



Executive Committee Meeting

March 30, 2021, at 4:00 PM

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. Call to Order - Todd Samuel

- Excused Absences

2. Welcome & Roll Call

3. Approval of Committee Minutes

- Executive Committee – February 23, 2021 (Needs a vote)

4. Finance Reports – Jan

5. Local Workforce Notice: LWN-3 – Tiffany

6. BFWDC Organizational Addition – Tiffany

7. BFWDC Funding Growth (CDBG, EcSA) - Jamilet

8. CEO Updates – Tiffany

9. Liaison Report – David

10. Next Meeting

- Executive Committee Meeting – Tuesday, April 27, 2021, at 4:00 PM on Zoom

Attachments

- a. Executive Committee Minutes, February 23, 2021
- b. Finance Reports, January 2021
- c. Local Workforce Notice 3
- d. Liaison Report – February 2021/February 2020
- e. TC Futures Report – February 2021
- f. WorkSource Operator Monthly Report, February 2021

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

The Benton-Franklin Workforce Development Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service 71

Benton Franklin Workforce Development Council

Executive Committee Minutes

February 23, 2021

4:00 p.m.

Teams

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>BFWDC Staff</u>	<u>Guests</u>
Commissioner McKay		Commissioner Didier	Tiffany Scott	Kayci Loftus, CPS
Todd Samuel			Jan Warren	Amanda Fisher, LNI
Melanie Olson			David Chavey-Reynaud	Cyrstal Bright, WSO
Adlofo de Leon			Diana Hamilton	
Dennis Williamson			Cynthia Garcia	
Amanda Jones			Jamilet Nerell	
Jennie Weber			Jessie Cardwell	
			Becky Smith	

Call to Order - Todd

Todd Samuel called the meeting to order at 4:00 p.m. and thanked everyone for attending. Becky read through the roll call while members and guests responded.

Minutes – Todd

Minutes from January 26, 2021, Executive Committee Meetings were provided to members for review.

Adolfo de Leon moved to approve January 26, 2021, Executive Committee Meeting Minutes as presented, seconded by Amanda Jones. Motion carried.

Finance Reports – Jan

Jan provided the printed Finance Reports through December 2020. She noted that we are 50% through the year.

- **Corporate Entity:** The only significant change is there is a receivable for the quarterly accrued vacation. This is calculated through payroll in December and transferred in January. The Certificate of Deposit (CD) expired. After researching other options, Jan renewed this for a 12 month CD for slightly less interest than last year.
- **Main BFWDC Account:** She explained that the cash shows a negative balance while waiting for the A-19 deposit the first week of the following month. She explained that several line items are low because of less spending due to COVID-19. We continue to pay for professional development through virtual platforms. The reason for the deficit in this line item is due to cancellations from last year.
- **WorkSource:** There is very little change in this account. The IFA adjustments are from the reconciliation and will go away as the partners use their credits. We are maintaining the building, but there are few other expenses for the year.

Jan shared that we are trying to spend the money, but we didn't think we would still be closed at this time. This is the first year that we have had this much admin money due to the diversification of funding. There are no restrictions on the admin funds other than spending it down within the allotted timeframe. We are making some modifications to the kitchen/conference room.

CEO Updates – Tiffany

Tiffany shared that the BFWDC LinkedIn Learning pilot is up and running and will be going through June. There are 300 slots available. Governor Inslee has 10% WIOA Setaside Funds earmarked for a statewide virtual learning platform to be used in each workforce development area. It was initially thought that LinkedIn Learning would get this money. However, the Employment Security Department (ESD) has announced that they will be doing a procurement, and LinkedIn Learning will need to compete for this work. Once a winner is awarded and the contract is executed, the state will establish an agreement with us either by a subcontract or memorandum of understanding to utilize those resources.

Funding will be provided to all twelve workforce development areas for Economic Security for All (EcSA). Since our three peers and we have been successful, the funding is proceeding with an additional round of resources. Details are still being worked out regarding the distribution and the contracting methodology. EcSA, including our area, will be featured at the March State Workforce Board Meeting.

Agreement for the Master Leases for Suite's C (BFWDC) and D (WSCB) has been reached except for the work requests. We have requested some improvements for our premises. We are looking forward to reaching an agreement on those specific items and executing the lease ahead of the expiration on June 30, 2021. The lease will be for three years. Subsequent sub-leases with our state partners will then be developed with the Department of Enterprise Services.

