74	78	37	42	460
Bellevue	57	140	103	80	48	60	488
Bellingham	51	122	79	72	78	59	461
Big Bend	77	58	43	39	18	21	256
Cascadia *	0	0	0	0	0	0	0
Centralia	93	163	81	67	36	22	462
Clark	18	86	44	34	1	12	195
Clover Park	49	93	43	44	36	44	309
Columbia Basin	6	28	19	20	8	3	84
Edmonds	114	53	36	32	18	21	274
Everett	35	37	67	36	2	34	211
Grays Harbor	91	66	24	19	6	4	210
Green River	194	211	99	75	29	49	657
Highline	82	65	57	51	72	24	351
Lake Washington	17	52	29	29	23	5	155
Lower Columbia *	0	0	0	0	0	0	0
Olympic	24	121	59	46	26	13	289
Peninsula	82	44	35	29	20	26	236
Pierce *	0	0	0	0	0	0	0
Renton	17	11	10	5	6	10	59
Seattle Central	79	109	41	45	15	19	308
Seattle North	66	91	57	49	26	19	308
Seattle South	87	69	121	99	20	64	460
Seattle Voc. Institute	17	0	21	21	0	23	82
Shoreline	143	47	33	36	42	45	346
Skagit Valley	173	67	51	40	30	23	384
South Puget Sound	0	1	0	0	1	3	5
Spokane	0	91	70	68	51	19	299
Spokane Falls	207	17	23	18	10	4	279
Tacoma	24	127	34	30	27	12	254
Walla Walla *	0	0	0	0	0	0	0
Wenatchee Valley *	0	0	1	1	0	2	4
Whatcom	49	99	30	34	21	12	245
Yakima Valley *	0	0	0	0	0	0	0
<b>Totals</b>	<b>2,018</b>	<b>2,131</b>	<b>1,384</b>	<b>1,197</b>	<b>707</b>	<b>694</b>	<b>8,131</b>

\* Offered BFE&T services in FY 2012 only as first year partner or less than a full year.

**NOTE:**

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**Basic Food Employment & Training Program**

Report to the Governor and Legislature

November 2013

## PROGRAM EXPANSION FOR FFY 2014

There are no program or policy changes planned for FFY 2014. The State does not plan to add any new services but will expand availability of current services through the addition of at least three community agencies in currently unserved or underserved areas of the state. Those agencies are:

- Goodwill Industries of the Inland Northwest (Spokane) (October 2013)
- TRAC Associates in King County (October 2013)
- Multi-Service Center in Pierce County (October 2013)

The Department will continue to cultivate local partnership initiatives throughout the state to leverage BFE&T 50/50 federal matching funds. For FFY 2014 the partnership will expand services by increasing student capacity at educational institutions and adding a number of CBOs to provide unique training opportunities and needed wraparound services. The partnership will provide additional program services in all areas of the state where BFE&T contractors operate.

The BFE&T partnership with Northwest Indian College (NWIC), a tribal-chartered college, plans to expand services to its campus extension sites located on other tribal reservations in western Washington. NWIC is eligible to receive reimbursement for qualifying services and administrative costs at a rate of 75 percent per 7 CFR 281.9.

The State submitted a plan to the federal Food and Nutrition Services (FNS) to hold a statewide BFE&T program training forum for current community partners in October of 2013. FNS approved a plan in July 2013 that allows the training forum to be funded with 100 percent federal grant E&T funds. This forum is part of the overall BFE&T five-year strategic plan developed in FY 2012.

### **Office of Refugee & Immigrant Assistance (ORIA)**

ORIA, in Washington's Department of Social and Health Services' Community Services Division (CSD), provides a mix of services that help limited English proficient (LEP) refugees and immigrants successfully integrate into their new communities. LEP immigrants and refugees, who receive public assistance, including food assistance, are eligible for employment services through its contractors, including English as a Second Language (ESL) training, and Naturalization Services. ORIA BFE&T services will include:

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

- Job search assistance;
- English as a Second Language;
- Job Skills Training;
- Employment placement; and
- Job retention services.

