

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL
QUARTERLY BOARD OF DIRECTOR'S MEETING
Tuesday, October 27, 2020, 4:00 p.m.
Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

- I. Quarterly Board Meeting Call to Order – Todd Samuel**
 - Welcome/Introductions – Board, Visitors & Staff
 - Excused Absences
- II. Consent Agenda (Needs a Vote)**
 - **Approval of Board Minutes**
To approve July 28, 2020, Quarterly Board Meeting Minutes as presented.
 - **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending August 2020.
 - **PY20 Budget**
To approve the PY20 budget as presented.
 - **PY20 Monitoring Plan**
To approve the PY20 Monitoring Plan as presented.
 - **PY20 OID List**
To approve the PY20 OID List as Presented
 - **Families Forward Washington (FFW) Contract Modification #3**
To approve Goodwill Industries of the Columbia Families Forward Contract Modification 3 to increase their award by \$25,675.00, bringing the total from \$477,894.00 to \$503,569.00 effective November 2, 2020.
- III. BFWDC Officer Election – Todd Samuel (Needs a Vote)**
- IV. BFWDC Presentation – Tiffany Scott**
- V. WSCB Presentation – Crystal Bright**
- VI. Economic Forecast Presentation – Ajsa Suljic**
- VII. Member Updates & Business Engagement – All**
- VIII. Next Meeting**
 - Quarterly Board Meeting – Tuesday, January 26, 2021, at 4:00 p.m. at TBD
- IX. ADJOURNMENT**
 - Attachments:**
 - 1. July 28, 2020, Quarterly Board Meeting Minutes
 - 2. Finance Reports, August 2020
 - 3. PY20 Budget
 - 4. PY20 Monitoring Plan
 - 5. PY20 OID List
 - 6. Memo – FFW Contract Modification
 - 7. Memo – Officer Election
 - 8. Youth Committee Quarterly Report
 - 9. Adult & Employer Linkage Committee Quarterly Report
 - 10. Liaison Report, September 2020
 - 11. WorkSource Operator Monthly Report, September 2020

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

Benton-Franklin Workforce Development Council (BFWDC)

Quarterly Board Meeting

Tuesday, July 28, 2020

4:00 p.m. – Zoom

Present

Board Members

Adolfo de Leon
Alicia Perches
Bob Legard
Carol Moser
Dennis Williamson
Jamie Rasmussen
Jennie Weber
Jim Smith
Karl Dye
Lori Mattson
Mary Mills
Michael Bosse
Michael Lee
Richard Bogert
Todd Samuel

Ex-Officio

Clint Didier,
Commissioner

Excused

Board Members

Kate McAteer
Lynn Ramos-Braswell
Melanie Olson

Ex-Officio Members

Paul Randall

Absent

Board Members

Amanda Jones
Carlos Martinez
David Phongsang

Ex-Officio Members

James Beaver,
Commissioner

Staff

Tiffany Scott
Jan Warren
Cynthia Garcia
Diana Hamilton
Jamilet Nerell
Becky Smith

Guests

Ajsa Suljic, ESD
Andy Dwonch, CPS
Crystal Bright, OSO
Erin Williams, CPS
Heather Woodruff, CPS
Israel Delamora, OIC
Kayci Loftus, CPS
Rebecca Williamson, ESD

Call to Order

Todd Samuel called the meeting to order at 4:01 p.m. and welcomed everyone.

Consent Agenda:

Todd presented the items on the Consent Agenda.

- **Approval of Board Minutes**
To approve April 28, 2020, Quarterly Board Meeting Minutes as presented.
- **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending May 2020.
- **Board Membership**
To approve Jamie Rasmussen of Department of Vocational Rehabilitation as a board member with a term through June 30, 2023.

Carol Moser moved to approve the items on the Consent Agenda as presented, second by Lori Mattson. Motion carried.

BFWDC Annual Leave Adjustment – Tiffany Scott

Tiffany pointed to the memo provided in the meeting packet. She shared that with the COVID-19 Pandemic, the safety concern has caused many to postpone or cancel plans, including travel associated with vacations. Upon analysis, we have modified the Annual Leave Accrual Policy from a maximum of 300 hours to 450 hours temporarily. The mental, emotional, and physical health is of the utmost importance, and employees are encouraged to take annual leave at their convenience. This adjustment helps employees retain hours earned and not lose them at the time of their anniversary date.

BFWDC Update – Tiffany Scott

- The Employment Security Department (ESD) Monitoring Unit completed the compliance review of the BFWDC for PY19 in May. Monitoring was done 100% virtually and included a review of policies, single audit, monitoring of our sub-recipients, and other administrative and fiscal items. We received a management letter on July 22 that stated we have no findings. The final report is yet to come.
- The Memorandum of Understanding (MOU) has been fully executed between the members of the WorkSource Columbia Basin partnership. It goes from July 1, 2020, through June 30, 2023. The Infrastructure Funding Agreement (IFA) will be revised annually to accommodate for any operational cost adjustments as well as occupancy levels at the center.
- We have received the Notice of Funds Available (NFA) in the amount of \$589,613 for Disaster Recovery National Dislocated Worker Grant. We have also submitted the budget and statement of work for the Employment Recovery National Dislocated Worker Grant. We anticipate a contract routed for signature next week for a total of \$596,781. We have added \$1.18 million to our current budget by winning competitive procurements. Also, our annual Formula Allocation has increased by 18% this year. These resources will help us serve the community in the current COVID-19 crisis.
- Last week we submitted a United Way application bidding on \$40,000 for TC Futures to help support housing and additional assistance to 100 youth and young adults.
- CliftonLarsonAllen concluded their pre-audit on July 22 with their annual audit scheduled for the week of September 14.
- We have reached a milestone with Families Forward Washington (FFW), meeting our enrollment target of 56 for the entire grant. We plan to continue to enroll as funds are available.
- In late June, BFWDC Board Members attended a virtual conference hosted by the National Association of Workforce Boards (NAWB).
- Earlier in July, as Vice-Chairman of the Washington Workforce Association (WWA) and Board Member of the Washington Economic Development Association (WEDA), Tiffany attended the online Economic Recovery Resource Conference, where she had the opportunity to moderate a breakout session.
- Board Staff continues to serve on statewide workstreams, workgroups and task forces as subject matter experts in areas such as performance, physical facilities, business engagement, virtual service delivery, and inclusion. There is a large return on investment for the local area when board staff engages with other leaders across the statewide workforce system.
- We are looking forward to hiring our Programs Coordinator in August. We also look forward to taking the next steps to fill our COO position. The additional FTEs are welcome resources as plates are fuller now more than ever. As we pace through this coming year, the emphasis will be on adjusting to the added responsibilities and work that goes along with having a much larger budget. We want to do our best with this additional work, therefore should there be additional bidding, it will be with a very strategic review of the bandwidth before engagement.
- She thanked the board for reviewing and approving the sub-recipient contract motions over the past few weeks. This focus and dedication have helped to get resources out to our community quickly.

Carol thanked the staff for sending out the weekly statewide unemployment reports. She asked about the job losses in the Tri-Cities, and how quickly these people are being placed back into employment? Tiffany answered that, unfortunately, the availability for someone seeking employment on a statewide scale is 4 to 1. We want the messaging to our community to be that if you are unemployed and looking for work, we have competent practitioners that are available to our workforce system via TC Futures and WSCB to help individuals engage in re-entering the workforce. If an individual can't utilize WorkSource.WA, they can call our centers and receive a callback, usually within the hour.