Tiffany shared that Cami Feek is currently serving as the interim ESD Commissioner. Phil Castle is serving as the Interim Deputy ESD Commissioner. Some might be familiar with Phil as he facilitated our Board Retreat in the fall of 2019.

Todd asked about when we anticipate being able to open our facilities. Tiffany shared that we are at 87% of obtaining all of the Personal Protective Equipment (PPE) required. We will need to be at 100%. We will be looking to keep our staff safe. There is work going on at the state level where they are looking to see how we can holistically open the WorkSources across the state. The union is also working to vet the return plan. We want to ensure that we have everything quality checked before our return.

Liaison Report – David

David provided the January 2021 and January 2020 Liaison Reports so members would be able to compare figures. Some of the figures have changed, which means it will not be a direct comparison. He walked through the numbers provided in the reports. The Outreach Taskforce has worked to strengthen relationships with community partners to inform them of the services we offer and how to connect with us and enlist their help in distributing materials and referring customers. We have also continued to up our social media and digital presence and continue to collaborate with partners to extend that reach. The Outreach Taskforce was designed to meet immediate needs and to connect with customers during the pandemic. Moving forward, this work will transfer to the Access Solutions Committee (ASC).

We are still doing well with the unique number of businesses served. Part of this is due to the Job Resource Fair in January. There were 19 booths and 41 representatives at those virtual booths. Once the booths are set up, employers shouldn't have to make many changes from Job Fair to Job Fair. There were 51 in attendance, which resulted in 52 job referrals. We are excited for tomorrow's Healthcare Job Fair. There are over 30 businesses signed up.

The EcSA Program is moving forward with the second round of funding which will take us to March 2022. The recent modification allowed us to set new performance indicators and to serve all of Franklin County. The monthly-to-date target for total employed exits should be zero and not 58. Our numbers remain on target. Thanks to the expansion of the service delivery area, staff have received an influx of referrals, leading to enrollments in the double digits. EcSA's network of partners and providers will benefit from knowing that the program can officially provide individualized employment services to all eligible low-income residents of all Franklin County. The program has contributed to success this month by coordinating co-enrollment efforts across all Workforce Innovation and Opportunity Act (WIOA) and other subsidized workforce development programs. These efforts have dramatically increased the number of clients EcSA staff can reach and serve to provide supports that lead to self-sufficiency. We don't know at this time what the funding will be for the second round.

David has spoken with Ajsa Suljic, our regional economist, about the footprint of the area. We are doing well compared to a lot of our counterparts across the state. Our recovery is approximately 81.7% from December of 2019 to December of 2021; we were down about 3,000 jobs. That is a loss of roughly 2.5%.

All large metro areas have higher percentages of job losses. We have recovered 8,500 of the 10,000 jobs lost as a result of COVID-19.

We have received approval for the Unemployment Insurance (UI) Flat File Application. We are moving forward to enter a contract with the ESD. This will give us access to contact and demographic information of UI claimants that we will use in our outreach programs.

David shared that we are still looking for volunteers from the board to be on the One-Stop Certification Committee.

Amanda expressed her appreciation for providing the prior year's data.

Todd asked how people are finding out about virtual job fairs besides social media. The word is shared throughout the WSCB team and press releases. The Outreach and Business Services Teams also use emails, phone calls, and the GovDelivery system.

Todd asked about the potential funding for EcSA. Tiffany shared that she is advocating that each area receive \$200,000 and then use the Adult Allocation to divide up the remainder of the money. At this time, we do not have an amount.

Todd shared that he appreciates the work being done on Facebook to share the job postings and training opportunities. Keep up the excellent work.

Roundtable - Members were allowed time to share what is happening in their venues of work.

Dennis paid a compliment to those that work with his replacement. WorkSource helped him find an office manager. The WSCB staff recruited some excellent candidates.

Todd reminded the board members to volunteer for the One-Stop Certification Committee.

Closed Session

Todd called a closed executive session. All BFWDC Staff and guests were excused.

Other Business – None

NEXT MEETING

Executive Committee Meeting – Tuesday, March 30, 2021, at 4:00 p.m. – Zoom

Quarterly Board Meeting – Tuesday, April 27, 2021, at 4:00 p.m. – Zoom

ADJOURNMENT The meeting of the Executive Committee adjourned at 4:45 p.m.

