



**BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL  
Adult & Employer Linkage Committee Meeting**

June 17, 2021 at 8:30 a.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**

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**AGENDA**

- 1. Call to Order** – Adolfo de Leon
- 2. Welcome & Roll Call** -
- 3. Approval of Committee Minutes**  
Adult & Employer Linkage – May 20, 2021 (Needs a vote)
- 4. PY20 Monitoring Summary**
  - Adult
  - Dislocated Worker (DW)
  - Rapid Response Increase Employment (RRIE)
  - Employment Recovery
  - Disaster Recover
  - EcSA
  - Families Forward
- 5. Community Development Block Grant (CDBG) Update** – Jamilet
- 6. Program Highlights** – Diana
- 7. EcSA Update** – Jamilet
- 8. Families Forward Washington Updates** – Jamilet
- 9. Liaison Report** - David
- 10. WorkSource Columbia Basin Update** – Crystal
- 11. Other Business**
- 12. Next Meeting**
  - Adult & Employer Linkage Committee –  
Thursday, July 15, 2021, at 8:30 a.m. on Zoom
  - Full Quarterly Board Meeting –  
Tuesday, July 27, 2021, at 4:00 p.m. on Zoom
- 13. Adjournment**

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

**Attachments**

- May 20, 2021, Adult & Employer Linkage Minutes
- PY20 Monitoring Summary
- WIOA Program/EcSA/FFW Performance Summaries – May
- Layoff Profile – May
- Liaison Report – May
- WS Operations Mgr. Report – May

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

## **Benton-Franklin Workforce Development Council**

Adult & Employer Linkage Committee

May 20, 2021, at 8:30 a.m.

Zoom

<b><u>Present</u></b>	<b><u>Excused</u></b>	<b><u>Absent</u></b>	<b><u>Staff/Partners</u></b>
Adolfo de Leon	Karl Dye	Lori Mattson	Tiffany Scott, BFWDC
Jamie Rasmussen	Michael Lee		David Chavey-Reynaud, BFWDC
Jennie Weber	Melanie Olson		Diana Hamilton, BFWDC
Todd Samuel			Jamilet Nerell, BFWDC
			Jessie Cardwell, BFWDC
			Becky Smith, BFWDC
			Kayci Loftus, CPS
			Heather Woodruff, CPS
			Jasmine Smith, CPS
			Rebecca Williamson, ESD
			Rosa Reyna, GW
			Israel Delamora, OIC
			Rosenda Henley, PFP
			Crystal Bright, WSO
			Lindsay Noble, Consistent Care

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### **Call to Order**

Adolfo welcomed everyone and called the meeting to order at 8:31 a.m. Becky read through the roll call while everyone responded.

### **Approval of Committee Minutes**

The Minutes of April 15, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

**Todd Samuel moved to approve April 15, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jamie Rasmussen. Motion carried.**

### **Program Highlights** – Diana

Diana shared that the state has temporarily suspended the requirement that local Workforce Development Councils obligate at least 80% of each WIOA formula grant by the end of PY20 because of the service delivery challenges brought on by COVID. They anticipate having sufficient carry-in dollars to alleviate the first-quarter funding restriction in PY21. This first quarter restriction traditionally limits the availability of training opportunities and support service expenditures for customers. Once the PY21 allocations are received from the state and the numbers are reviewed to determine contract amounts, they will forward to the board to vote on the specific dollar amounts and the first quarter cap.

Diana shared that the state has also extended the PY19 Rapid Response Increase Employment (RRIE) contract period from June 30, 2021, to December 31, 2021. This will allow the subrecipient to offer training opportunities and wrap-around supports without a disruption in services. It will also ensure that the contract is fully expended.

As we continue to move forward in the phased re-opening plan, these changes will provide the resources that customers need to help obtain their career goals. We are happy that the state has offered flexibility to offer these services to customers during COVID.

The Department of Health notified our subrecipient that the mass vaccination site at the fairgrounds would end on May 31. They are waiting to hear if there will be a possibility to continue to assist with the vaccination distribution effort if they decide to move to a mobile vaccination clinic.

### **EcSA Update** - Jamilet

Jamilet shared that we are on track for enrollments. Training placements are well above the monthly target as well. She pointed out that employment exits remain a challenge due to the impacts of Covid-19. They are hoping with the job recovery in the Tri-Cities that the employed exit numbers will increase.