Services are provided through contracts with government agencies, Voluntary Refugee Resettlement Agencies (VOLAGs), local community colleges, and community based organizations involved in the resettlement of refugees and immigrants in Washington State. Most service providers have close ties to ethnic communities and many employ individuals who were former refugees. Services are provided in an individual's primary language and in culturally appropriate ways.

### **Community Based Organizations (CBOs)**

#### **YWCA of Seattle King County**

The YWCA operates two BFE&T programs that were uniquely developed to serve Basic Food recipients. The primary program is a partnership with community colleges in which community colleges provide education and training, and the YWCA provides case management, job search assistance, and support services provided consistent with Washington's BFE&T Contractor Procedures Manual. All services are designed to help increase college attainment and move participants to self-sufficiency. The other is a stand-alone program that provides BFE&T participants assessment, job readiness training, job search assistance, career planning and development, job placement, and case management.

The YWCA will use federal E&T matching funds to expand its BankWorks training program introduced last year in the BFE&T mid-year plan amendment to help SNAP recipients interested in a career in the banking industry. Individuals looking to enter the promising field of banking now have more opportunities to receive training that is intended to help them find high-quality careers and help local banks find high-quality tellers. Tellers typically earn \$20,000 to \$35,000 annually and usually have many opportunities to advance.

One of the YWCA private funders (Boeing) plans to provide 50 percent of the funding for specialized employment services in Snohomish County. For FFY 2013, the YWCA is asking for additional federal matching funds to support a BFE&T case manager in this underserved area to work with Edmonds Community College and their BFE&T students as well as

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

eligible individuals in job search under BFE&T.

#### Seattle Jobs Initiative (SJI)

SJI's BFE&T program offers participants different routes to employment, including direct job placement and sector vocational training. As part of direct job placement, SJI's CBO partners provide BFE&T participants wrap around supports: recruitment, assessment, job readiness training, barrier removal, case management, job placement, and retention services. They also receive support services provided consistent with Washington's BFE&T Contractor Procedures Manual. As part of sector training, they have access to community college education and training lasting 11 to 22 weeks, longer term training options last up to four quarters, and instruction in soft/success skills, interviewing job search, and resume writing, in addition to wrap around supports and support services.

#### FareStart

FareStart is a culinary job training and placement program for homeless men and women, and those at risk of becoming homeless. Its 16-week comprehensive training program includes Culinary training taught through a combination of classroom instruction and hands on training in the FareStart kitchen that produces meals for its restaurant, catering service, and contract meals program that serves shelters and child care centers. (The revenue generated through these enterprises goes directly to support the FareStart job training and placement program.) FareStart provides case management and support services consistent with Washington's BFE&T Contractor Procedures Manual. Life skills training is provided for all participants. Job placement and services that help participants find and retain jobs, and achieve wage progression FareStart's BFE&T services are provided exclusively for appropriate Basic Food recipients.

#### Port Jobs

Port Jobs, through its Airport Jobs center located at Seattle-Tacoma International Airport, provides BFE&T participants help getting jobs at the airport, including job search assistance, interview preparation training, job placement, intensive case management, and access to support services provided consistent with Washington's BFE&T Contractor Procedures Manual. They also provide free tax preparation and financial coaching. Most of those served by Airport Jobs live in the low income communities surrounding the airport, including White Center. Many are immigrants and refugees. Airport Jobs provides uniquely developed case management services in support of participants in job search and related activities.

