

Basic Food Employment and Training (BFET)

2019 Forum



Hotel Murano • Tacoma, WA
June 4 – 6, 2019



Welcome!

Welcome to the 8th Annual Basic Food Employment and Training (BFET) Forum. We intend for this event to give providers, partners, and stakeholders opportunities to enrich their knowledge of, and role within Washington State's employment and training program.

The theme this year is the 3 I's – Innovation, Integration, Interaction! Let's explore and blend our innovative collaboration in strengthening Washington's BFET program.

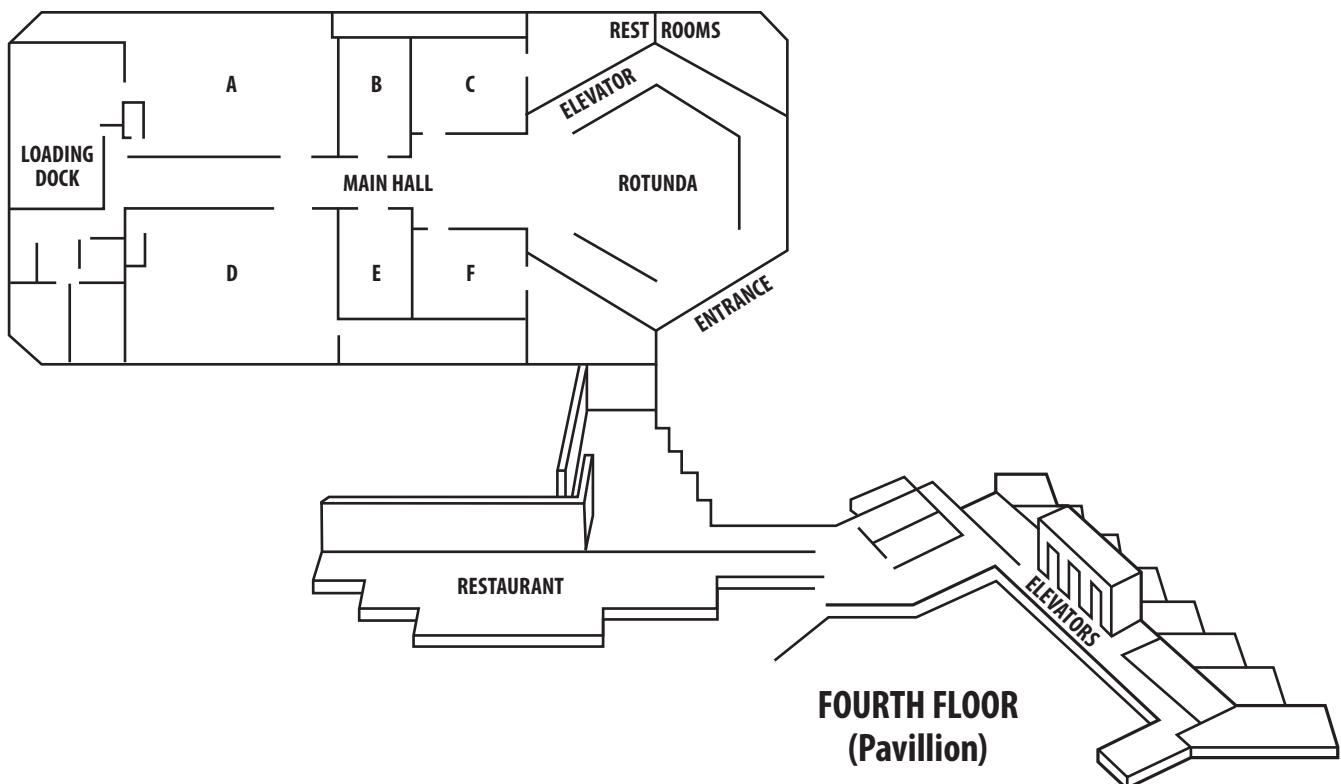
Thank you again for joining us in our ongoing mission to Transform Lives.

~ The BFET Forum Planning Committee

Find out more about the BFET Program and its providers at: www.dshs.wa.gov/bfet

Hotel Murano Floor Plan

hotelmuranotacoma.com



Day 1 • Tuesday, June 4

- 7:30 – 8:30 am **Registration** • Pavilion AGD
- 8:00 am **Opening/ Breakfast** • Pavilion AGD
- 8:30 am **DSHS Welcome**
Babs Roberts • Pavilion AGD
- 9:00 am **Keynote Speaker**
Dr. Donna Beegle • Pavilion AGD
- 11:00 am **Physical Activity Break** • Pavilion AGD
- 11:15 – 12:00 pm **Federal Impact** • Pavilion AGD
- 12:00 – 1:30 pm **Lunch**
- 1:30 – 3:00 pm **Communicating, Relating, and Motivating People who Live in the Crisis of Poverty** • Pavilion AGD
- Grant Matter\$** • Pavilion 2
- ABAWD** • Pavilion C
- Files for Smiles** • Pavilion D
- Executive Leadership Performance Standards** • Pavilion E
- 3:00 – 3:15 pm **Break**
- 3:15 – 4:15 pm **3 I's of BFET** • Pavilion AGD
- Grant Matter\$** • Pavilion 2
- Colleges: Ability to Benefit and Workforce Funding** • Pavilion C
- Best Practices** • Pavilion D
- Executive Leadership Performance Standards** • Pavilion E
- 4:45 – 5:00 pm **Wrap up**
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Day 2 • Wednesday, June 5

- 8:00 – 8:30 am **Breakfast / Late Registration** • Pavilion AGD
- 8:30 – 8:35 am **Opening Comments** • Pavilion AGD
- 8:45 – 10:15 am **Alternative Solutions / Workfirst to BFET** • Pavilion AGD
- Childcare / SNAP Outreach** • Pavilion 2
- eJAS for Case Managers** • Pavilion C
- Executive Leadership Performance Standards** • Pavilion D
- Working with Underserved Populations** • Pavilion E
- CSOA's Partnership** • Pavilion F
- 10:15 – 10:30 am **Break**
- 10:30 – 12:00 pm **Best Practices** • Pavilion AGD
- Colleges: Time and Effort, Grant and Budget Revision Navigation** • Pavilion 2
- WIOA** • Pavilion C
- Fresh Start** • Pavilion D
- Supporting Refugees and Immigrants in Washington** • Pavilion E
- Grant Matter\$** • Pavilion F
- 12:00 – 1:30 pm **Lunch**
- 1:30 – 3:00 pm **ABAWD** • Pavilion AGD
- Colleges: Integrated Services Delivery** • Pavilion 2
- Files That Get Smiles** • Pavilion C
- Washington Labor Market** • Pavilion D
- From Traction to Action** • Pavilion F
- Fresh Start** • Pavilion E
- 3:00 – 3:15 pm **Break**
- 3:15 – 4:45 pm **Alternative Solutions / Workfirst to BFET** • Pavilion AGD
- Childcare/ SNAP Outreach** • Pavilion 2
- 3 I's of BFET** • Pavilion C
- eJAS for Case Managers** • Pavilion D
- Washington Labor Market** • Pavilion E
- Budget Matter\$** • Pavilion F
- 4:45 – 5:00 pm **Wrap up**
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Day 3 • Thursday, June 6