Respectfully submitted

Todd Samuel, Board Chair

Date

Becky Smith, Office Manager

Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 1/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	64,770.86
CE 12 month CD	1112	<u>52,210.94</u>
Total Asset		<u>117,594.57</u>
Liabilities		
Accrued Vacation Payable	2500	69,253.00
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u>57,253.00</u>
Net Assets		60,341.57
Total Liabilities and Net Assets		<u>117,594.57</u>

Benton Franklin Workforce Development Council

Statement of Revenues and Expenditures - Unposted Transactions Included In Report

10 - Corporate Entity

From 7/1/2020 Through 1/31/2021

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	435	0	0.00%	0	0.00%
Total Revenue	435	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	<u>435</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 1/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	19,035.43
Accounts Receivable	1200	34,679.56
Receivable (Grants)	1300	<u>322,867.06</u>
Total Asset		<u>376,582.05</u>
Liabilities		
Accounts Payable (AP System)	2000	355,530.12
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>367,530.12</u>
Net Assets		9,051.93
Total Liabilities and Net Assets		<u>376,582.05</u>

Benton Franklin Workforce Development Council
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report
 20 - WDC Main
 From 7/1/2020 - 1/31/21
 (In Whole Numbers)
 Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	2,113,528	2,373,410	89.05%	4,191,410	50.43%
Interest	8	0	0.00%	0	0.00%
Misc/Other Revenue	185,536	192,000	96.63%	276,000	67.22%
Total Revenue	2,299,072	2,565,410	89.62%	4,467,410	51.46%
Expenses					
Sub-Recipient Reimbursements	1,668,858	1,923,428	86.76%	3,297,305	50.61%
Rent and Facilities	33,950	44,347	76.55%	76,024	44.66%
Salaries and Wages	351,646	343,655	102.33%	609,291	57.71%
Payroll Taxes and Benefits	104,332	101,337	102.96%	182,022	57.32%
Professional Services and Contracts	46,532	46,675	99.69%	83,540	55.70%
TC Futures	36,004	35,000	102.87%	75,000	48.01%
Travel and Training	220	6,000	3.67%	50,230	0.44%
Supplies, Furniture and Equipment	2,606	8,500	30.66%	19,500	13.36%
Equipment and Software - Lease and Maintenance	31,400	32,280	97.27%	44,552	70.48%
Communications (Telephone, Postage and Internet)	2,272	2,492	91.17%	6,515	34.87%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	13,647	14,090	96.86%	15,825	86.24%
Total Expenses	2,299,073	2,565,410	89.62%	4,467,410	51.46%
Net Surplus/ (Deficit)	0.00	0.00	0.00%	0.00	0.00%

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 1/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	68,575.81
Accounts Receivable	1200	505.29
Total Asset		<u>69,081.10</u>
Liabilities		
Accounts Payable (AP System)	2000	1,573.17
IFA Credit Adjustment	2650	8,071.00
Total Liabilities		<u>9,644.17</u>
Net Assets		59,436.93
Total Liabilities and Net Assets		<u>69,081.10</u>

Benton Franklin Workforce Development Council
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report
 30 - WSCB Partnership From 7/1/2020-1/31/21

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	123,795	123,789	100.01%	212,209	58.34%
IFA Adjustments	(23,773)	0	0.00%	0	0.00%
Sub-Lease Revenue	85,972	85,972	100.00%	147,380	58.33%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	185,994	209,760	88.67%	359,589	58.34%
Expenses					
Rent and Facilities	182,387	192,378	94.81%	329,790	55.30%
Supplies, Furniture and Equipment	889	7,817	11.37%	13,400	6.63%
Employee Recognition	464	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	96.00%	1,200	96.00%
Business/Community	0	2,917	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,704	5,950	28.64%	10,200	16.71%
Total Expenses	186,595	210,261	88.74%	359,590	51.76%
Net Surplus/ (Deficit)	(602)	(501)	0.00%	0	0.00%

Local Workforce Notice: LWN - 3

March 11, 2021

To: WorkSource Columbia Basin (WSCB) and TC (Tri-Cities) Futures Leadership
Fr: Tiffany Scott, Chief Executive Officer (CEO)
 Benton Franklin Workforce Development Council (BFWDC)
Re: Workforce Development Area (WDA) 11 Customer Spotlight

Background

The BFWDC, as the convener of Workforce Development in Benton and Franklin Counties, is pleased to announce the "Customer Spotlight." This is an opportunity for our system leadership to showcase service delivery success by engaging the customer's voice at quarterly BFWDC Board Meetings. The more collaborative the services provided within the partnership to the customer, the better. "Customer" is defined as a business, employer, worker, or job seeker that, through accessing services at WSCB or TC Futures, has achieved significant gains in their world of work because of the support provided. The BFWDC is excited to launch the Customer Spotlight so that our Board of Directors will have a direct connection to the impact of their leadership.