Richard recognized the hard work that the Board Staff was doing and shared his thanks.

Strategic Plan Goal #1 – P-ROC Update – Adolfo de Leon

Adolfo shared that the purpose of the team is to increase the awareness of the services we provide and the resources we have available to increase engagement. He presented the draft Public Relations Plan that was provided in the packet. Todd asked board members to review the Plan and send any comments or questions to Becky.

Strategic Plan Goal #2 – Keys to Success Update – Mary Mills

Mary shared that the team has been working diligently. They have worked to identify a survey tool (Survey Monkey) to define where we can help the community the most. They have reviewed surveys from other organizations. They decided to focus on gaps that have resulted due to the COVID-19 Pandemic. They have developed a simple 6 question survey to be sent to local Hanford agencies as well as other businesses across our region. This is where our board members can help. We need to use our resources and connections to get additional information so that we have a richer pool of responses to look at when the survey is done. The next big push will be to get all of the information back from the surveys and work with our partners to see how we can bridge the gaps that the community indicates that we have. The survey link will be sent out to board members so they can forward the survey to their connections.

Teams #3 and #4 – Tiffany Scott

Tiffany recognized the hard work of teams 1 and 2. Goal teams 3 and 4 will be starting in October. Goal 3 will be focused on creating a means including infrastructure, process, and system to receive donations as well as identify potential donors. Group 4 will be focusing on developing strategic partnerships. A doodle poll will be sent out shortly to set a meeting time for each team in October. If you have not signed up for a team, please let us know which one you would like to participate in.

Member Updates & Business Engagement – All

Other Business:

Todd pointed out the excellent information provided on the other reports that are in the meeting packet.

Next Meeting

Quarterly Board Meeting – Tuesday, October 27, 2020, at 4:00 p.m. at TBD

Adjournment

With no further business, Todd adjourned the meeting at 4:27 p.m.

Todd Samuel, Chair

Date

Becky Smith, Office Manager

Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 8/31/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	47,147.79
CE 12 month CD	1112	51,820.97
Total Asset		<u>99,581.53</u>
Liabilities		
Accrued Vacation Payable	2500	51,663.58
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>39,663.58</u>
Net Assets		59,917.95
Total Liabilities and Net Assets		<u>99,581.53</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2020 Through 8/31/2020
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	12	0	0.00%	0	0.00%
Total Revenue	12	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	12	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 8/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(104,130.79)
Accounts Receivable	1200	69,188.08
Receivable (Grants)	1300	305,025.03
Total Asset		<u>270,082.32</u>
Liabilities		
Accounts Payable (AP System)	2000	249,030.42
Due to/from other funds	2990	12,000.00
Total Liabilities		<u>261,030.42</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u>270,082.32</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 8/31/20
(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	497,733	649,397	76.65%	4,191,410	11.88%
Interest	2	0	0.00%	0	0.00%
Misc/Other Revenue	69,185	64,000	108.10%	276,000	25.07%
Total Revenue	566,920	713,397	79.47%	4,467,410	12.69%
Expenses					
Sub-Recipient Reimbursements	409,223	549,551	74.46%	3,297,305	12.41%
Rent and Facilities	13,097	12,671	103.36%	76,024	17.23%
Salaries and Wages	81,388	83,970	96.93%	609,291	13.36%
Payroll Taxes and Benefits	24,201	25,057	96.58%	182,022	13.30%
Professional Services and Contracts	6,094	6,900	88.32%	83,540	7.29%
TC Futures	10,000	10,000	100.00%	75,000	13.33%
Travel and Training	309	1,000	30.90%	50,230	0.62%
Supplies, Furniture and Equipment	191	1,000	19.10%	19,500	0.98%
Equipment and Software - Lease and Maintenance	3,139	3,580	87.68%	44,552	7.05%
Communications (Telephone, Postage and Internet)	522	712	73.31%	6,515	8.01%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	11,150	11,350	98.24%	15,825	70.46%
Total Expenses	566,920	713,397	79.47%	4,467,410	12.69%
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 8/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	65,887.94
Accounts Receivable	1200	<u>1,212.00</u>
Total Asset		<u><u>67,099.94</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,918.94</u>
Total Liabilities		<u><u>2,918.94</u></u>
Net Assets		64,181.00
Total Liabilities and Net Assets		<u><u>67,099.94</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 8/1/2020 - 8/31/2020

(In Whole Numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Partner Revenue	35,370	35,368	100.01%	212,209	16.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	24,563	24,563	100.00%	147,380	16.67%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>59,933</u>	<u>59,932</u>	<u>100.00%</u>	<u>359,589</u>	<u>16.67%</u>
Expenses					
Rent and Facilities	54,432	54,965	99.03%	329,790	16.51%
Supplies, Furniture and Equipment	208	2,233	9.31%	13,400	1.55%
Employee Recognition	0	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	0.00%	1,200	96.00%
Business/Community	0	833	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	0	1,700	0.00%	10,200	0.00%
Total Expenses	<u>55,792</u>	<u>60,932</u>	<u>91.56%</u>	<u>359,590</u>	<u>15.52%</u>
Net Surplus/ (Deficit)	<u>4,141</u>	<u>(1,000)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Workforce Development Council
2020/2021 Budget with Estimated Carry-in Amounts

	7/1/20	7/1/19	7/1/18
Revenue from Youth Formula	1,054,098	850,476	771,497
Revenue from Adult Formula	997,440	803,866	761,763
Revenue from DW Formula	1,141,210	858,387	972,503
Total Formula Revenue	3,192,748	2,512,729	2,505,763
Revenue from Career Connect	0	67,620	
Revenue from EcSA	334,865	342,710	
Revenue from FFW	261,716	381,121	682,706
Revenue from RRIE	285,437	423,147	199,125
Revenue from Disaster Recovery	336,922		
Revenue from Employment Recovery	341,018		
Total Discretionary Grant Revenue	1,559,958	1,214,598	881,831
Indirect Cost Pools (program)	1,121,843	942,496	585,917
WIOA ACP (Admin Cost Pool)	531,800	379,405	340,924
Total Indirect Cost Pool Revenue	1,653,643	1,321,901	926,841
Total Revenue	5,284,506	4,106,732	3,728,518

Line Item Name	20/21	19/20	18/19
Sub Contracts	3,297,305	3,008,932	2,534,971
Total Sub Contracts Expenditures	3,297,305	3,008,932	2,534,971
TC Futures	75,000	58,900	12,000
Facilities Rent	39,204	39,588	38,131
Security/Maintenance	36,820	36,620	28,881
Salaries	609,291	460,179	387,561
Benefits (Taxes)	60,914	41,282	33,420
Benefits (Medical)	73,720	62,414	59,928
Benefits (Pension)	47,388	38,400	34,190
Professional Services - Audit	26,500	23,000	21,700
Professional Services - IT/Other	30,000	29,600	13,140
Professional Services - RRIE	16,000	0	144
Professional Services - Pay Plus	11,040	2,500	2,500
Professional Services-Direct deposit fees	0	8,400	4,500
Travel/Training/Staff Development	50,230	57,995	41,695
Supplies - WDC Internal	17,500	5,000	4,500
Supplies (RRIE)	2,000	5,000	1,500
Equipment Rental	13,092	14,472	14,352
Equipment Maintenance & Repair	6,360	5,740	5,740
Software Maintenance & Licenses	25,100	5,900	6,200
Equipment (RRIE/EcSA)	0	3,500	19,780
Telephone	500	460	60
Postage	500	400	350
Internet/Email storage	5,515	2,627	2,627
Outreach FFW	0	21,500	0
Insurance	7,606	7,600	7,136
Dues/Subscriptions	14,835	13,155	12,900
Fees and Other	990	740	440
Total Indirect Expenditures	1,170,105	944,972	753,375
Total Expenditures	4,467,410	3,953,904	3,288,346