- 9:00 – 11:45 am **BFET Annual Meeting** • Pavilion AGD
- 11:45 – 12:00 pm **Reminders** • Pavilion AGD
- 12:00 pm **Released** • Pavilion AGD



Keynote Speaker

Dr. Donna Beegle

Dr. Donna Beegle grew up in generational migrant-labor poverty and left school at 15 to get married and start a family. At 25, she found herself with two children, no husband, little education, and few marketable job skills. Within 10 short years, she gained the confidence to get her GED and advance through to a doctoral degree in educational leadership. All these experiences provide Dr. Beegle with an authentic voice with which to speak, write, and train across the nation to break the iron cage of poverty.

As president of Communication Across Barriers, a consulting firm dedicated to building poverty-informed communities that are armed with tools to break barriers, she works directly with children and adults currently in poverty, educators, justice professionals, health care providers, social service agencies, faith-based communities, business leaders, elected officials, and others who want to make a difference for those living in the crisis of poverty. For over 27 years, Dr. Beegle's work has spread by word of mouth to all 50 states and six countries. She is also the founder of the Opportunity Community movement, which provides the foundation for a contemporary war on poverty.

Her inspiring story and work have been featured on CNN and PBS and in publications around the nation. Dr. Beegle has authored four books and training curriculum sets, including *See Poverty...Be the Difference, An Action Approach for Educating Students in Poverty, Breaking Poverty Barriers to Equal Justice, and If Not Me, Then Who? Empowering Our Neighbors*. Dr. Beegle has the distinction of being selected as speaker of the year for the New Mexico Bar Foundation and chosen as a Woodrow Wilson Princeton Fellow. In addition, she has had two classrooms in the Portland State University School of Social Work named in her honor.



Babs Roberts, *Director, DSHS Community Services Division*

Babs Roberts currently serves as the Director for the Community Services Division (CSD) within the Economic Services Administration of the Department of Social and Health Services. Babs has been the director since December 2009.

Babs has worked for the state of Washington 26.5 years, more than 25 of those years with DSHS. She started her career as a Clerk Typist 3 (call agent) in the Washington State Telecommunications Relay Service Project. After a very brief stint as a secretary for the Department of Ecology, she returned to DSHS where she worked for several administrations (Development Disabilities and Children's Administration) in various administrative functions, before finally coming to ESA in 2001 as the administration's Budget Coordinator.

She later served as the Administration's Chief of Fiscal Services, before being asked to step into her current role. "This is the most rewarding, challenging, and satisfying position I've ever held" says Babs.

Babs grew up in and around the Boston, Massachusetts area. Having lived many of those formative years in a low income household, she has a passion for our programs and knows their importance to the clients that use them.

She has been married for more than 27 years to her husband, John. They have 4 children, all grown, and two grandchildren. They enjoy camping and spending time with family and friends.

Brian Solomon, *Senior Analyst, USDA Food and Nutrition Services*

Brian Solomon is a Senior Analyst and former Acting Branch Chief with the USDA Food and Nutrition Service. He started in 2015 and has worked closely with nine states, multiple counties, CBOs, community colleges, and other partners in FNS' Western Region to advance and enhance the quality and quantity of SNAP Employment and Training (E&T) programs. Brian is especially interested in workforce system integration, career pathways, and demand side strategies.

Prior to this role, Brian was with the Wisconsin Department of Workforce Development for 18 years. He most recently developed the Business Services program for the Wisconsin Division of Vocational Rehabilitation and, before that, was the Employment Services Director for the State of Wisconsin. He was thrice elected as an alder to the Madison City Council before stepping down due to a growing annoyance with 85 hour work weeks.

He lives in Oakland with children, parents, and dogs – all of whom he dragged across the US so he could accept this new position with FNS. He misses a lot about Wisconsin, but not really the 40 below zero winters or muggy, mosquito filled summers. He is the published author of a memoir, *Sequestered*, and enjoys writing poetry, hiking, and biking (though California hills have been deemed impossible for his aging knees).

Brian is passionate about his children, the environment, and creating quality employment and training opportunities and services to help low income individuals achieve social and economic mobility along their path out of poverty.

Kerry Desjardins, *Policy Associate, American Public Human Services Association*

Kerry Desjardins is a Policy Associate for the Center for Employment and Economic Well-Being at the American Public Human Services Association (APHSA). Kerry's work focuses on modernizing the "welfare-to-work" system and promoting access to gainful employment and economic opportunity for low-income people and marginalized populations. She supports the Center in all of its operations including policy analysis and advocacy, best practice research, fundraising, program development, project management, and strategic planning. Kerry also has policy experience in the areas of health care, homelessness, and child welfare.

Kerry was driven to policy advocacy after working in direct human services for several years. She has worked as a case manager in both the non-profit and public sectors, and has experience working with a wide variety of special populations including people with disabilities and chronic health conditions, immigrants, racial and ethnic minorities, and people experiencing homelessness. Kerry holds a Masters in Social Work from George Mason University.

Session Presenters

Mark Adreon, *Working with Underserved Populations*

Mark has worked with Department of Services for the Blind (DSB) for over 18 years heading the self-employment efforts and working on inclusion at the state level for people with disabilities. He has served as a Commissioner and co-chair for the City of Seattle Commission for People with Disabilities Human Rights Commission and King County Metro Transportation Advisory Committee. Mark currently serves on the state's Diversity Inclusion and Equity Council on planning committee for statewide Diversity Equity and Inclusion (DEI) summit, the DEI workgroup focuses on training strategies, the planning and advisory committee for the state's Disability Inclusion Network (statewide Business Resource Group). Mark was instrumental in building the Barrier and Access Solutions (the first standing committee) to the WorkForce Board with 12 advisory groups throughout the state. Mark was the Carolyn Blair Brown award winner in 2017 for his record of advocacy for disability communities. He has also received the Francie Pennell Award for Innovation for the self-employment program at DSB.