Timeline/Timeframe

The specific dates that each entity (WSCB/TC Futures) will be featured at the BFWDC Board Meeting outlined on the agenda below. The time set aside is a maximum of 10 minutes. Be mindful of this. Also, be aware that the Customer Spotlight will consistently occur following the BFWDC CEO presentation at approximately 4:30 PM.

4/27/21	TC Futures
7/27/21	WorkSource Columbia Basin
10/26/21	WorkSource Columbia Basin
1/25/22	WorkSource Columbia Basin
4/26/22	TC Futures
7/26/22	WorkSource Columbia Basin
10/25/22	WorkSource Columbia Basin
1/31/23	WorkSource Columbia Basin
4/25/23	TC Futures

Required Elements

The Customer Spotlight must include, at a minimum, brief verbal articulation of details outlined below.

Job Seeker/Worker Customer

- Customer name

- Previous job title, wage, employment category (e.g., full time, part-time, temporary), and number of weeks receiving unemployment insurance (if applicable)
- Brief description of challenges before receiving services
- Brief description of all services provided (e.g. basic, individualized, collaboration with partners)
- Employment Outcome - Current employer, wage, job title, employment category (e.g., full time, part-time, temporary), and benefits provided
- An important takeaway for the BFWDC Board of Directors to know about their experience

Business/Employer Customer

- Customer name
- How the connection to WSCB/TC Futures occurred
- Brief description of challenges before receiving services
- Brief description of all services provided by WSCB and TC Futures
- Outcome(s) – Current status
- An important takeaway for the BFWDC Board of Directors to know about their experience

Points of Contact/Deadlines

All Customer Spotlights will be determined by the One-Stop Operator (OSO) at WSCB and the Workforce Innovation and Opportunity Act (WIOA) Title 1 Youth Service Provider (YSP) at TC Futures. Both points of contact must establish a process, whereas partners within each system can put forth their customer(s) for consideration. Once developed, the procedure(s) shall be shared with the BFWDC.

In preparation for the BFWDC Board Meeting Customer Spotlight, an e-mail correspondence must be sent to the BFWDC point of contact 2 weeks before the date articulated above. For WSCB, send a message to the BFWDC Chief Operations Officer (COO). For TC Futures, send a message to the BFWDC Youth Programs Manager. The content of the e-mail must include:

- Name of the Customer
- Type of Customer (business/employer/worker/job seeker)
- WIOA Title(s), Program(s), and Partners who have worked with the customer
- Summary statement of services provided and outcome(s)
- Attach the current Publication, Video, and Website Consent and Release Agreement Form signed by the customer (allows for sharing of customer story on BFWDC website and social media post-presentation)

Communication/Technical Assistance

The BFWDC wants the Customer Spotlight to be successful for all involved. During the development stage, the WSCB OSO can reach out to the BFWDC COO, and the TC Futures YSP can reach out to the BFWDC Youth Programs Manager should any Technical Assistance (TA) arise. Inclusive of TA is technological needs. Should the customer wish to pre-record their spotlight, the BFWDC can accommodate that presentation model.

Vision

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



Mission

Promoting a prosperous community by providing a progressive workforce system

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

February 2021 Liaison Report

Program Year July 2020-June 2021



A proud partner of the [AmericanJobCenter](#) network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 419

Total Staff Assisted Services to Job Seekers: 763

Unique Number of Businesses Served: 163

Staff Provided Business Services: 192

For More information contact 509-734-5900 or visit
[WorkSourceWA.com](#)



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

TC Futures Total Youth Served (YTD): 299

Out-of-School Youth (OSY) Program: 140

Open Doors Program: 163

Co-enrolled in Both Programs: 41

Youth Attained General Education Development (GED): 25

Total OSY Employed and/or Post-Secondary Exits: 31

Average Wage: \$14.18

Placement Rate: 73.17%

For more information contact 509-537-1710 or visit
[TCFutures.org](#)