#### Seattle Goodwill Industries (SGI)

SGI helps disadvantaged people in King County achieve economic independence through programs designed to assist those with significant

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

barriers to employment. SGI provides a job search component, education services, vocational training, and case management services for BFE&T eligible participants. Program offerings include:

- Retail Customer Service Job Training Program – includes an integrated job search component as well as on-the-job training
- Cashiering/Customer Service class – a less intensive class than the full-time Retail Job Training program without the job search or on-the-job training
- English for Speakers of Other Languages classes – from pre-literate to high-intermediate levels
- Computer classes – basics (operation/internet/email), MS Word, MS Excel, MS Outlook, online job search, and keyboarding
- GED Preparation
- Community College 101 – a class that helps participants transition to job training programs in the community college system
- Job Search – individualized assistance for students in classes other than the Retail training program
- Case Management – all students complete an individual employment and training plan with a Case Manager; support services are provided on an individual basis (help with housing, clothes, health care, vision, transportation, information and referral, etc.)

#### CARES of Washington

CARES operates two BFE&T programs that were uniquely developed to serve Basic Food recipients. The primary program is a partnership with community colleges in which community colleges provide education and training, and CARES provides case management, job search assistance, and support services provided consistent with Washington's BFE&T Contractor Procedures Manual. This program is designed to help increase college attainment and move participants to self-sufficiency. The other is a stand-alone program that provides BFE&T participants assessment, job readiness training, job search assistance, career planning and development, and job placement.

CARES BFE&T services are provided exclusively for eligible Basic Food recipients provided under their DSHS contract.

#### The Refugee Federation Service Center (RFSC)

The RFSC BFE&T programs were developed to primarily serve eligible

refugee and immigrant participants. The primary program provides BFE&T participants assessment, job readiness training, job search assistance, career planning and development, job placement, case management, and supports. In addition the RFSC works in partnership with community colleges in which community colleges provide education and training, and the RFSC provides case management, job search assistance, and support services provided consistent with Washington's BFE&T Contractor Procedures Manual. These services are designed to help increase college attainment and move participants to self-sufficiency. In addition, the RFSC directly provides some participants vocational training in electronic assembly, certified nursing assistant (CNA) and warehouse training. The RFSC BFE&T services are provided exclusively for appropriate Basic Food recipients.

#### Neighborhood House of Washington (NHWA)

NHWA provides help to people from numerous countries and cultures with limited resources to attain their goals for self-sufficiency, financial independence, health and community building. NHWA case workers, teachers, volunteers and tutors (many of whom are bilingual) work in neighborhoods across King County providing tutoring, citizenship classes, Head Start and Early Head Start programs, job training, case management, community health programs and transportation to more than 11,000 low-income people each year. NHWA provides a special job search component for BFE&T eligible participants.

#### Washington Women's Employment & Education (WWEE)

WWEE's REACH Plus™ (Reaching Employability & Achieving Career Habits) program enhances the employability of low-income and welfare dependent individuals through focused job training, including computer skills, work habits and attitudes, financial literacy training, barrier reduction counseling, employment consultation, and wrap around supportive services such as housing and rental assistance. WWEE connects with local employers for job placement opportunities and community colleges for additional training and guided support for clients entering higher education or the trades. WWEE's Employment Services program (ES) is a value added service to participants who exhibit excellent performance in WWEE programs. Designed for graduates to receive concentrated employment services, selected candidates will have one-on-one employment coaching to create a personalized plan for gaining employment.

#### Northwest Indian College (NWIC)

Northwest Indian College is the only Tribal College serving Washington,

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

Idaho and Oregon, and many Alaska Natives. NWIC serves its main campus at the Lummi Reservation, but also has five fully serviced extension sites which offer a variety of educational offerings. NWIC's BFE&T program offers participants opportunities throughout its five Washington state sites (Port Gamble S'Klallam, Swinomish, Tulalip, Muckleshoot, and Nisqually) for a variety of comprehensive Workforce Education programs that are linked with employers, both Native and non-Native, to provide employment opportunities, and which include internships, practical experience, and clinical job experience, as well as partnering with local WorkSource organizations and Tribal Employment Rights Organizations (TEROs) to assist with employment. Each Workforce Education program has built-in soft skills training, job readiness training, and participants are assessed for reading and math skill level during program orientation. BFE&T training options include but are not limited to: Nursing Assistant, Caregiver, Phlebotomy, Community Health Representative/Child Health Advocate, Office Skills, Medical Reception, Electronic Recordkeeping, Medical Billing and Coding, Marine Technology (Composite boat repair and maintenance, Marine propulsion, Marine Electric/electronics, and Marine Systems), Diving (includes harvest diving, debris clean-up, underwater repair (bridges, piers, etc.), potable water, scientific monitoring and data gathering, and underwater welding), Green Construction/energy, weatherization and energy audit, and geothermal assessment, testing and installation. NWIC also provides other training on-demand by industry.