Kim Anderson, *From Traction to Action: Business Engagement for Impact*

Kim Anderson is the Director of Workforce & Integration at Swedish, the largest nonprofit healthcare provider in the greater Seattle area. Her areas of responsibility include identifying the greatest current and future workforce needs and matching training and development programs to create economic opportunity for the communities in which Swedish serves. Kim is also the operational leader of system-wide diversity, equity, and inclusion efforts at Swedish, partnering with content experts to create lasting institutional improvement for the benefit of caregivers, patients and the community.

Prior to leading workforce development at Swedish, Kim was an executive operations manager, consulting and implementing operational governance and executive management solutions during a time of great organizational change. Focus areas included organizational structure, operational and strategic reviews, strategic planning, engagement, and mission, vision, values clarification and awareness.

Session Presenters

In a social and political climate of uncertainty, Kim has discovered pursuits of equity and justice must be paired with courageous and effective leadership. She spends plenty of time thinking about what makes strong leaders, why they are so critical, and what happens in a leadership vacuum –applying this theory to her professional and personal endeavors.

Kim has a JD from Rutgers University, and a BA in Communications with a focus on Public Relations. She lives in Seattle with her husband, son, and one grumpy tabby cat.

Candy Banker, Community Services Division: Community partnerships through Innovation, Integration & Interaction

Candy Banker has been with DSHS for 31 years. She has held a variety of positions including a bilingual financial services specialist, supervisor, regional trainer, WorkFirst & Financial Coordinator and Community Services Office Administrator. She is currently the Sky Valley Community Services Office and Employment Partnership Program Administrator. Throughout her career Candy has participated with King and Snohomish County community organizations and currently serves as the Chairperson for Snohomish County Partners Ending Homelessness. She is passionate about and works towards ensuring every person in Washington has safe, stable, and affordable housing with access to necessary services and economic opportunity. The Community Services Offices serve many clients who live on the margin. A family crisis or change in the economy, even a small one, can force these families into applying for Federal or State assistance such as food and/or cash assistance and work-related support services. Candy recognizes and values community involvement that results in innovative, personalized and proven approaches to help individuals and families build well-being and thrive.

Julia Brooks, Community Services Division: Community partnerships through Innovation, Integration & Interaction

Julia Brooks has 6 years' experience in Workforce Development. Julia has operated several programs to include but not limited to WIOA contracts including, Youth and Young Adult, Business Services, Youth Works, Career Link and the American Apprenticeship Initiative. In her role as the Business Solutions Manager for Pierce County the need to collaborate with Community Organizations, City, County and local Economic Development Boards was crucial. In her current role as the Employment and Training Coordinator with DSHS Julia has brought with her the knowledge and experience in partnership and collaboration and looks forward to continue the work within Region 3.

Tea'Launna Brown, BFET Case Management

Tea'Launna Brown has worked for DSHS for 18 years. She started off as a receptionist at the old Region 2 Headquarters office in Downtown Seattle. From there, she went into Human Resources and completed about 10 years of supporting staff and management. Tea'Launna have been on the BFET operations team for 6 years and work with providers in King County

and Snohomish County. One of the best things about the job is witnessing the success of BFET participants completion of the program, obtaining employment, and then they sometimes come back to follow up about the many people who have helped them along the way.

Tea'Launna is passionate about personal development within herself and others. Often times she gets lost in providing information, as she wants to make sure everyone accomplishes their goals. When Tea'Launna is off work, she spends time with her 7 year daughter, family, and friends exploring nature and enjoying life.

Amanda Camp, Alternative Solutions, Division of Child Support - Panel

The beauty of being human lies in the fact that, at any moment, one can have their life stand for something completely different than the status quo. One doesn't have to accept less than their full potential, so long as they are willing to put in the work. As a Program Specialist for Alternative Solutions, Amanda Camp plans to teach people that the world is their oyster by helping them identify their needs and generate solutions to their current situation. After all, one's present circumstances don't determine where they can go; they merely determine where to start.

Amanda was drawn to this job because she has always had a deep desire to help people realize their true potential and enable them to see it in themselves. Amanda is a strong advocate for self-sufficiency and believes that, with a little push in the right direction, this capacity exists in all of us. Amanda has a collaborative history with DSHS and was a business owner prior to her state employment. She started her career with the state within the Department of Licensing and from there she became a Financial Service Specialist focused on determining eligibility for Basic Food, Medical and Cash Assistance programs. Amanda enjoys being a Support Enforcement Officer and is overjoyed to offer more to her community. Amanda has attended many community outreach events and is excited to share what Alternative Solutions has to offer at future events. In her spare time she enjoys quality time with her family, working out, getting up early, eating good eats and exploring the great northwest.

Jennifer Dellinger, College sessions

Jennifer has been with the SBCTC for almost two years administering the WorkFirst Program and has recently transitioned into the role of administering the BFET and RISE programs, with support in WorkFirst. Jennifer came to the SBCTC from Peninsula College, where she worked for 8 years. Her background is in Financial Aid, Student Services, WorkFirst, BFET, and Worker Retraining. Jennifer values authenticity, equality, and transparency; she has a strong focus on poverty reduction and a passion for helping students.

Aldeana Doss, *College Guidance*

Aldeana began her career with DSHS 20 years ago as a Financial Services Specialist and promoted through the ranks as a Lead Worker and Supervisor on the Community Services Office side of operations. She then gained experience working at the statewide Customer Services Contact Center as a Supervisor in 2009. Aldeana has a solid reputation as an inclusive manager who brings out the best in her employees. She is very well versed in all of the assistance programs managed within the Community Services Division of DSHS and she takes pride in seeing an employee she once supervised and mentored promote into higher positions with greater challenges. Aldeana earned her Bachelor of Arts Degree in Public Administration from The Evergreen State College, and has been working on a Master's Degree among her other life long career pursuits, while managing many other work and personal goals. Aldeana has recently been selected to serve as the Pierce South CSO Administrator where she will oversee a strong and dedicated team of supervisors and line level staff. She will support her office's participation in community engagement through the Local Planning Association (LPA) collaboration, and she has cultivated numerous partnerships within the community including the Tacoma Urban League, Pierce County WIOA Adult Program, Franklin Pierce High School, Goodwill, and Tacoma Community House.