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

Youth * Adult * Dislocated Worker * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery

Total Participants Served (YTD): 456

Total Employed Exits (YTD): 141

Monthly-to-Date Target: 538

Monthly-to-Date Target: 256

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 31

Total Employed Exits: 6

Monthly-to-Date Target: 24

Monthly-to-Date Target: 5

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56

Placed in Employment: 52

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID- 19, staff continues to provide virtual services to job seekers and businesses. Please visit [WorkSourceWA.com](#) or [TCFutures.org](#) for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (January)

Employment Security Department Labor Market Information

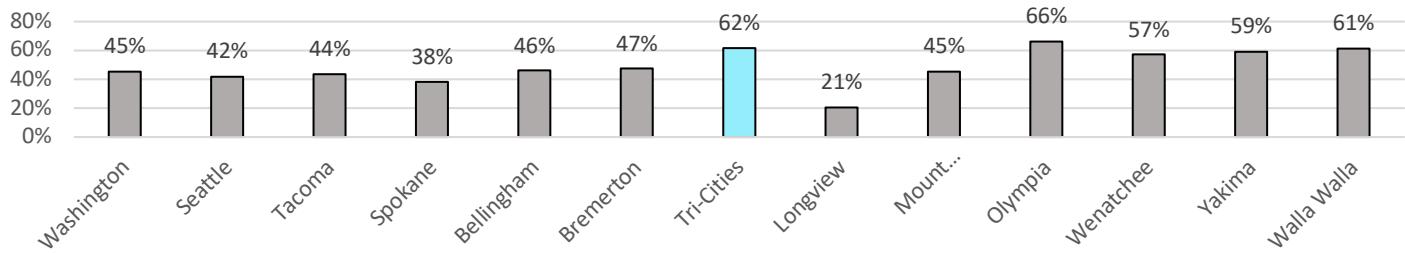
Source: <https://esd.wa.gov/labormarketinfo>

Top Occupations	Top Licenses and Certifications
<ul style="list-style-type: none">• Registered Nurses• Teacher Assistants• Laborers and Freight, Stock, and Movers• Maintenance and Repair Workers• Managers, All Other• Retail Salespersons• Heavy and Tractor-Trailer Truck Drivers• Customer Service Representatives	<ul style="list-style-type: none">• Driver's License• First Aid CPR AED• Registered Nurse• Advanced Cardiac Life Support Certification• Certified Teacher• CDL Class A
Unemployment Rates	
Benton: 7.9%	Franklin: 6.2%

Other News

- The February 2021 Customer Satisfaction survey had 29 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.
- The Business Services Team hosted a Virtual Healthcare Career Fair on 2/24/21. 160 individuals registered and 109 attended (68% of registrants.) Over 25 local employers attended, in addition to training providers. The event resulted in 69 employment referrals for 68 job seekers.
- During February, WSCB provided 79 group services to 53 individuals through our local workshops and group sessions. One highlight of our group services is Job Club, which featured a speaker series on employment and training related topics of interest to our job seeker customers.
- WSCB team members continue to provide services 100% virtually at this time. Preparation for return to office is in progress in alignment with CDC guidance and the Governor's Roadmap to Recovery plan.

COVID-19 Recovery (May through December)



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

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

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



LIAISON REPORT

FEBRUARY 2020

Benton-Franklin Workforce Development Council (BFWDC)



A proud partner of the American Job Center network



- **Total Staff Assisted Job Seekers:** 1154
(Decrease 87 from previous month)
- **Total Staff Assisted Services to Job Seekers:** 2928
(Decrease 138 from previous month)
- **Unique Number of Businesses Served:** 90
(Increased 11 from previous month)
- **Staff Provided Business Services:** 123
(Decrease 31 from previous month)

Source: WorkSource Operator Report

- **TC Futures Youth Traffic:** 515
(Increased 1 from previous month)
- **WIOA Out-of School Youth Program (YTD)**
 - **Total Served:** 160
(Increased 21 from previous month)
 - **Total Employed Exits:** 48
(Increased 4 from previous month)

WIOA Title I Programs: Youth, Adult, Dislocated Worker, PY18 & PY19 Rapid Response Increase Employment.
Other Programs: Families Forward WA, EcSA-Connell.