Anticipated Carry-in	817,095	152,828	440,172
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Contract or Grant Name	Contract Number Grant Number	Contract Period	Contract Amount	Revised Amount	Onsite Annual Review	Completion Target	State Monitoring
Youth Program CFDA Number 17.259	BFWDC-PY20-OSY-CPS 6111-7000	7/1/20 - 6/30/21	\$718,485	N/A	2/2021	4/2021	January 11-15, 2021
Adult Program CFDA Number 17.258	BFWDC-PY20-ADULT-CPS 6111-7100	7/1/20 - 6/30/21	\$694,352	N/A	2/2021	4/2021	January 11-15, 2021
Dislocated Worker Program CFDA Number 17.278	BFWDC-PY20-DWP-CPS 6111-7200	7/1/20 - 6/30/21	\$746,006	N/A	2/2021	4/2021	January 11-15, 2021
PY19 Rapid Response Increased Employment CFDA Number 17.278	BFWDC-PY19-RRIE-CPS 6111-7509-10	9/1/19 - 6/30/21	\$248,679	N/A	2/2021	4/2021	January 11-15, 2021
Disaster Recovery DWG CFDA Number 17.227	BFWDC-PY20-DRDWG-CPS 6111-7580-64	7/1/20 - 3/31/22	\$424,000	N/A	2/2021	4/2021	January 11-15, 2021
Employment Recovery DWG CFDA Number 17.227	BFWDC-PY20-ERDWG-CPS 6111-7590-64	7/01/20-3/31/22	\$446,253	N/A	2/2021	4/2021	January 11-15, 2021
One-Stop Operator CFDA Numbers 17.258, 17.278	BFWDC-PY20-OSO-CPS	7/1/20 - 6/30/21	\$200,000	N/A	2/2021	4/2021	January 11-15, 2021
Economic Security for All-Connell (EcSA-Connell) CFDA Number 17.258, 17.278, 17.259	BFWDC-PY19-ECSA-CPS 6111-7628-10	7/1/19 - 3/31/22	\$700,000	N/A	2/2021	4/2021	January 11-15, 2021
Families Forward CFDA Number 93.564	1813-88983	9/28/18 - 12/31/20	\$477,894	N/A	2/2021	4/2021	N/A
BFWDC Monitoring Team:	Cynthia Garcia , Youth Programs Manager/EO Officer Jamilet Nerell , Community Programs Manager Jessie Cardwell , Programs Coordinator		Diana Hamilton , Workforce Programs Manger Jan Warren , Chief Financial Officer				

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SOC	Occupational title	Base supply/demand adjusted definition 2019*	Base supply/demand adjusted definition 2020	Compare 2019 Base with 2020 Base Same or Different	WDA	Type desired occupational definition (demand, not in demand, balanced) in this column.
11-000 Management Occupations						
11-3071	Transportation, Storage, and Distribution Managers	not_in_demand	not_in_demand	Same	11	In Demand
11-9021	Construction Managers	not_in_demand	not_in_demand	Same	11	In Demand
11-9199	Managers, All Other	balanced	not_in_demand	Different	11	In Demand
13-000 Business and Financial Operations						
13-2011	Accountants and Auditors	in_demand	not_in_demand	Different	11	In Demand
17-000 Architecture and Engineering Occupations						
17-2141	Mechanical Engineers	in_demand	not_in_demand	Different	11	In Demand
19-000 Life, Physical, and Social Science Occupations						
21-000 Community and Social Services Occupations						
21-1023	Mental Health and Substance Abuse Social Workers	in_demand	balanced	Different	11	In Demand
21-1091	Health Educators	N/A	balanced	Different	11	In Demand
21-1092	Probation Officers and Correctional Treatment Specialists	not_in_demand	not_in_demand	Same	11	Balanced
21-1093	Social and Human Service Assistants	in_demand	not_in_demand	Different	11	In Demand
23-000 Legal Occupations						
25-000 Education, Training, and Library Occupations						
27-000 Arts, Design, Entertainment, Sports, and Media Occupations						
29-000 Healthcare Practitioners						
29-1051	Pharmacists	not_in_demand	not_in_demand	Same	11	In Demand
29-1071	Physician Assistants	balanced	balanced	Same	11	In Demand
29-1126	Respiratory Therapists	balanced	balanced	Same	11	In Demand
29-1292	Dental Hygienists	N/A	not_in_demand	Different	11	In Demand
29-2071	Medical Records and Health Information Technicians	in_demand	not_in_demand	Different	11	In Demand
31-000 Healthcare Support Occupations						
31-1120	Home Health and Personal Care Aides	N/A	not_in_demand	Different	11	In Demand

31-1131	Nursing Assistants	N/A	not_in_demand	Different	11	In Demand
31-9091	Dental Assistants	in_demand	not_in_demand	Different	11	In Demand
31-9092	Medical Assistants	in_demand	not_in_demand	Different	11	In Demand
31-9097	Phlebotomists	in_demand	not_in_demand	Different	11	In Demand
31-9099	Healthcare Support Workers, All Other	balanced	not_in_demand	Different	11	In Demand
33-000 Protective Service Occupations						
35-000 Food Preparation and Serving Related Occupations						
37-000 Building and Grounds Cleaning and Maintenance Occupations						
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	in_demand	not_in_demand	Different	11	In Demand
39-000 Personal Care and Service Occupations						
41-000 Sales and Related Occupations						
43-000 Office and Administrative Support Occupations						
43-4051	Customer Service Representatives	balanced	not_in_demand	Different	11	Balanced
45-000 Farming, Fishing and Forestry Occupations						
47-000 Construction and Extraction Occupations						
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	in_demand	not_in_demand	Different	11	In Demand
47-2021	Brickmasons and Blockmasons	not_in_demand	not_in_demand	Same	11	In Demand
47-2031	Carpenters	not_in_demand	not_in_demand	Same	11	In Demand
47-2041	Carpet Installers	in_demand	not_in_demand	Different	11	In Demand
47-2044	Tile and Marble Setters	balanced	not_in_demand	Different	11	In Demand
47-2051	Cement Masons and Concrete Finishers	not_in_demand	not_in_demand	Same	11	In Demand
47-2061	Construction Laborers	not_in_demand	not_in_demand	Same	11	In Demand
47-2073	Operating Engineers and Other Construction Equipment Operators	not_in_demand	not_in_demand	Same	11	In Demand
47-2081	Drywall and Ceiling Tile Installers	not_in_demand	not_in_demand	Same	11	Balanced
47-2082	Tapers	in_demand	balanced	Different	11	Balanced
47-2111	Electricians	not_in_demand	not_in_demand	Same	11	In Demand
47-2121	Glaziers	N/A	not_in_demand	Different	11	In Demand
47-2131	Insulation Workers, Floor, Ceiling, and Wall	N/A	not_in_demand	Different	11	Balanced
47-2132	Insulation Workers, Mechanical	N/A	not_in_demand	Different	11	In Demand
47-2141	Painters, Construction and Maintenance	not_in_demand	not_in_demand	Same	11	In Demand
47-2152	Plumbers, Pipefitters, and Steamfitters	not_in_demand	not_in_demand	Same	11	Balanced
47-2161	Plasterers and Stucco Masons	balanced	not_in_demand	Different	11	In Demand
47-2181	Roofers	in_demand	not_in_demand	Different	11	In Demand
47-2211	Sheet Metal Workers	not_in_demand	not_in_demand	Same	11	In Demand
47-2221	Structural Iron and Steel Workers	N/A	not_in_demand	Different	11	In Demand