William Durden, *College sessions*

William S. Durden is the Policy Associate for I-BEST and Pathway Development in Basic Education for Adults at the Washington State Board for Community and Technical Colleges. His primary responsibilities include supporting and scaling up I-BEST and guided pathways with Adult Education as the foundation of those pathways, with the ultimate goal that all adult learners will have access to innovative, high quality education programs that provide the knowledge, skills, and credentials necessary for securing living wage employment. He supports the development and expansion of I-BEST nationwide, having provided I-BEST training and technical assistance to 33 states and counting. A former I-BEST instructor, William served as English faculty at Clark College prior to his work at SBCTC. He earned an MA in English Studies from Western Washington University (2008) and a BA in English from Washington State University (2005).

Louisa Erickson, *Workforce Innovation & Opportunity Act (WIOA) Chat*

Louisa Erickson is the Workforce Development Programs and Policy Administrator with the WA State Dept. of Social and Health Services (DSHS). Louisa serves as the DSHS state lead for WIOA and integration of TANF and SNAP E&T programs, provides administration of the Employment Pipeline program, and alignment of workforce programs with consideration for effective employment and training practices, whole family and intergenerational approaches. Louisa has over 22 years of experience successfully developing, implementing, managing

and providing technical assistance for programs designed to remove barriers to success for vulnerable youth and adult populations. Her experience includes 10 years in the local, community-based realm, and 12 years at the state, systems level. Louisa's most recent experience previous to joining DSHS was with the Washington State Board for Community and Technical Colleges (SBCTC), serving as Program Administrator in both Adult Education and Workforce Education and the agency administrator for I-BEST (Integrated Basic Education and Skills Training) programs in Washington state, and successfully leading national expansion and technical assistance efforts with more than 20 states.

Lauren Farinas, *Working with Underserved Populations*

Lauren is the Family Support Program Coordinator at Refugee Women's Alliance. She completed her BA degree from Evergreen State College and her M.A in Organizational Management from City University. Being the daughter of immigrant parents from the Philippines, the plight of refugees and immigrants have always been close to Lauren's heart, "it is the "pulse" that motivated me to pursue the call of service."

Sarah Garcia, *Workfirst to BFET, Panel*

Sarah Garcia started working for Community Service Division in 1999, 15 of those years she worked as a WorkFirst Program Specialist providing direct case management services to WorkFirst participants. More recently she joined CSD headquarter WorkFirst/TANF policy team where she serves on the TANF/BFET policy workgroup designed to better connect participants between these programs. Sarah is passionate about the work we do and the difference we make in transforming lives every day.

Allesandria Goard, MS, *Working with Underserved Populations*

Allesandria has been working with DVR since 1999. She left in 2001 for 10 years to pursue her masters and moved to Anacortes, WA. During this time she completed her Mental Health Counseling Master Degree, worked in an inpatient psychiatric unit, and then later returned to DVR as a Vocational Rehabilitation Counselor in 2011, working with youth, individuals with criminal history and homeless populations. She was promoted to Vocational Rehabilitation Supervisor in 2015 and for the past 3 years have been the supervisor of Bellevue/King Eastside and co-Supervisor in Central Seattle DVR offices. She returned to DVR after 10 years as she believe in the agency, the ability to help individuals with disabilities pursue their careers and achieve self-sufficiency. In her own words, "...work is fulfilling and truly a blessing." In addition to having a career to help others, Allesandria has two boys and keep busy with family activities regularly. She also loves to travel whenever possible and enjoys gardening.

Glenn Haynes, *The World of ABAWD*

Glenn is the ABAWD Program Manager for the Community Services Division. He has been employed with the Department

Session Presenters

of Social Services (DSHS) for over 30 years. Glenn began his career with the Developmental Disabilities Administration where he worked serving clients at Rainier School who experience mental and physical disabilities in Buckley WA. Glenn began work with the Community Services Division 16 years ago, first as Financial Services Specialist at the Pierce North office in Tacoma, then as a Financial Services Supervisor in Lakewood WA. Glenn made his way to (CSD) headquarters in Olympia working on the RISE pilot program serving as a Program Consultant. He has really enjoyed working with the employment and training teams here at headquarters. Glenn loves success stories and continues to coordinate with BFET, Employment Pipeline, WIOU, Community Partners, and the many other partners who help achieve success for the clients we serve. Glenn loves golfing when the weather will allow and reading a good book.

Shavana Howard, *the World of ABAWD*

Shavana Howard is the Administrator of the Basic Food Employment and Training Program at the Community Services Division (CSD) of DSHS in the state of Washington. During her 16-year tenure, Shavana has held countless positions within the agency, ranging from financial eligibility staff, social worker, and program manager prior to her current appointment. Prior to working for the CSD, Shavana worked for Catholic Community Services and the Commission on African American Affairs. She served as an enlisted Petty Officer in the United States Navy. Shavana holds a bachelor's degree with a major in psychology and a minor in business. In her spare time, she enjoys cooking; gardening and spending time with her husband and two boys.

Lori Hunley, *Community Services Division: Community partnerships through Innovation, Integration & Interaction*

Lori is the Community Services Office (CSO) Administrator at the Spokane Maple CSO. She has served in this role for the past two years, she has worked for the state for 29 years, and she has been a Spokane County resident for 33 years. Her commitment to the local community has provided her the opportunity to build successful connections, partnerships, and relationships in many capacities with local agencies. During this time she has held multiple positions at several DSHS locations. Her exceptional knowledge of the DSHS policies and procedures has allowed her to successfully manage an office of 131 staff. The most rewarding, professionally and personally, for her is helping serve the Spokane Community. Her passion working with low income individuals and helping them along with their families is of the utmost importance and satisfaction to her. She also supports four outstations (DSHS staff at strategic locations to assist the community), the Native Project, Spokane Tribe, American Indian Center, and the Chas clinic. Throughout her years of service she has been involved with the Spokane and Lincoln Counties at very engaging levels and collaborations with the Washington Development Council (WDC), Board Member and Representative – 2 years, the Spokane Community College, Adult Education Division Advisor Board – 14

years, the Local Planning Association (LPA) for Spokane and Lincoln Counties, Chair – 3 years and Representative – 14 years, Department of Children, Youth and Family Services (DCYF), Family Team Meeting (FTM) Representative – 7 years, the 7.01 Tribal Spokane Representative – 2 years, the Rapid Re-housing Coordinator for Spokane Trent and Maple CSO's – 5 years, the BFET Referral statewide workgroup – 1 year, and she has participated in various Spokane office Pilots.