#### King County Jobs Initiative (KCJI)

King County Jobs Initiative provides employment and training services to individuals who are engaged in the criminal justice system but no longer incarcerated. These services are provided through Community Based Organizations on contract with KCJI to provide outreach, recruitment and enrollment, comprehensive case management, job readiness training, enrollment into training, support services, job placement and job retention. Currently 90 percent of the participants enrolled into KCJI are either on Basic Food (Supplemental Nutrition Assistance Program or SNAP) or Basic Food eligible. KCJI has been able to increase vocational training options for its participants by accessing sector training available at community and technical colleges. While most participants participate in short term training, (approximately 12 weeks) some use this experience to further their educational goals and pursue an Associate or Bachelor's Degree using other funding sources.

#### Puget Sound Training Center (PSTC)

Puget Sound Training Center is a private nonprofit, community-based

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013



organization that provides social services to low-income individuals living in King County. PSTC currently provides E&T and Limited English Proficiency (LEP) services through a partnership with Refugee Federation Service (RFSC). PSTC services include skills training, employment support and wage progression assistance to underserved individuals including immigrants and refugees as well as formerly incarcerated individuals. Its goal through this work is to eliminate the barriers that prevent low-income individuals from acquiring living wage employment, or that prevent them from moving up the wage progression ladder. As a BFET contractor, PSTC will provide to each eligible BFET client, assistance in creating an employment plan that outlines the schedule of services. Under the guidance of this plan, PSTC may provide the following services and activities that include, but are not limited to:

- Job Search Assistance/Career Coaching & Job Placement Retention Services - PSTC works directly with each client to help them attain the skills they need for better paying jobs or the support they need to find employment, from assistance writing a resume to referrals to other service providers.
- Job Search Workshop - PSTC provides a Job Readiness Workshop designed to help participants with their interviewing skills and gain an overall idea of how to conduct an effective search for work.
- Computer Basics Workshop - PSTC provides Basic computer and Internet Introduction Workshop to train participants in online job searching tools and techniques for finding employment using this method.
- Job Skills Training – This component provides a three-year forklift certification training which is geared towards individuals that are currently employed in entry-level warehouse positions such as packaging or unemployed and that are in need of advanced skills certification in order to qualify for a living wage job in the warehouse industry.

#### Pierce County Community Connections (PCCC)

PCCC's Home and Family Division's mission is to "create opportunities for economically disadvantaged families and to reduce the impact of poverty". It primarily serves low-income Pierce County families located outside the city limits of Tacoma. The Pierce County Community Action Resource for Education and Employment Readiness (CAREER) Program was designed to assist in the removal of barriers to self-sufficiency for low-income residents. Its aim is to assure that needy families obtain the education, training, employment and support services that are necessary to help

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

avoid long-term public assistance dependency. The program is part of a consortium that provides Community Jobs, Career Jump, and Work Experience through the Department of Commerce. PCCC plans to offer case management and a staffed resource room with 18 computers for clients, CASAS (Comprehensive Adult Student Assessment Systems) testing and GED preparation tutorials, resume' and master application development, job search and interview techniques, and support services. Also, if clients are eligible they will be connected to the other programs that PCCC Home and Family Division has to offer.

#### Tacoma Goodwill Industries (TGI)

Tacoma Goodwill operates four different job skills training programs: Custodial Skills, Computer Skills, Retail Skills and Culinary Skills. Most training programs are relatively short term but the time allotted varies by program and participant abilities and program costs vary. Additionally, in each program, except Retail Skills, TGI offers help with costs for books, uniforms, and in Culinary Skills ancillary training costs ("ServeSafe" certification and Food Handlers Cards). Local funding for TGI training programs funds are partially derived from the agency's fundraising efforts.