47-3011	Helpers—Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	N/A	balanced	Different	11	In Demand
47-4011	Construction and Building Inspectors	not_in_demand	not_in_demand	Same	11	Balanced
47-4031	Fence Erectors	balanced	not_in_demand	Different	11	Balanced
47-4041	Hazardous Materials Removal Workers	not_in_demand	not_in_demand	Same	11	In Demand
47-4051	Highway Maintenance Workers	not_in_demand	not_in_demand	Same	11	Balanced

49-000 Installation, Maintenance, and Repair Occupations

51-000 Production Occupations

53-000 Transportation and Material Moving Occupations

53-3031	Driver/Sales Workers	in_demand	not_in_demand	Different	11	In Demand
53-3032	Heavy and Tractor-Trailer Truck Drivers	balanced	not_in_demand	Different	11	In Demand
53-3033	Light Truck or Delivery Services Drivers	balanced	not_in_demand	Different	11	In Demand
53-3052	Bus Drivers, Transit and Intercity	N/A	not_in_demand	Different	11	Balanced
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	balanced	not_in_demand	Different	11	In Demand

* An N/A in the "Base supply/demand adjusted definition 2019" column indicates that an occupation was not defined or was not included in the list, for this region in 2019, for various reasons (e.g. suppression, staffing patterns, new code-aggregations, etc.) .



MEMORANDUM

DATE: October 27, 2020

TO: BFWDC Board

FROM: Jamilet Nerell, Community Programs Manager

SUBJECT: PY20 Families Forward WA Goodwill Award

The Benton-Franklin Workforce Development Council (BFWDC) has been impressed by Goodwill Industries of the Columbia's work performed for Families Forward WA (FFW) in program years 2018, 2019, and current 2020. They continue to meet and exceed expectations providing case management, career guidance, training, supportive, and employment services to non-custodial parents.

To keep the momentum going and continue serving more non-custodial parents, the BFWDC would like to increase Goodwill Industries of the Columbia's FFW award with additional funding. The additional funding will assist new participants with tuition and training fees.

Jamilet sought a motion from the Adult and Employer Linkage Committee to approve Goodwill Industries of the Columbia Families Forward Contract Modification 3 to increase their award by \$25,675.00, bringing the total from \$477,894.00 to \$503,569.00 effective November 2, 2020.

The Adult and Employer Linkage Committee approved this recommendation via E-Vote on October 27, 2020. We now seek approval from the Executive Committee and the Full Board.



Tiffany A. Scott, CEO

Quarter 1 – Executive Report

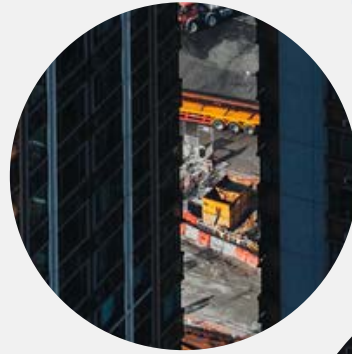
October 27, 2020

Benton-Franklin Workforce Development Council

Quarterly Board of Directors Meeting

Agenda

- Welcome New Team Members
- BFWDC Annual Financial Comparison
- Quarter 1 Highlights
- Looking Ahead – Q2 Focus
- Conclusion



The Benton-Franklin WDC Team



Tiffany Scott

CEO



**David Chavey-
Reynaud**
COO

Jan Warren

CFO

Diana Hamilton

Workforce Programs Manager

Cynthia Garcia

Youth Programs Manager
EO Officer

Jamilet Nerell

Community Programs Manager

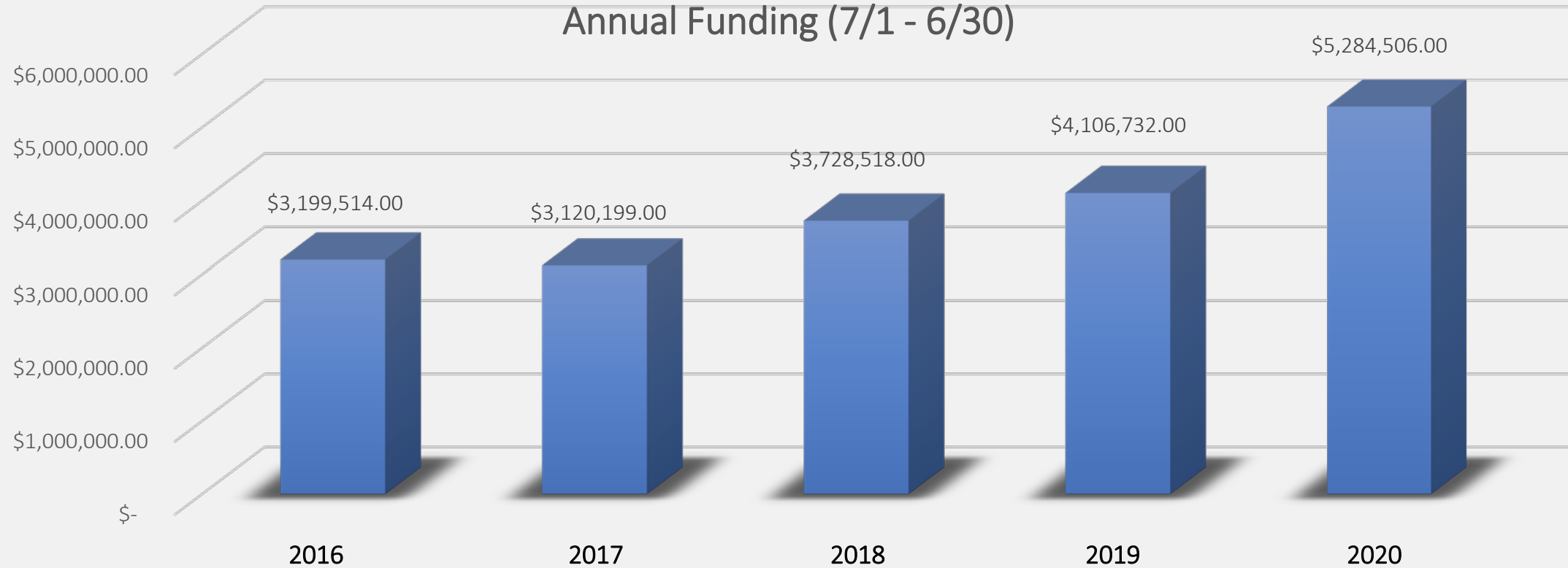
Jessie Cardwell

Programs Coordinator

Becky Smith

Office Manager

BFWDC - Financial Growth



Highlights

Quarter 1 - PY20

JULY

- Suite C Board Room Conversion planned
- BFWDC Website Updated to meet ADA standards
- Full Execution of Formula Grants
- Full Execution of National Dislocated Worker Grants