Melissa Jones, *Files that Get Smiles*

Melissa Jones has worked for DSHS for 6 years starting at the Forks community service office where she processed applications for SNAP and other assistance programs and then on to the customer service contact center in Everett and Mt. Vernon. Melissa is now part of the BFET Operations Team and gets to work with the Northwest BFET providers in Whatcom, Skagit and Island counties. One of her favorite parts of her job is reading the participant case notes to see the progress each client makes on their journey of overcoming barriers and working toward employment.

Melissa strongly believes in the power of education, both formal and informal, to empower and enrich the lives of individuals. You can often find Melissa taking a class, reading a book, or listening to podcasts as she is always trying to learn something new. Melissa loves spending time with her husband and 10 month old son and has been so amazed watching her little one learn about the world as he grows.

David Kaz, *3 I's Innovation, Integration & Interaction in BFET*

David serves as Director of SJI's Consulting Professional Services Division and as SJI's Policy Director. As part of SJI's leadership for the past 14 years, he has led multiple projects including project evaluation, program design, labor market, workforce development and postsecondary education research, data collection and analyses, the development of tools and resources to increase college access and attainment for low-income adults, and organizing learning opportunities/conferences. David has provided consulting and technical assistance to build the capacity and knowledge of dozens of public and private organizations and agencies working on poverty reduction strategies. During the past six years, David has worked to provide SNAP E&T consulting services to USDA/Food and Nutrition Services, State/Counties, community colleges and community-based organizations. He leads SJI's effort on the USDA/FNS SNAP to Skills project.

Rafael A. Lozano, *Working with Underserved Populations*

Rafael A. Lozano retired from the United States Air Force in June of 1995 with the rank of Master Sergeant. He graduated from Evergreen State College on September 2, 2011 with a Master's in Public Administration with an emphasis on Public Policy and Administration. In April 2012 he became a Program Manager for the Washington State Department of Veterans Affairs for the Veterans Services Division. This position allows Mr. Lozano to contribute to the organization's mission by provid-

ing performance leadership and direct supervision of Olympia Service Center staff. He focuses and provides quality, timely customer service to veterans in Washington State in direct support of WDVA goals. This work focuses on the agencies' Veterans Benefits Enhancement Program in collaboration with the Health Care Authority (HCA). The program identifies veterans and their family members who are receiving Medicaid assistance and assists them with accessing Federal Veteran's benefits such as VA Health Care, disability compensation and pension benefits. In addition, this position also contributes to the organization's mission by ensuring of the overall success of the ESA, CSO Referral Program.

Ashley Mai, *Supporting Refugee and immigrant success in Washington state*

Ashley is a refugee from Vietnam. She attended the University of Washington and earned a B.A. in Political Science and Sociology. She has worked in both the private and public sector advocating for refugees and immigrants in Washington State. Ashley joined ORIA on November 16, 2016 and is currently the Program Manager of ORIA BFET and LEP Pathway – ESL Program. She has served on the Refugee Women's Alliance board and is a former member of the Washington State Coalition for Language Access (WASCLA).

Mike Morris, *3 I's Innovation, Integration & Interaction in BFET*

Mike Morris is the Deputy Regional Administrator for the Community Service Division. He has worked for the Department of Social and Health Services for the last 40 years. He also has been the Chair of our Combined Fund Drive for King County for the past 12 years. Mike was also an integral part of the creation of Washington's Basic Food Employment and Training Program. Mike graduated from the University Of Washington with a degree in Business Administration.

Oscar Olney, *Community Services Division: Community partnerships through Innovation, Integration & Interaction*

Oscar is the Community Services Office (CSO) Administrator for the Toppenish community. He has worked for DSHS close to 12 years and his CSO serves all the local areas on or near the Yakama Nation. Prior to working for DSHS, Oscar worked for the Yakama Nation in a variety of jobs, and his last position for the Yakama Nation was as the Deputy Director of Human Services. Oscar recalls, "I have had some great mentors in creating lasting partnerships starting as a child—learning from my grandparents—and continue working with or establishing new partnerships using those lessons from the past. As CSO Administrators we meet and partner with many different organizations and using the knowledge and experience of many different people some great things have happened in our area. To have lasting partnerships it takes: Trust, Communication, Accountability, and the Passion to always do what is right for those you serve."

Bev Pogue, *Files that Get Smiles*

Beverly Pogue PHR comes with 20+ years in the HR and Staffing Industries. She has her (PHR) Professional Human Resource Management Certification. She served as the HR Director for Silverwood Theme Park a company with over 1500 Employees, a Regional Director for LF Staffing company and VP of Sales and Marketing for Express Professionals as well as a Corporate Training and Corporate Recruiter. Bev was also a Business Owner for 15 years of a Tupperware Franchise covering 3 states with included "52" managers and "750" Sales consultants.

She has been with (ESD) Employment Security Department "WorkSource Spokane" for 9 1/2 years and for the last 3 years she has served as BFET Case Manager/Career Coach assisting job seekers return to the workforce. She is also a trainer and enjoys teaching the 21st Century Job search skills, as well as many other topics giving the participants the needed tools to succeed. She has had the privilege of helping from 150-200 people return to work, each year, that she has been with WorkSource. Making a difference is her main objective and what keeps her focused and loving her Job. She has often been called a "DOCTOR of HOPE."

Ken Pollock, *Fresh Start*

Ken Pollock serves as an employment counselor for WorkSource Whatcom in Bellingham, and has for 18 years. His training is in communication, and his privilege is to devote passion, training, and experience to job search effectiveness for workers and hiring effectiveness for managers. Before WorkSource, he was at Lighthouse Mission and Agape Home for Women and Children, where he was also able to use his fluency in Spanish.

Josh Proehl, *SNAP Outreach, Panel*

Josh Proehl supports the Basic Food Outreach Program. Basic Food Outreach also referred to as BFO is a 50/50 match program similar to Basic Food Employment and Training. BFO's goal is to educate potential customers about SNAP and help with SNAP eligibility. Josh has been with DSHS for two years, previously he worked with the Employment Security Department supporting AmeriCorps programs. Josh earned a masters degree in Public Administration from Evergreen State College and enjoys hiking the outdoors with his wife and pup.