#### Opportunity Council (OppCo) – NEW!

The Opportunity Council is a private, non-profit Community Action Agency serving homeless and low-income families and individuals. Its goal is to help people learn to become self-sufficient. They offer a broad scope of services that range from addressing immediate and crisis-oriented needs (food, emergency shelter, and eviction prevention) to longer-term programs that promote self-sufficiency in the community.

OppCo offers a two-part BF E&T program. The first program would be a partnership with Whatcom Community College and Bellingham Technical College. Participants would be co-enrolled receiving education and training from the community and technical college, while OppCo would provide case management, job search and job readiness activities, support services, job retention services and referrals to other programs and services.

The second part is a stand-alone program that provides assessment, job readiness and job search activities, support services, career planning, job retention, case management and referrals to other programs and services. Potential participants in the stand-alone program are identified by agency homeless housing case managers, agency Basic Food outreach workers, agency early learning and family resource program staff, and DSHS CSO staff.

OppCo is currently serving a significant number of households that are

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#### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

potentially eligible for Basic Food. As a Basic Food Outreach sub-contractor, it conducts community outreach to promote the program through in person and media outreach efforts. The agency assists clients with completing paper and electronic applications for Basic Food by integrating Basic Food Outreach in agency programs such as the Community Resource Center, Energy Assistance, Homeless Housing, Maple Alley Inn and Head Start recruiting.

Apprenticeship & Non-Traditional Employment for Women (ANEW) – NEW!

ANEW is among the oldest non-profits offering a pre-apprenticeship for women in the nation. ANEW prepares women and men for apprentice-able and/or livable wage careers in construction, utilities, aerospace and manufacturing, and supports their retention and advancement in non-traditional pathways. One of ANEW's cornerstone programs is the Apprenticeship Opportunities Project (AOP). AOP is operated by ANEW with geographically restricted funding from the Office of Port Jobs | Port of Seattle.

Created in 1994, AOP serves King County residents ages 18 and older who are low-income, unemployed individuals or under-employed apprentices. AOP provides comprehensive employment and training services particularly to women, people of color, and veterans seeking access to construction trades apprenticeship and trades-related employment.

ANEW provides the following AOP employment and training activities and/or related support services to BF E&T-eligible clients:

- Outreach and Recruitment to eligible candidates, particularly women, veterans and people of color, with initial intake and aptitude/career interest assessments, orientations, career fairs, presentations at apprenticeships and community based organizations;
- Case management, including crisis support or referrals, career counseling, review of eligibility for services, and routine/special personal appointments or group meetings ;
- Job Search, including personal interviews and meetings, and weekly Job Club activities, programs of study review, resume and interview preparation, mock interviews with apprenticeship partners;
- Job Retention services, including workshops, mediation assistance with programs or contractors, career advancement support and planning, and Job Club.

These core services reach the greatest number of AOP clients, and give multiple points to reevaluate client budgets, ensure clients are enrolled in BF E&T, and steer a person towards a job.

YWCA of Spokane – NEW!

The YWCA provides services through the Women’s Opportunity Center. Commenced in 2006, the mission of the Women’s Opportunity Center is to empower Spokane’s unemployed and underemployed women to increase their earning potential and achieve financial independence. The Women’s Opportunity Center offers Job Readiness and Career Advocacy, a fully staffed computer lab, and Our Sister’s Closet – Spokane’s only free, professional clothing bank for women.

YWCA will provide BF E&T-eligible recipients with job search including resume writing, interviewing techniques, assessment, case management, barrier removal, job placement, and retention services provided by our Women’s Opportunity Center. The Opportunity Center helps unemployed individuals: “Get the job. Keep the job. Build a career.” The program is designed with four areas of focus with classes and one-on-one advising available under various topics.