AUGUST

- Jessie joins the BFWDC Team
- Completion of all BFWDC Sub-Recipient Contracts
- Economic Security For All initial implementation evaluation by Social Policy Research Associates
- GED offered at TC Futures
- Development of BFWDC Annual Report

SEPTEMBER

- David joins the BFWDC Team
- Annual Audit performed by Clifton Larson Allen
- Programmatic Continuous Quality Improvement
- Successful completion of Public Relations Outreach Committee (Goal Team #1) Strategic Board Goals

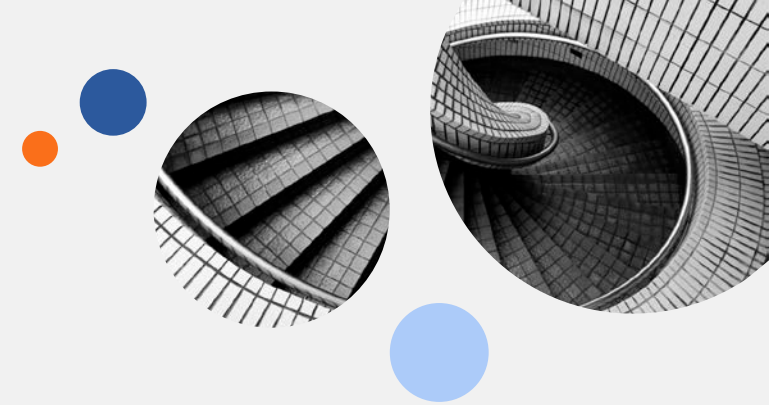
Looking Ahead – Q2

Board Engagement

- Keys to Success (Goal Team #2) Business Survey Deployment – Round 2
- Goal Team #3 Launch (10-5-20)
Name: Diversity of Sources Committee (DSC) or Discovery
Focus: Diversification of funding
- Goal Team #4 Launch (10-12-20)
Name: Strategically Targeting and Aligning Relationships for System Success or The STARSS Committee
Focus: Developing Partnerships
- BFWDC Board Chair and CEO attend 1st Annual Washington Workforce Association (WWA) Leadership Summit (12-2-20)

Board Staff Focus

- Policy Advocacy for Local Flexibility during COVID-19
- Occupations in Demand (OID) List Convening and Submittal
- Contract Modifications adding flexibility to Economic Security for All and training resources to Families Forward Washington
- 24th Annual Washington State Biz Fair Attendance and Presentation (11-10-20) <https://www.bizfair.org/>
- WWA - Virtual Training Request For Information (RFI)



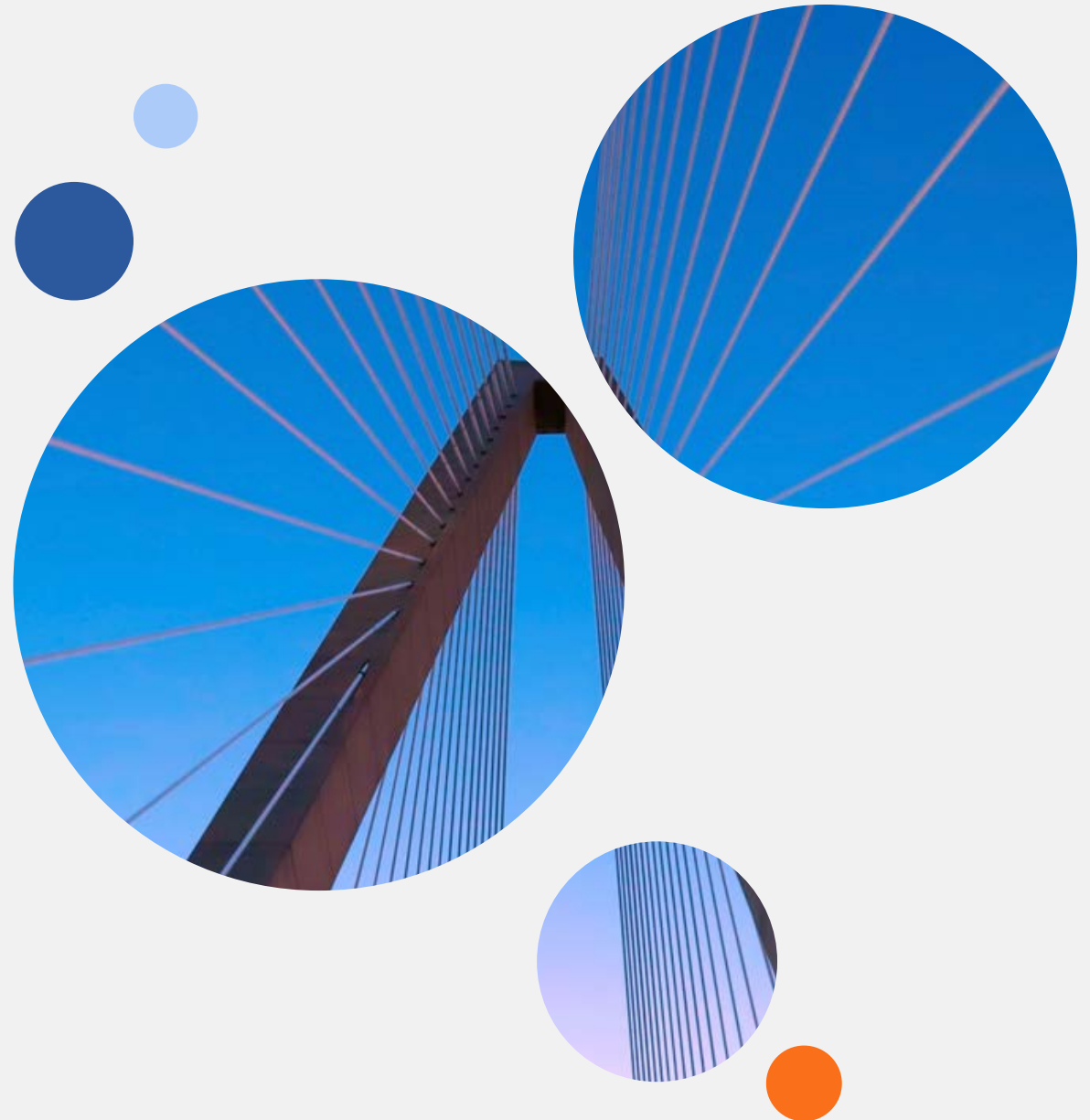
Conclusion

Thank you for your commitment and services to our Local Workforce Development System. Employers, Job Seekers and Workers in Benton and Franklin Counties have more Opportunity to Prosper because YOU are on our Board. Who you are and what you do is truly making a difference, especially during these challenging times.