Michele Rockwell, *Contracts Specialist, SBCTC*

Michele Rockwell is the Contract Specialist at the State Board for Community and Technical Colleges. Michele has been at the Washington State Board for Community and Technical Colleges (SBCTC) since 2001. She has a background in workforce programs having served in several roles within and alongside the SBCTC's workforce education department. Michele currently serves as a contracts specialist where she works with the grants and contracts that the SBCTC's education division awards. A big believer in community colleges and eLearning, Michele earned an AAS from Pierce College's military locations and a BS from Oregon State University's eCampus.

Anni Smith, *Grant\$ Matter and Budget\$ Matter Too*

Anni Smith has worked progressively and responsibly various positions in the accounting field for more than 15 years. She began her accounting career in Children's Administration at DSHS – working full time in an entry level position while going to school with a full credit load to earn her Accounting Degree. After earning her degree, she steadily advanced through a variety of roles at several state agencies, including a period of time spent at the Department of Ecology. She pursued positions that enabled her to fully understand what it takes to successfully establish and maintain public funding awards that serve to enrich our communities. Anni currently serves as the accounting manager for the RISE Pilot in the Federal Reporting Unit of ESA's Division of Finance and Financial Recovery. In her free time, Anni loves to travel by motorcycle with her husband and add to her already extensive shoe collection.

Cindy Stallsworth, *The World of ABAWD*

Cindy has work within DSHS since December 1985. She has worked in many aspects of the CSD programs; starting out as a file clerk, progressing through the financial services series, she had even spent 9 years as a WorkFirst Supervisor, then in 2009 transitioned back to a Financial Supervisor. She joined the Aabled Bodied Adults Without Dependents (ABAWD) team in December 2015 at the reimplementation of the work requirements. During her career she has focused on a team approach to ensure we are working to provide excellent service to those we come in contact with during the course of our day. Each individual, co-worker, customer, team member, and partner hold a place and key in the progression and success of those we serve. In her free time Cindy likes to garden, read, spend time adventuring with her grown children and spoil her 2 cats and 2 dogs.

Felicia Talbott, *Executive Leadership Performance Standards*

Felicia Talbott brings 25+ years of administrative and direct client service experience to her current work as a DSHS BFET Program Manager. She has a strong passion for working with people who are engaged in employment and training activities leading to self-sufficiency.

Sarah Thomson, *From Traction to Action – Business Engagement for Impact*

Sarah Thomson is the Associate Director of Programs at Seattle Jobs Initiative, a workforce development intermediary. In this role, she leads a team of project managers who design, implement and assess employment and training programs, and cultivate employer partnerships in Seattle and South King County. Prior to SJI, Sarah spent 5 years working in the Career Center at Seattle University as an Associate Director of External Relations, then as an Executive Director. While at SU, Sarah developed a comprehensive employer relations program enhancing employer and alumni partnerships, resulting in increased job, internship and mentoring opportunities for students across all disciplines. She cultivated and managed corpo-

rate sponsorships and government, community and university partnerships. Sarah has a Bachelor's Degree in Psychology from Seattle Pacific University and a Master's in Education from Seattle University.

Georgina Thrower, *Grant\$ Matter & Budget\$ Matter Too*

Georgina was born and raised in Dingras, Philippines. She's the oldest among the five children from her parents. Georgina married Charlesell Thrower in September 1998, and they have two children. Her daughter Tyrina is 19 and her son Tyrese is 17. Georgina came to the USA in May 2000 and she lived in Georgia for nearly 12 years. In December 2011, she and her family moved to Washington State.

Georgina received her Bachelor of Science degree in Agricultural Engineering from the Philippines in 1996 and was certified the same year. When Georgina came to the USA, she went back to school and received her Bachelor of Business Administration in Accounting in 2009 at Clayton State University, Morrow, GA. Also, she got her Master's in Accounting and Finance Management in 2012 at Keller Graduate School of Management from DeVry University, Federal Way, WA.

Prior to coming to Washington State, Georgina worked with the Georgia Department of Labor as a Tax Examiner for one year. Since December 2012, Georgina has been working with the Department of Social and Health Services. She started as Fiscal Analyst 2 with Facilities, Finance and Analytics Administration. Georgina moved to Economic Services Administration (ESA) as Fiscal Analyst 3 in the Disbursement Unit and promoted to Fiscal Analyst 4 with Aging and Long-Term Support Administration. She received another promotion and was transferred back to ESA on December 16, 2018, as Fiscal Analyst 5 – Grant Manager of the Supplemental Nutrition Assistance Program (SNAP) and Basic Food Employment and Training (BFET) Program.

Georgina loves going to church and she's very active with the Women's Ministry, Usher and Health Care Professional Auxiliaries at Greater Christ Temple Church in Tacoma, Washington. She loves walking, cooking, reading, making scarfs and hanging out with her family.

Robin Thrower, *eJAS in Case Management*

Robin Lynn Thrower began service with the state of Washington in 2006. Joined the newly expanded BFET team in 2009 and has been an integral part since. Robin is passionate about helping individuals succeed in finding sustainable wage jobs. People and growth are her first priority and once having met her you are no longer a stranger. Favorite quote: "Give a man a fish, and you feed him for a day. Teach a man to fish and you feed him for a lifetime".

Susan Truong, *BFET Case Management*

My name is Susan Truong, I am an Employment Navigator and the Lead Family Advocate for the, YWCA in Seattle, King County, Snohomish.

I am a first generation American whose parents immigrated from Vietnam in 1979. I grew up and went to school in Southern California. After graduation from California State Pomona with an Electronic Technology Engineering degree, I enlisted in the United States Navy and started naval service career. I successfully served 20 plus years in the military as an Electronic Technician and Mandarin Chinese and Vietnamese Linguist. I spent my entire Navy career attached to duty stations that were part of the United States Pacific Fleet.

After my 20 years of serving the United States Navy, I worked for Washington Employment Security Department until 2012. In 2012, I joined the YWCA and have been with this organization since.

My primary duties for both jobs is that of an Employment Navigator. I have experience working in several employment related programs: Homeless Intervention Programs, Disabled Veteran Outreach Program and Trade Adjustment Assistance Program. These programs provide Employment Services and Social and Health resources to people who are experiencing periods of difficulty or transition in their life. I am utilizing my problem solving skill, attention to details and critical thinking skill to recognize my clients' dependable strength to enable them to secure part time, full time or volunteer activities where they can work toward self-sufficient as well as develop self-worth.

On my off time, I always enjoy learning and connecting with my community through volunteering in different activities. I enjoy the gardening work the most, growing fresh organic produce and involving in activities that promote health and wellness through sustained community agriculture.