Total WIOA Title I Participants Served (YTD): 594
Monthly To Date Target: 526

Total WIOA Title I Employed Exits (YTD): 177
Monthly To Date Target: 299

Local Business Demands

Number of Employers Utilizing WorkSourceWA: 153
(Benton County: 107 Franklin County: 46)
(Decrease 9 from previous month)

Total Job Openings at WorkSourceWA: 621
(Benton County: 518 Franklin County: 103)
(Decrease 131 from previous month)

Top 5 Occupations

Employment Security Department Data Sources

- **Benton County:** Registered Nurses; Retail Salespersons; Computer Occupations; Managers (All Other); Software Developers.
- **Franklin County:** Teacher Assistants; Heavy & Tractor-Trailer Truck Drivers; Customer Service Representatives; Coaches and Scouts; Sales Representatives (Wholesale & Manufacturing).

Vision

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



Mission

Promoting a prosperous community by providing a progressive workforce system.

LIAISON REPORT

FEBRUARY 2020

Benton-Franklin Workforce Development Council (BFWDC)

Top 5 Employers (Employment Security Department Data Sources)

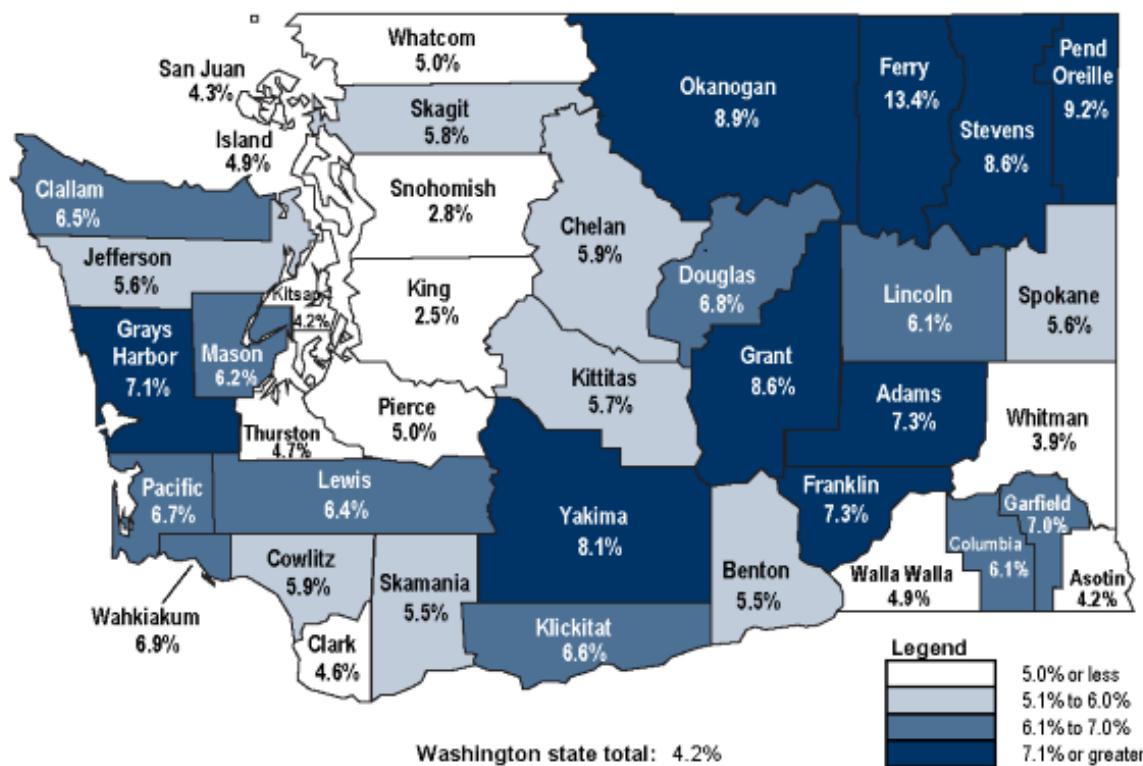
Benton County

1. Pacific Northwest National Lab (Research Institution)
2. Kadlec Regional Medical Center
3. AECOM Technology Corporation
4. Kennewick School District
5. Lamb Weston Incorporated

Franklin County

1. Pasco School District
2. J.R. Simplot Company
3. Lowe's Companies Inc.
4. Columbia Basin College
5. Washington Department of Health

February 2020 County unemployment rates, not seasonally adjusted



Source: Employment Security Department/Labor Market and Economic Analysis

Questions?