- Tiffany

tscott@bf-wdc.org

(509) 528-6010



Supporting a Thriving Economy In Benton & Franklin Counties

Program Year 19 Team Highlights

- Deepened relations with Community Partners & Business
- Recognition for excellence in serving Veteran job seekers and hiring businesses
- Expansion of virtual service delivery

Program Year 19

Business Services



683 Unique Businesses Served

582 Businesses with Jobs Posted to WorkSourceWA.com

61 In-person hiring events; **1** virtual

7 Rapid Response Events Provided to Employers

Program Year 19

Business Services

- 6 major sectors identified and assigned SME
- Created bi-annual industry focus group/stakeholder meetings (then COVID)
- Developed over 100 new Business Contacts in PY19; in addition to 40 COVID-related supports; 22 employers re-engaged
- Established quarterly connect with TRIDEC and Chamber
- Hosted Benton/Franklin Virtual Job Fair

Program Year 20 Business Services

- Virtual hiring events via WebEx
- Local Rapid Response
- Emerging relationship with Commerce
- Gig Economy research/expertise
- Apprenticeship (LNI Coordination)
- Industry Sector Focus Groups (CONT)
- Certified Business Engagement Professional

Program Year 19

Job Seeker Services



8,149 Job Seekers Served

22,440 Staff Assisted Services Provided

- 21,061 Basic Career Services
- 1,379 Individualized & Training Services

Program Year 19

Job Seeker Services

- Collaboration to provide statewide and local virtual services to assist jobseekers in connecting to employment
- Re-engagement of the labor force
- Increasing the talent pool through accessibility for all

Program Year 20 Job Seeker Services

- Robust Virtual Menu of Job Seeker Services
 - Group Services
 - Career Assessments
- Increased Connectivity with Customers
 - Outreach
 - Access points
 - Informing service delivery through Customer Feedback



YOUTH COMMITTEE BOARD REPORT October 27, 2020

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC welcomed David Chavey-Reynaud, Chief Operations Officer (COO), and Jessie Cardwell, Programs Coordinator, as the newest members of our agency.
- The Workforce Innovation Opportunity Act (WIOA) Out-of-School Youth Contract has been fully executed with Career Path Services in the amount of \$718,485.
- The Public Relations and Outreach Committee (P-ROC) members accomplished all objectives specified in the BFWDC goal #1. The objectives were to create a public relations plan and establish a method to measure success. Some of their accomplishments include:
 - ✓ Created a Public Relations Plan that included a method of measuring success;
 - ✓ Created an email list to send publicity to all local chambers;
 - ✓ Created a list of businesses to “Like” on Facebook, which has increased by almost 300 followers;
 - ✓ Provided feedback and helping to update the monthly Liaison Report;
 - ✓ Created the PY19 BFWDC Annual Report.

TC Futures Highlights

- Youth staff continues to promote the 20 work readiness videos with current and potential participants. The intent of these videos is to increase engagement via social media and to inform the community about the services TC Futures has to offer. The videos can be viewed on the [TC Futures Facebook](#) page.
- TC Futures became an authorized General Equivalency Diploma Testing Center at the end of June. Today, 12 youth and young adults have completed their GED.
- The Team has implemented a streamlined process for referrals from the Open-Doors program and community partners to capture referral outcomes and enrollment trends.
- The BFWDC EO Officer identified several areas at TC Futures needing attention to comply with the Americans with Disabilities Act (ADA). TC Futures Director is currently updating the signage throughout the center and parking lot to identify “van accessible” parking spots; and ensuring that all doors and handles are up to code.

WIOA Program Participant Success Story

Dodavah is an 18-year-old who came to the Out-of-School Youth (OSY) program in need of GED and employment opportunities. Dodavah was co-enrolled in both the OSY and Open Doors programs. She had multiple barriers to employment as she is a dropout and low income. Dodavah never attended formal schooling and found this to be a major barrier to her employability and academic success. While enrolled in the OSY program, Dodavah received Financial Literacy assistance, Labor Market Information, GED Services, Career Guidance, Basic Assessment, and Support Services for transportation. Dodavah obtained employment with Callaway Gardens as a Dietary Aide. She is working 30 hours per week and earning \$15.50 per hour. Dodavah will continue working on obtaining her GED during the retention period.

PY20 1st QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY

	<u>Actual</u>	<u>Monthly Goal</u>
Youth Served	70	103
Total Employed Exits	5	15
Total Post-Secondary Exits	0	0
Placement Rate	100%	85%
Median Wage	\$14.00	\$13.75
On-the-Job Training	0	0
Work Experience	4	4
Individual Training Accounts	0	0
Pre-Apprenticeships	0	N/A
Credentials Earned	1	N/A
General Equivalency Diploma	1	N/A

ADULT & EMPLOYER LINKAGE COMMITTEE BOARD REPORT

October 27, 2020

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC welcomed David Chavey-Reynaud, Chief Operations Officer (COO), and Jessie Cardwell, Programs Coordinator, as the newest members of our agency.
- The BFWDC fully executed the Adult, Dislocated Worker, Disaster Recovery, and Employment Recovery contracts in September.
- The BFWDC board awarded over 4.6 million dollars this program year to help with the employment and training needs of our community.
- The BFWDC wrote a press release to announce securing more than \$1 million through two National Dislocated Worker Grants from the U.S. Department of Labor to address the impacts of widespread unemployment due to the COVID-19 disaster. These resources will provide job opportunities and re-employment assistance to help get people back to work in Benton and Franklin counties.

Program Highlights

- Sandvik submitted a Worker Adjustment and Retraining Notification (WARN) with an expected layoff date of October 30th. The layoff will impact approximately fifty workers in positions, including operations, manufacturing, maintenance, and safety. Virtual rapid response sessions were scheduled to accommodate multiple work shifts. Sandvik submitted a Trade Adjustment Act (TAA) petition to the U.S. Department of Labor and is waiting to hear if their impacted workers are eligible for TAA benefits.
- The Economic Security for All (EcSA) Evaluation Report was issued, providing an analysis of the four EcSA models implemented throughout the state. This report provided information on the implementation plans and challenges each area faced due to COVID-19. It also included recommendations to improve program models and emphasized the need to remain flexible to meet the needs of the community.
- The Families Forward Washington (FFW) program exceeded their enrollment target of 56 by enrolling 62 participants. Enrollments will continue as funds are available.

WIOA Program Participant Success Story

Blanca, 20, entered the Adult program seeking employment in a different field from her previous job at Kohl's earning minimum wage. She was interested in training and becoming a Dental Assistant. Together, Blanca and her employment specialist set her goal to work as a Dental Assistant, which would enable her to make self-sufficient wages and provide the work-life balance she needed as a single mother. Her barriers were a large gap in employment, under-skilled, and a lack of confidence interviewing. The Adult and Out-of-School Youth programs leveraged funding to support her training costs. Blanca overcame her barriers to employment by receiving assistance with resume building, career coaching, interviewing techniques, and job search. Once she completed her Dental Assistant training and obtained her state registration/certification, she accepted a full-time Dental Assistant position at Tri-Cities Community Health. Blanca is earning \$16.19 per hour with benefit options after 90 days of employment.

PY20 1st QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY

<u>Dislocated Worker Program</u>			<u>Adult Program</u>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Dislocated Workers Served	59	65	Adults Served	43	73
Employed Exits	18	0	Employed Exits	17	23
On-the-Job Trainings (OJT)	0	0	Work Experiences (WEX)	1	0
Individual Training Accounts (ITA)	6	3	On-the-Job Trainings (OJT)	0	0
Median Wage	\$20.00	\$19.00	Individual Training Accounts (ITA)	3	0
			Median Wage	\$14.00	\$14.50

Vision

The Benton-Franklin Workforce Development Council contributes to a 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.