The Opportunity Center has an existing relationship with Community Colleges of Spokane. This relationship is strengthened by the BF E&T program because the relationships have transitioned from providing general service referrals to linking clients with specific vocational and educational opportunities and provides follow-up through individualized case management services.

Goodwill Industries of the Inland Northwest (GWIIN) - NEW!

Goodwill Industries of the Inland Northwest is one of the leading Community Based Organizations providing comprehensive Community Employment Services in the greater Spokane area. GWIIN’s mission is to “Help people build independence within the communities it serves”. Goodwill Industries has a long standing reputation for professional employment assessment, job placement, and job retention services. It specializes in providing these services to the community through contracts with DSHS, Division of Vocational Rehabilitation and the Division of Developmental Disabilities.

GWIIN offers employment services and various types of individual support services such as housing, transportation and basic needs. It has been given a City of Spokane Human Services grant to provide employment services to the homeless population in Spokane (Moving Forward) and is engaged in a DOJ-OJJDP grant program to mentor at-risk youth in two local elementary schools (MAPS).

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***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

The variety of programs at Goodwill Industries of the Inland Northwest provides an expansive breadth of employment and supportive services to diverse populations, and provides it with a well-established client group that could readily engage in, and benefit from BF E&T. For BF E&T, it plans to focus on the components of Job Search, and 90-Day Job Retention. These are already areas of strength for Goodwill Industries and BF E&T funding will strengthen and enhance its capacity to serve the Spokane area.

**TRAC Associates - NEW!**

TRAC (training-rehabilitation-assessment-consultation) Associates has been a leader in offering employment services for job seekers and employers in Washington since 1983. The agency assists job seekers in meeting the changing needs of employers and the labor market. TRAC Associates matches employers to job seekers by providing the following services: recruitment, applicant screening and testing, job readiness competencies, vocational training, job retention, career advancement and outplacement.

TRAC Associates staff is both multilingual and multicultural speaking over 20 different languages. The services they provide to new employees and employers alike ensure smooth transitions into successful careers.

TRAC will provide BFE&T case management services to eligible King County homeless individuals. This includes providing assistance in securing stable housing and development and monitoring of short term training, job search assistance to participants that require direct placement assistance or those that have completed training and 90 day retention services . TRAC plans to also provide support services for transportation assistance, necessary work related clothing and required licensing.

**Multi-Service Center (MSC) - NEW!**

Multi-Service Center helps to strengthen communities throughout South King County by addressing causes and barriers of poverty and homelessness. They use holistic services that help to lift people from crisis and vulnerability to self-sufficiency and stability.

MSC will use individually-tailored support and resources to provide employment services to eligible SNAP recipients in its service area.

## **Community and Technical Colleges**

The BF E&T program role for the participating Washington Community & Technical Colleges is to meet the urgent need to educate more low income participants to higher levels of skill and knowledge to help this population transition to self-sufficiency.

Through a contract with the Washington State Board for Community and Technical Colleges (SBCTC), all 34 colleges under the SBCTC will be providing BFE&T services in FFY 2014. BFE&T services provided will be limited to those that are necessary and reasonable for students to participate and fulfill the intent of the BFE&T program and are above and beyond services typically provided to the general student population at no cost. The services designed to help students attain skills necessary for employment and self-sufficiency include case management, job search and job readiness training, vocational education, Adult Basic Education (ABE), English As A Second Language (ESL), high school equivalency, and participant support services. Colleges providing BFE&T services include:

Bates Technical College	Olympic College
Bellevue College	Peninsula College
Bellingham Technical College	Pierce Community College
Big Bend Community College	Renton Technical College
Cascadia Community College	Seattle Central Community College
Centralia College	Seattle Vocational Institute
Clark College	Shoreline Community College
Clover Park Technical College	Skagit Valley Community College
Columbia Basin College	South Seattle Community College
Edmonds Community College	South Puget Sound Community College
Everett Community College	Spokane Community College
Grays Harbor Community College	Spokane Falls Community College
Green River Community College	Tacoma Community College
Highline Community College	Walla Walla Community College
Lake Washington CC	Wenatchee Valley College
Lower Columbia College	Whatcom Community College
North Seattle Community College	Yakima Valley Community College