Cynthia N. Garcia
509-734-5986

www.bentonfranklinwdc.com





TC Futures Numbers February 2021



GED Testing			
Month	Total	Passed	Graduates
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
November	18	13	0
December	33	29	7
January	40	29	7
February	32	26	2
Total	198	150	27

Social Media Insights		
Month	Followers	People Reached
July	328	5351
August	339	2876
September	353	5026
October	360	6916
November	395	12223
December	446	14893
January	447	11515
February	492	8099

GED Highlight

We were recently given access to a report through GED.com that gives us access to all of the customers we have helped obtain their GED. During the beginning months of opening our testing center, we had many adults from the community come in to test. Until now, we did not realize that we have helped 48 different individuals obtain their GED since opening. 30 of those graduates have been our own, including the 3 graduates in June, but it is great to know that we have helped 18 others from our community as well!

Facility Update

We are excited to announce that we have received additional resources from the Benton-Franklin Workforce Development Council. We recently received some desktop computers and adjustable, ergonomic chairs to be used by customers. We also received additional noise-reducing headphones, and have created additional isolated spaces for customers to work on their GED.

We would also like to share that as of Monday, March 8th, TC Futures is open to the public at 25% capacity. We are still recommending that appointments be made in advance, and employment and training services will still be provided remotely, but we are happy to be taking steps forward!





A proud partner of the American Job Center network

WorkSource Operator Report

Benton Franklin Workforce Consortium

February 2021

February Highlights:

- The WSCB Business Services Team hosted a Virtual Healthcare Career Fair in partnership with WSU and TC Futures.
- The Outreach Taskforce was expanded to ensure continued and increased customer engagement efforts.
- WSCB team members continue to provide services 100% virtually at this time. Preparation for return to office is in progress in alignment with CDC guidance and the Governor's Roadmap to Recovery plan.

WorkSource Site Operations:

Customer Counts 2/1-2/28/21		
Total Staff Assisted Seekers		419
Total Staff Assisted Services		763
<i>Basic Services</i>		662
<i>Individualized, Training & Support Services</i>		101
Unique Number of Businesses Served		163
Staff Provided Business Services		192
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	7	6
<i>Employee Training</i> Assessment, referral, enrollment, etc.	20	13
<i>Other</i> Employer outreach visit, marketing business services, etc.	75	64
<i>Recruitment</i> Hiring events, referrals, etc.	164	104
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (3/10/21)

Number of unique job seekers and services provided have decreased this month compared to February 2020. Mitigation is occurring through targeted outreach to hundreds of customers. See the Service Delivery section below for additional details.



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February 2021 Customer Satisfaction Survey:

- 29 survey responses received (*7% response rate*):
 - Of the customers who responded, 100% would refer family and friends
 - Top 3 services rated: job search, training resources, and workshops
- Customer Feedback – What we did well:
 - “Maria Z. Was very helpful and knowledgeable. I appreciate her very much.”
 - “I appreciated that my instructor (Michele Brown) spent some time getting to know each of the attendees....that I received specific advice for my situation in a follow-up email. The youtube videos on polishing your linkedin profile were great.”
 - “Strategies for success is amazing with Olivia and Kelly.”
- Customer Feedback – What we can do better:
 - “I've been in a couple of worksource workshops where the audio didn't work when the instructor was trying to share a video. A tech workaround would be great.”

Service Delivery

Career Services:

- Despite efforts to engage customers, demand for services continues to be low as compared to February 2020. Engagement efforts include, but are not limited to:
 - Distribution of flyers and WS branded USBs with preloaded resume and WorkSourceWA information to support the Sembrando Amor y Esperanza (Sowing Love and Hope) event.
 - Outreach to 1,640 customers receiving Unemployment Insurance (UI) benefits by phone and GovDelivery email. A sector based strategy is being used to personalized connections and information shared. For example, 600 UI claimants were contacted by our Migrant Seasonal Farm Worker Outreach Assistant.
 - Creation and distribution of additional materials to educate our community on the services we provide and how to connect with us. We continue to work with community partners, such as the local food bank and libraries to distribute flyers.
 - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
 - Communication amongst WorkSource and community partners to ensure all are informed and able to refer customers to WSCB services as appropriate.
 - One on one connections with customers via phone and email.
 - Multiple ways to contact WSCB, including use of information request forms, email, and staffing of the main phone line for incoming calls.
- During February, WSCB provided 79 group services to 53 individuals through our local workshops and group sessions. One highlight of our group services is Job Club, which featured a speaker series on employment and training related topics of interest to our job seeker customers. We also offered two new workshops facilitated by our partners at CBC:
 - CBC 101: An information session to equip customers who are interested in learning more about the courses of study CBC offers. First workshop results: 50 registered and 28



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attended; CBC reached out to customers who were unable to attend. The workshop was recorded and is available on demand on the WSCB YouTube Channel.