September 2020 Liaison Report

Program Year July 2020-June 2021



A proud partner of the [American Job Center](#) network



Providing Employment and Training Services to Job Seekers and Employers

- **Total Staff Assisted Job Seekers: 331**
- **Total Staff Assisted Services to Job Seekers: 709**
- **Unique Number of Businesses Served: 68**
- **Staff Provided Business Services: 92**

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): 196

- 70 from Out-of-School Youth (OSY) program
- 126 from Open Doors Program
- 9 Co-enrolled in Both Programs
- 9 Youth attained General Educational Development (GED)

Total OSY Employed and/or Post Secondary Exits: 5

Placement Rate: 100%

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, PY19 Rapid Response Increase Employment and Disaster Recovery Dislocated Worker Grant

Total Participants Served (YTD): 200
Monthly To Date Target: 278

Total Employed Exits (YTD): 45
Monthly To Date Target: 46

Additional BFWDC Programs: Economic Security for All (EcSA) and Families Forward WA

EcSA Participants Served (YTD): 12
Monthly To Date Target: 69
Total Employed Exits: 3

FFW Participants Served (YTD): 60
Total Employment Placement: 39
Study Goal: 56

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. Job seekers are still able to access assistance with job search, résumé and cover letter assistance, interview preparation, career counseling, labor market and wage information, online workshops and referrals to community resources as needed. For those who qualify, one-on-one case management services also are available. Businesses can still receive assistance with recruitment of qualified candidates, labor market data, tax incentives and layoff aversion, including Shared Work and Rapid Response services for temporary layoffs and/or permanent closures. As of June 29th, TC Futures started providing GED testing services by appointment only.

Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands

Source: Employment Security Department Labor Market Information

Top 5 Occupations

- **Benton County:** Registered Nurses; Retail Salespersons; Nurse Practitioners; Sales Representatives and Computer Occupations.
- **Franklin County:** Laborers and Freight (Material Movers); Registered Nurses; Heavy and Tractor-Trailer Truck Drivers; Janitors and Cleaners and Retail Salespersons.

Top 5 Licenses and Certifications

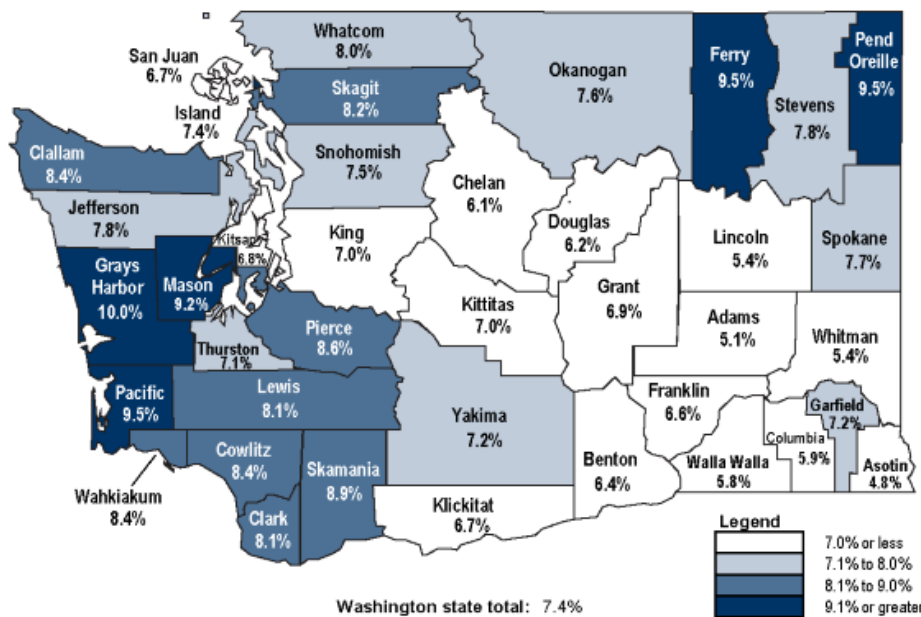
Benton County

1. Driver's License
2. Registered Nurse
3. First Aid Cardiopulmonary Resuscitation (CPR)
4. Food Handlers Certification
5. Advanced Cardiac Life Support (ACLS) Certification

Franklin County

1. Driver's License
2. Registered Nurse
3. Certified Teacher
4. ServSafe
5. Commercial Driver's License (CDL) Class A

September 2020
County unemployment rates, not seasonally adjusted



September Unemployment Facts

The Bureau of Labor Statistics indicates the private sector gained 12,100 jobs and the public sector lost 9,700 jobs, for a net gain of 2,400 nonfarm jobs in Washington State

August's preliminary estimated gain of 19,800 jobs was revised to a gain of 69,000

Benton County - 2,042 initial claims filed
Franklin County - 882 initial claims filed

Source: ESD Claims Reports
<https://esd.wa.gov/labormarketinfo>

For a list of resources, guidance, and assistance available for the public, please visit our website at
<https://www.bentonfranklinwdc.com/covid-19> for continuous updates.

Questions about this report?

Contact David Chavey-Reynaud at
509-734-5988

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



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: 711



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WorkSource Operator Report

Benton Franklin Workforce Consortium

September 2020

September Highlights:

- Robust local virtual service delivery design continued through stand up of taskforces.
- WSCB Business Services Team members will host our 2nd Virtual Job Fair on 10/21/20.
- WSCB team members continue to provide services virtually. Jobseeker customer numbers continue to be low with requests focused on access to basic needs related supports.

WorkSource Site Operations:

Customer Counts 9/1/20 to 9/30/20		
Total Staff Assisted Seekers	331	
Total Staff Assisted Services	709	
Basic Services	540	
Individualized, Training & Support Services	169	
Unique Number of Businesses Served	68	
Staff Provided Business Services	92	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	2
Employee Training Assessment, referral, enrollment, etc.	4	3
Other Employer outreach visit, marketing business services, etc.	40	37
Recruitment Hiring events, referrals, etc.	44	31
Wage & Occupation Information Labor Market Info, etc.	0	0

***Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided.



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47 survey responses received (14% response rate):

- Of the customers who responded, 98% received the assistance/information needed; 98% will refer family and friends.
- Positive feedback:
 - “Erin helped me by phone from her home , who could ask for more? She is calm and knowledgeable forthright and Patient,knows people I know and is wanting to only help ,,, can I work for her?”
 - “Thank you, I feel more confident looking for work, looking forward to more classes”
 - “Absolutely amazing experience. Thank you so much for all of your absolutely wonderful and professional help. Amazing.”
- Feedback informing improvements:

Customer Concern	Improvement
“It was very scripted and the presenter just read the slides...”	As facilitators get more practice with new curriculum, presenting will become more natural. Creation of new workshops is also allowing us to identify the best staff fit for the curriculum based upon expertise and professional interests.
“I signed up for some classes and did not get invites.”	We have been troubleshooting email issues with customers and verifying calendar invitation content for accuracy to ensure registrations are received

- Negative feedback:
 - “The connection was constantly breaking up but I live 6-8hrs away so that would probably do it.”