The FFY 2014 program application and review process was performed during April and May 2013. The existing billing process and planned college monitoring visits, conducted by SBCTC administrative staff, ensure adherence to policy. The SBCTC takes an active role in facilitating program planning and the future growth of the BFE&T program. SBCTC is involved in and supportive of developing and presenting an annual BFE&T conference. They additionally provide program overview and clarification of policy to colleges considering future delivery of BFE&T services.

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### ***Basic Food Employment & Training Program***

Report to the Governor and Legislature

November 2013

## NEXT STEPS

### **Strategic Planning – Five-Year Plan**

During SFY 2012, the State began work on a BFE&T strategic plan to draw out a road map to carefully grow and improve the program for the next five years in a time of dwindling resources and growing need. The plan was completed and approved by Department leadership in February 2012. A copy of the final five-year plan can be found in Appendix B, page 26.

BFE&T strategic plan strategy workgroups consisting of DSHS BFE&T staff and representatives from various BFE&T college and community partners are working on plans to carefully expand the program to serve more eligible individuals needing employment services. The workgroups developed a five-year funding plan to search for untapped state match funding sources and a five-year outreach plan to recruit new experienced organizations with the capacity to administer E&T program services effectively and, if fitting, partner with BFE&T colleges in their community to provide those services.

### **Local Match Initiative (Reimbursement Provision):**

The costs for federal matching funds consist of charges reported on a cash or accrual basis by DSHS as “project costs.” The project costs are financed with eligible partner evidenced expenditures by reimbursement from other nonfederal public agencies and institutions.

Cash contributions, which may be given by any person, company or organization, may also be used to draw down federal matching BFE&T funds.

All funds received from counties, cities, and other sources of public funds are public funds when they are received by the non-profit organizations. However, these funds become private funds once expended for purposes of federal matching requirements. In order for private funds to be used as the match for the reimbursement project, the contracts with the reimbursement partnership must certify the total amount of local funds expended on the reimbursement project activities before reimbursement. Funding certification is obtained using an approved DSHS form. The funds used as match for this program cannot be used as match for another federal program and must be:

- 1) Non-federal funds unless specifically allowable under federal law,
- 2) Necessary and reasonable to accomplish the program goals,

- 3) Under the Contractor's complete control, without restriction requiring use for other purposes, and
- 4) Comply with regulations contained in 7 CFR 277 and all applicable federal laws.

DSHS anticipates that the reimbursement project initiatives will encourage other local partners interested in donating "in kind" match (i.e. their time, money, or resources) to come forward. DSHS supports the initiative to identify alternative sources of funding to be used toward the goals of assisting Basic Food recipients in obtaining employment, participating in work programs or education and training activities and helping them achieve long-term self-sufficiency. The state of Washington continues to retain the flexibility to expand and implement the reimbursement project initiative statewide.

#### **Requests for Additional 100 Percent Federal E&T Funds:**

In early July 2010, the USDA Food and Nutrition Service (FNS) advised the Department that each year, if available, the community and technical colleges can use some of FNS' under spent 100 percent E&T funds to pay for tuition costs (which are considered an administrative expense). Washington again pursued this opportunity and requested \$2.4 million in unused 100 percent funds from other states and was notified in May 2013 that the additional funds were approved.

The Department will continue to seek opportunities for expansion and annually track and report outcomes of the program including those achieved through performance-based contracts.