- CBC Career Pathways Assessment Workshop: Connecting customers interested in training/education to learning pathways based upon the Strong Inventory. Workshop results to date: 3 attendees; all attendees registered or plan to register for courses at CBC.
- The Assessment Taskforce attended a 4-day assessment training for administration and interpretation of the Myers Briggs Type Indicator, which will be added to our menu of services. The group also hosted a second round of World of Work Inventory (WOWI) assessment training for staff, updated career assessment outreach materials, and finalized a two part recorded workshop called Navigating Career Paths. The workshop provides career assessment information and online resources, such as labor market information, to aid customers in connecting to career choices based on their individual strengths, interests, and personalities. It is available on demand on the WSCB YouTube channel, [here](#).
- Our Outreach Taskforce has expanded to include additional WSCB team members. This extended group will take on long term outreach initiatives. To support their work, the group attended brand training and received access to Canva, our online platform for content creation.
- We conducted a soft launch of the LinkedIn Learning platform with WSCB customers in February, with a focus on familiarizing staff with how to use the platform.
- Preparation for the 2021 WSCB Certification continued into February. WSCB partners are actively engaged in a self study process, using multiple methods to gather feedback and hold meaningful dialogue around what we are doing well and how we can improve together.

Business Services:

- The Business Services Team hosted a Virtual Healthcare Career Fair on 2/24/21. 160 individuals registered and 109 attended (68% of registrants.) Over 25 local employers attended, in addition to training providers. The event resulted in 69 employment referrals for 68 job seekers.
- The team has also been preparing for the upcoming Spring 2021 Virtual Career Fair in partnership with CBC and WSU. Outreach to engage businesses and candidates from all sectors included a collaborative press release, one on one connections with local business via phone and email, use of GovDelivery to engage job seekers, and information sharing within the WSCB partnership as well as with community partners. TriHealthcare Career Fair, the team has been working to recruit local training providers and businesses, and to invite job seekers. Flyers identifying local businesses were also created and shared via email and social media (Facebook & LinkedIn.)
- Business Services hosted a meet and greet with Yakima Valley Farm Worker (YVFW) recruiters and WS partners to support the grand opening of a new full service YVFW Clinic in Kennewick in April.
- In preparation for the upcoming certification, Business Services Team members led efforts to gather feedback regarding our systemic efforts around employer engagement. This information was then used to inform the business services portion of the certification application.



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Community Connections:

- 2/3 & 2/10: Press Release issued to recruit local businesses and community members for the upcoming Healthcare Career Fair.
- 2/9 & 2/23: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 2/10: Interview with KONA Radio (Cherry Creek Media) coordinated with CBC to increase awareness of the upcoming Healthcare Career Fair.
- 2/10: Digital consultation with Town Square Media to learn about ways we can boost customer engagement via our website and online search tools.

Staff Training & Development:

Training/Development Attended:

- 2/2-2/5: Myers Briggs Type Indicator Certification (for Assessment Taskforce)
- 2/3: Certification 101 & Water Cooler
- 2/10: Certification – Partnership
- 2/17: Certification – Functional & Programmatic Integration
- 2/22, 2/23, 2/24, 2/26: Blood Borne Pathogens Training - *Spokane Community College*
- 2/23: Apprenticeship Training (for Business Services Team) – *AhShalla Harris, L&I*
- 2/24: Certification – Customer Satisfaction
- 2/26: World of Work Inventory (WOWI) Interpretation Training - *Dr. Neidert, WOWI*

Upcoming Training/All Staff Meetings:

- 3/3: Certification – Functional & Programmatic Integration
- 3/10: Certification – Staff Competence and Training Participation
- 3/17: Certification – Performance & Accountability
- 3/24: Certification – Service Provision
- 3/31: WOWI Quick Start Training (Dr. Neigert, WOWI)

Facilities:

- 2/5: Fire Extinguishers tested and recharged by ABC

Respectfully submitted by C. Bright on 3/10/21