Felicia Turner-Murphy, *Working with Underserved Populations*

Felicia Turner-Murphy has a Master's in Social Work with a clinical concentration. Felicia is a certified School Social Worker and certified Dialectical Behavior Therapist. Felicia is a staff member at Downtown Emergency Service Center as a Psychotherapist/Case Manager and is a co-founder of the DESC Anti-Oppression Group. As a black, queer, gender non-conforming therapist, Felicia has strong passion for equity and advocacy.

Doug Tweedy, *Washington State Labor Market*

Doug has served as the Spokane regional labor market economist since February of 2008. He covers Ferry, Lincoln, Pend Oreille, Spokane, Stevens and Whitman counties. Prior to coming to ESD, Doug worked as an economist for the research and analysis unit of Idaho's Department of Labor. Doug has extensive experience in working with both rural and urban economies. Before entering state service, Doug was a high school Math teacher and college vocational counselor. The experience in education laid the foundation for his passion in analyzing industry, employment/unemployment, wage and occupational data.

Doug serves as a consultant on a variety of boards and community organizations including the Spokane Mayor's Council on Economic Policy and Forecasting and the Spokane Area Workforce Development Council.

Debra Wagar, *Files that Get Smiles*

Debra Wagar has spent over 30 years in Education, with the first half in front of the classroom and the second-half supporting students to remain in the classroom. She has been working with grants since 2002 and with the BFET grant since it started at Columbia Basin College in 2012. She enjoys helping others move forward in positive directions with their learning/career goals, problem solving in general, or helping students strategize through bumps in the road as they travel through their academic experiences. For now, she spends her free time with her husband Larry, her Kindle and dog Rio, but dreams of eventually chasing some little feet around once her sons get around to parenthood.

Jeff Wendland is the Acting Executive Director for the Seattle Jobs Initiative, a King County provider and national consultant for SNAP E&T services. He has over 25 years of service to underserved populations in workforce, refugee resettlement, international development and English language learning, including working for Asian Counseling and Referral Service, Jewish Family Service, DSHS Office of Refugee and Immigrant Assistance, TRAC Associates, as well as the U.S. Peace Corps in China, Guyana and Guatemala.

Ron White, *Child Care Subsidy Program*

Ron White served Thurston County as the Executive Director of the South Sound YMCA Youth Programs for 25 years. This included providing licensed child care for more than 1200 families each year. He spent the last two years at DSHS as Child Care Subsidy Program Manager. He also has a BA in Statistics and a Master's in Public Administration. None of this adequately prepared him for the forest of acronyms that he faces daily in state service.

Bessie Williams, *Executive Leadership Performance Standards*

Bessie Williams is currently a DSHS/BFET Program Manager in the Food Policy and Program unit. She has been in this position since February 1, 2017, and has gained a wealth of knowledge about the BFET program and the policies behind what it takes to run the program. Bessie graduated from Western Washington University with a BA in Human Services; shortly after graduation, she began her career with the State of Washington, which was 20 years ago. Originally, she was just happy to have a career job directly out of college. As her time went on, Bessie's passion for helping, our clients achieve self-sufficiency and create a better life for themselves, became more intense. She worked directly with clients in the field for 18 and half years. She has enjoyed her career with the State of Washington and looks forward to continuing to assist the clients we serve with transforming their lives and helping them utilize their gifts and talents to reach their human potential.

Class Schedule

Communicating, Relating, and Motivating People who Live in the Crisis of Poverty

(6/4 1:30pm-3pm)

Dr. Donna Beegle

Dr. Beegle will teach the “why” behind behavior and provide communication tools that create shared understanding. Participants will gain skills for communicating, motivating and assisting people in poverty to achieve their fullest potentials.

The World of ABAWD (6/4 1:30pm-3pm and 6/5 1:30pm-3pm)

Glenn Haynes, ABAWD Program Manager, CSD; Cindy Stallsworth, ABAWD Supervisor, CSD; Shavana Howard, BFET Administrator

Welcome to the World of ABAWD, this session will give a brief overview of the ABAWD program, and how the Department of Social and Health Services engages participants into Employment and Training activities.

3 I's Innovation, Integration & Interaction in BFET (6/4 3:15-4:45pm and 6/5 3:15pm-4:45pm)

Mike Morris, Deputy Regional Administrator, CSD; Kimberly Stelly, BFET Program Consultant, CSD; David Kaz, Director, Consulting Professional Services/Policy

An opportunity to learn the history and success of the BFET program, including some of the unique strategies used to meet successful outcomes.

Panel: Child Care Subsidy Program & SNAP Outreach Panel

(6/5 8:45am-10:15am and 3:15-4:45pm)

Ron White, Child Care Subsidy Program Manager, DSHS; Josh Proehl, SNAP Outreach Program Manager, DSHS, CSD

Join us for information about DSHS programs, Working Connections Child Care and SNAP Outreach. This panel will field your questions about these programs!

Colleges: Ability to Benefit and Workforce Funding: Creative Planning to Energize your Funding Philosophy

(College 1 6/4 at 3:15pm-4:45pm • College 2 on 6/5 10:30am-12pm • College 3 on 6/5 at 1:30pm-3pm)

William Durden, Policy Associate, SBCTC; Jennifer Dellinger, Program Administrator, SBCTC

Join William Durden and Jennifer Dellinger for a lively session on Ability to Benefit, braided workforce funding, and educational planning for students that begins in basic skills and follows them all the way to earning certificates and degrees that lead to living wage employment. Together we'll consider how financial and educational planning lead to increased enrollments and improved outcomes for students and programs. The session will be a mix of presentation, hands-on activities, and Q&A.

Colleges: Time and Effort, Grant and Budget Revision Navigation

Michele Rockwell; Jennifer Dellinger, Program Administrator, SBCTC

Get prepared for FFY20 with an overview of the grant application process, budget revision, and time and efforts.

Community Services Division: Community partnerships through Innovation, Integration & Interaction

Jessica Garrestson, CSO Administrator Mt. Vernon & Oak Harbor; Lori Hunley, CSO Administrator Spokane Maple CSO; Oscar Olney, CSO Administrator Toppenish; Aldeana Doss, CSO Administrator Pierce South; Julia Brooks, CSD Employment & Training Coordinator Region 3; Candy Banker, CSO Administrator Sky Valley

Join this session to hear from a few of the DSHS Community Services Office (CSO) Administrators and Employment & Training Coordinators from around the state on how they collaborate within their communities. Learn how BFET partners can enhance their relationships with local CSO offices to create a stronger services network for mutual customers.