**APPENDIX A**  
**Planned Fiscal Year Costs of the State E & T Program by Category of Funding**

	Budgeted FFY 2013	FFY2013 Expenditures as of 8/5/2013	Proposed Budget FFY 2014
1. E & T Grant Funds (100% Federal)	\$ 4,677,061	\$ 1,741,411	\$ 1,917,267
2. Additional E & T Expenditures:	\$ 20,479,524	\$ 8,260,882	\$ 22,808,050
50% Federal -----	\$ 10,276,533	\$ 6,692,833	\$ 11,460,122
50% Local -----	\$ 10,202,991	\$ 6,587,494	\$ 11,347,928
3. Participant Expenses Reimbursed:			
a. State limit per month per participant for transportation / other costs	\$ 4,741,531	\$ 4,213,704	\$ 4,881,960
50% Federal -----	\$ 2,379,430	\$ 2,111,132	\$ 2,452,382
50% Local -----	\$ 2,362,101	\$ 2,102,572	\$ 2,429,578
b. Up to statewide limit per month per dependent for dependent care costs	\$ 35,500	\$ 835	\$ 22,600
50% Federal -----	\$ 18,800	\$ 616	\$ 12,525
50% State -----	\$ 16,700	\$ 219	\$ 10,075
c. Above the statewide limit per month for dependent care costs:			
100% State			
4. TOTAL E & T Program Costs (1+2+3a+3b+3c=4):	\$ 29,933,616	\$ 14,216,832	\$ 29,629,877



## VISION

BFE&T is considered a best practice employment program that provides the skills and support needed to enable eligible participants to obtain and retain employment in a high-demand, livable-wage employment in communities across Washington State.



**Goal 1: Maintain a diverse network of knowledgeable partners who serve eligible participants in communities across the state.**

### Strategies:

- Create a task force within existing resources to develop and implement a five-year outreach and marketing plan to recruit and secure new partner services agencies across the state. This includes an analysis of current versus future needed providers in communities across the state.
- Form a work group made up of current partner representatives to develop and implement a training plan to ensure partner staff members have in-depth knowledge of the BFE&T program and other complementary provider services across the state.

### Measures of Success:

- Increase diversity (number and type) of service provider members in network.
- Increase number and type of services geographically dispersed in communities across the state.
- Increase depth and breadth of network members' and community partners' knowledge related to BFE&T program and services for participants.

**Goal 2: Create clear and supportive pathways to success by helping participants gain essential skills and tools to transition to employment that supports a family.**

### Strategies:

- DSHS and each of the service provider agencies will conduct a program evaluation and analysis of current tools, services, administrative processes, and programs against future participant program needs to support the participants' ability to benefit and be matched with the best possible pathway to get and keep a job that supports a family.
- DSHS and partners will host an annual conference that allows provider agencies to share lessons learned and best practices for improving BFE&T employment outcomes across the state.

- Based on the program analysis above, service provider agencies will use agency, network, and community resources available to improve services and programs to help participants get and keep a job that supports a family.
- Establish a work group to develop a written screening tool (checklist) to help determine if interested providers have the necessary structures and services to meet BFE&T goals.
- Form a focus group consisting of DSHS and contracted partner staff to examine the current DSHS financial worker functions, duties, and responsibilities and conduct brainstorming to help DSHS management determine how they might best fit in the overall BFE&T program process and to help determine future services and staff needs.

Measures of Success:

- Increase percentage rate of participant education retention.
- Increase percentage of participants who have completed the program and/or have earned a college certificate or degree.
- Wage earnings of participants who complete the program are at or above the median income for Washington State.
- Increase percentage of employment retention.
- Reduction in dependence on food assistance for BFE&T participants.

**Goal 3: Increase and diversify funding and maximize community and state committed dollars with federal funds to stabilize program growth and increase resources to participants.**

Strategies:

- DSHS in collaboration with partner agencies will create a plan for identifying and securing independent funds to support unserved communities most in need.
- DSHS in collaboration with partner agencies will compare current BFE&T partners to non-BFE&T agencies in communities around the state that do similar work and try to recruit them to provide BFE&T services in areas of the state with unmet employment and training needs.
- DSHS and its partners will create a written message or “one pager” that speaks to and gains the support of local, regional and state policy makers for the BFE&T program.

Measure of Success:

- Increase amount of funding related (match and federal funds) to the number of potential (eligible) participants in each community across the state.