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Service Delivery

Career Services:

- The WSCB Integration Plan draft was created and reviewed by system leaders via the WSCB Leadership quarterly meeting. All partners expressed support and committed to moving the plan forward.
- First steps of the integration plan were implementing, starting by standing up taskforces to address immediate service delivery needs, including virtual group services, assessment redesign, and customer outreach. New service delivery options will be available October 5, 2020.
- WSCB launched an assessment of community needs the 2nd week of September to learn of service delivery options which are desired by our customers. These results informed the work of our taskforces, including creation of a subgroup of the Group Services Taskforce, called Flip Phone. This group will identify service delivery options for customers with access to technology, who are currently using a phone to connect to resources, including employment.
- Career assessment redesign continued from PY19, resulting in creation of a final portfolio of assessments to be offered to customers seeking assistance in job search and career transition.
- Creation of a team charter draft is underway to facilitate standing up our first functional team at WSCB under WIOA: our Guest Resource Specialists Team, who will provide basic career services.
- The end of September marked the wrap up of a second outreach campaign to customers who have received Unemployment Insurance benefits for 20 weeks or more. Debrief will be held on 10/5; kickoff of a quarterly campaign to will also occur.
- Review and revision of the WSCB Customer Satisfaction survey by the Barriers and Access Solutions Committee to increase customer response rate and actionable feedback. The new survey will launch in October and features fewer, more targeted questions. The Accessibility Subcommittee will be working together to reach out to customers should our response rate fall below 20% in an effort to gain access to meaningful feedback to inform service delivery.
- In preparation for annual complaint/concern policy training, WSCB leadership and a group of staff are reviewing our current process map to streamline processing. This work is being completed with our BFWDC EO Officer, who is providing technical/compliance based support.

Business Services:

- The team will hold our 2nd Virtual Job Fair on 10/21 from 10am-2pm. The event focus will be on local business with current hiring needs, so will include employers from all local sectors.
- Creation of a presentation introducing the members of the Business Services Team and outlining the work they do was completed; this presentation is customizable, allowing the team to share who they are, the work they do, and the resources available to our community.
- Transition in testing platform used by local businesses to screen final candidates, resulted in an opportunity to discuss additional ways to connect with our Business Services Team, to increase referrals of qualified candidates, and to support ongoing professional development of the current workforce.



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Community Connections:

- 9/1: Introductory meeting with Suzanne Suyama, Childcare Aware Supervisor to learn more about the resources each organization has available. Also shared information from WSCB partners to support their application for a grant available in our community.
- 9/4: Pilot proposal review with John Roach of WholeStory. WholeStory is a software which allows customers to identify soft skills gained through life experiences, and to speak to them on their resume and during interviews.
- 9/14: Introductory call with Elisa Hernandez, Director of Career Services with CBC, to share updates and identify areas of opportunity for partnership moving forward, such as career assessments.
- 9/17: Virtual meeting with community partners with Mid-Columbia Library and Comprehensive HealthCare to put final touches on outreach campaign outline and stakeholder engagement.
- 9/21: Connected with Dan Manelli, General Manager of Stephen's Media Group to discuss partnering on a local job fair when in-person hiring events can resume. More to come!

Staff Training & Development:

Training/Development Attended:

- 9/2: Water Cooler: What are you hearing from customers/Updates
- 9/15: Business U Certified Business Engagement Professional Cohort starts for Business Service Team members Sara Elkins, Azucena Corona, Lisandra Valencia, Jasmine Sanchez, Brooke Menter, & Thailee Gomez
- 9/16: COVID-19 Resource Updates with Joyce Newsom of People for People/2-1-1; Water Cooler
- 9/21: SAFE Suicide Awareness & Prevention (Regina Myers, Comprehensive HealthCare)
- 9/22: Lean Process Mapping for WSCB Leadership & Staff group (Keoni Fontaine, ESD)
- 9/28: SAFE Suicide Awareness & Prevention (Regina Myers, Comprehensive HealthCare)
- 9/30: Technical Training – Unemployment Insurance Assistance at WSCB
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Upcoming Training/All Staff Meetings:

- 10/7: Water Cooler, Technical Assistance – UI eServices Assistance
- 10/14: Introduction to WholeStory (John Roach & Erin Anacker, Founders)
- 10/16: Hawk Career Readiness (Elisa Hernandez, CBC)
- 10/21: Water Cooler, Workforce Development Professional Celebration

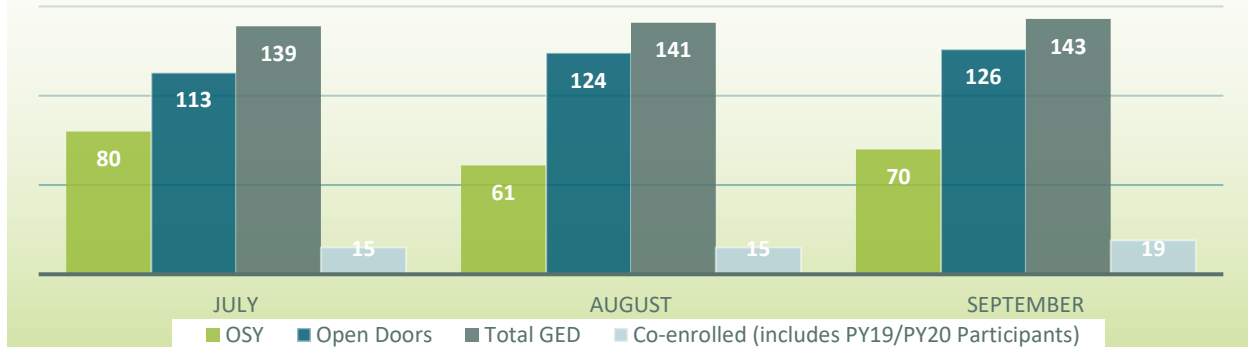
Facilities:

- Signage was procured and is scheduled for install 10/1 by Mustang Signs. It will include large signage at the base of the reader board in addition to signage on the main entry doors and side windows informing customers of resources available and how to connect with us.
- Work on the Safe and Healthy Return to Office plan continues in preparation for re-opening of WSCB. *Date TBD.*
- Week of 9/1: Fire alarm panel repair needed.

Respectfully submitted by: C. Bright on 10/9/20



TC Futures Numbers October 2020



GED Testing

TC Futures became an authorized Pearson VUE testing center at the end of June. We are incredibly excited about the access this has given our youth and young adults to GED testing. We believe that having the opportunity to test here at TC Futures will contribute to customer success. The numbers in the following chart include data from June 28 – October 19.

Month	Passed	Total	Grads
June	7	7	3
July	10	15	4
August	16	22	5
September	18	25	0
October	3	4	0
Total	54	73	12

Social Media Insights

Throughout this pandemic, TC Futures has continued to grow as an online presence. Staff have produced more than 25 workshop videos and a commercial for Facebook, and we were recently approved to start using Instagram! Staff also provide an online orientation every Tuesday at 1:00 p.m.

Month	Followers	People Reached
July	328	5351
August	339	2876
September	353	5026
October	354	3073

Facility Updates

These past few months we have identified a few areas that need our attention so that we can be ADA compliant and provide access to all. We are currently updating our signage throughout the center, we will have a designated workstation for our customers that use a wheelchair, and I am currently working with the property managers to provide a designated “van accessible” parking spot. We are still working on ensuring that all of our doors and handles are up to code as well.

We recently received our temperature-scanning kiosk to be used by all individuals entering the center. We also have a protective shield in place at the reception area, as well as a large stock of masks and cleaning supplies.



Follow @tricityfutures on Facebook and Instagram!



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