Colleges: Integrated Service Delivery

Jennifer Dellinger, Program Administrator, SBCTC Panel of Colleges

Learn from your peers on how they have created a culture on college campuses that provide integrated services to Workforce students. Hear how they screen for eligibility for other programs with a focus on providing a strong integrated service delivery model that supports student engagement, co-enrollment, retention, and completion.

eJAS Tools for Case Management (6/5 8:45am-10am and 6/5 3:15pm-4:45pm)

Robin Thrower & Kellyn Westra

The objective of this break out session is to help providers be successful at case management while utilizing eJas, sharing of best practices from BFET providers and other tools. This is an interactive learning opportunity, so be prepared to ask questions, join in and have some fun!

Files that get Smiles (6/4 1:30pm-3pm and 6/5 1:30pm-3pm)

Melissa Jones, DSHS BFET Operations; Beverly Pogue, ESD Spokane BFET; Debra Wagar, Columbia Basin College

Join us for an interactive session that focuses on innovation and integration to make your files smile. Learn or refresh all the required elements for participant files and case documentation. Learn the technique that a CBO and College use to successfully meet BFET program requirements and earn smiles during DSHS annual program monitoring. All participants will have opportunities to ask questions and share best practices in small and large groups.

Grant Matter\$ (6/4 1:30pm-3pm and 6/5 10:30am-12pm)

Georgina Thrower; Anni Smith

This breakout session will provide a brief overview of the following: Federal Grants Structure and Invoice Workbook, including: A-19; Match Information; Cost Detail; Participant Reimbursement Changes; Lease Calculation; and Contract Summary report.

Budget Matter\$ Too (6/4 3:15pm-4:45pm and 6/5 3:15-4:45pm)

Georgina Thrower; Anni Smith

This is an interactive group session that will allow for hands on experience and guidance to create a budget. Materials will be provided.

From Traction to Action: Business Engagement for Impact (6/5 1:30pm-3pm)

Jeff Wendlund, Acting Executive Director; Sarah Thomson, Associate Director of Programs, Seattle Jobs Initiative; Kim Anderson, Director of Workforce at Swedish Hospital

Business engagement is a two-way street. BFET service providers are more than just a pipeline for talent, and businesses are more than just employers. Our panel will share partnership roles and accountabilities to support participant success, as well as an outline for the Swedish GrowHire project, which bridges local talent to entry-level in large healthcare systems where participants can get a foot in the door, learn, choose a pathway and move into a career. Let's stop spinning our wheels and start helping participants get meaningful work, retain and advance by partnering with businesses to build our programs.

Fresh Start: Job Search for People with Justice Involvement

(6/5 10:30am-12pm and 6/5 1:30pm-3:00pm)

Ken Pollock

This session will focus on providing information related to working with participants whose backgrounds that may affect employment.

Supporting Refugee and Immigrant Success in WA (6/5 10:30am-12pm)

Ashley Mai, ORIA Program Manager, CSD

The mission of the DSHS Office of Refugee and Immigrant Assistance (ORIA) is to transform the lives of refugees and immigrants by providing resources that support a broad range of services that support integration and helping individuals reach their full potential.

In this interactive workshop, participants will learn about ORIA's statewide services, strategies to serve clients with limited English proficiency, and best practices to support refugees and immigrants along the continuum of success. (Offered Day 1).

Washington State Labor Market (6/5 1:30pm-3pm and 3:15pm-4:45pm)

Doug Tweedy, Labor Market Economist, ESD

The Washington state labor market is adding jobs. How do we know we are preparing the workforce of today and tomorrow to meet the challenges ahead? This presentation will outline industry and labor market trends and provide information about the future of the workforce. Includes a discussion about vacancies and demand/declining occupations.

DSHS Program: Workfirst/TANF; Employment Pipeline; Division of Child Support

(6/5 8:45am-10:15am and 3:15pm-4:45pm)

Sarah Garcia, WorkFirst Program Manager, CSD, Employment Pipeline; Amanda Camp, Division of Child Support

Come hear about a few DSHS programs and have the opportunity to ask questions!

Workforce Innovation and Opportunity: WIOA Chat (6/5 10:30am-12pm)

Louisa Erickson, Workforce Development Programs and Policy Administrator, CSD

Do you have questions about WIOA (the Workforce Innovation and Opportunity Act)? Join this question, answer, and chat session where you can learn more, get an update, and get specific about how WIOA affects your work – or how you might like it to affect your work. This session will cover WIOA basics and current information, and also be driven by audience questions and participation. (Offered Day 2).

BFET Case Management (6/4 3:15pm-4:45pm and 6/5 10:30am-12pm)

Tea'Launna Brown and Susan Truong

Join us in an adventure about BFET and case management. We will share information about components, client notes, closure codes, eJAS, and participant reimbursements.

Working with Underserved Populations / LGBTQ / Veterans / Homeless

(6/5 8:45am-10:15am)

Lauren Farinas, Mark Adreon, Allesandria Goard, Felicia Turner-Murphy, Rafael A. Lozano

This breakout session is an opportunity to hear and learn from advocates in our community on how best to work and partner with those who are underserved. This will be an interactive session and will allow engagement with subject matter experts. It is ok to ask difficult questions, we will all learn together.

Community Services Division: community partnerships through Innovation, Integration & Interaction (6/5 8:45am-10am)

Jessica Garetson, Oscar Olney, Lori Hunley, Julia Brooks, Aldeana Doss, Candy Banker

Join this session to hear from a few of the DSHS Community Services Office (CSO) Administrators and Employment & Training Coordinators from around the state on how they collaborate within their communities. Learn how BFET partners can enhance their relationships with local CSO offices to create a stronger services network for mutual customers.

Appreciation

A big thank you to all of the staff time and effort that went into creating and facilitating this event. Including but not limited to:

- The BFET Forum Planning Committee;
- The BFET Operations Team;
- Community Services Division Leadership;
- Community Services Division Fiscal and Contracts;
- The many speakers and facilitators;
- Out of state partners including our Food and Nutrition Services partners;
- Publications and Materials Vendors;
- The staff of the Hotel Murano;
- The staff of the La Quinta Hotel; and
- Each of our services providers who attended and participated in the event!

This institution is an equal opportunity provider.

Find out more about the BFET program and its providers at: www.dshs.wa.gov/bfet