They are a bit behind on expenditures but are still working toward their target. EcSA utilizes PY18/PY19 funds for the current program year which most of the award must be spent by June 30, 2021. She continues to have conversations with the funding source to see if there is any flexibility. Most of the expenditures declined due to COVID and the lack of in-person services and other training. She will share as she receives more guidance from the Employment Security Department (ESD).

They continue to place participants in trainings that are in demand. One of those is Heavy Truck Driving. As soon as participants receive this occupational license, they are more likely to be placed in employment right away.

The subrecipient continues to work with the local agencies to provide co-enrollments and referrals to the EcSA program. They also continue to work on the outreach piece of the program. They continue to work with state-level agencies such as DSHS. EcSA is conducting statewide planning sessions. Thank you to Adolfo for participating and providing a highlight of the efforts that we have tried. Some of the tools created by Career Path Services have been shared with other WDCs. We will continue to share information with other areas that are working on standing up their EcSA models.

Jamilet expressed that the staff continues to follow the re-opening plan. Tiffany shared a memo, WorkSource Columbia Basin and TC Futures will be open for WIOA in-person services on July 1. The leadership at each facility will be following the plans within their facilities.

### **Families Forward Washington (FFW) Updates** – Jamilet

Jamilet shared that they have surpassed the enrollment target goal of 56. The enrollment period ended in December. They are currently working on intensive one-on-one job development services to ensure that any participant who has received services or completed any training tracks is placed in employment. The grant will end on June 30, 2021.

She shared a link (<https://www.mdrc.org/publication/connecting-parents-occupational-training>) to the Families Forward Washington Demonstration report from MDRC. MDRC is one of the funding sources. There are five program models across the nation. She encouraged the committee to review these documents and let her know if they have any questions.

The Department of Child Support (DCS) started planning the Families Forward Washington (FFW) Demonstration in 2016. The local FFW program was launched in September of 2018. Not everyone enrolled in the program made the data pull for the analysis for this study.

This report gives data-driven findings and demonstrates the local efforts. They do an excellent job of comparing and contrasting what did and did not work. For this evaluation, there was no right or wrong. They looked to analyze what program model noncustodial parents can access and whether the strategies implemented helped reduce parents' payments to child support.

Todd asked what she would do differently if she were to do this program again. She learned that any new program needs to focus on the awareness of local agencies and partners. There is specific language that speaks on the challenges we encountered as we worked to gain flexibility within our funding source to conduct local outreach. It is essential to have flexibility within the language of the outreach material to be disseminated. One of the findings included having less “government-related” language and have it more approachable. We want to target the reader. Many people are afraid of engaging with a government agency because they fear they may have to pay more for child support.

Todd asked about the amount of cost per person in the program. What was her reaction to the amount of money spent per person to get an outcome? Jamilet shared that the direct cost was lower than anticipated. We had 73 participants, which cost between \$8,000 and \$9,000. Each person has their own needs, and some required more funds than others.

They were able to stretch every dollar available. In the month of April, they are 97.5% spent. Because Goodwill has a low overhead cost, it allowed more money to be spent on participants.

#### **Liaison Report** – David

David walked through the Liaison Report that was provided in the packet. They continue to close the gap in serving customers from this time last year. We gained 3,000 jobs in March and are at 81% in our job recovery from COVID. The jobs are coming from hospitality, healthcare, construction, retail, and private education.

#### **WorkSource Update** – Crystal

Crystal was excited to share that the 2021 certification process is complete. They met with the board certification committee and are eagerly awaiting the results. What they learned in this process is driving the center-wide goals for the upcoming year.

The business service team has continued to build relationships. They have found another opportunity to serve businesses. Traditionally, they have had in-person Shared Work workshops. They have been able to shift to a virtual model due to the pandemic. They hope to meet more businesses that need additional resources.

Todd asked about any challenges in getting ready to open on July 1<sup>st</sup>. Crystal shared that they have a strong plan to work and have been involving all partners. They will be doing a phased opening which will allow serving the customers most in need face to face. It will also help staff reacclimate to working in person and get used to some of the safety and other process protocols in place to ensure the safety of staff and the community. There are additional conversations to have around the percentage of occupancy. They have facility walk-throughs scheduled over the next week with the safety team and leadership to look for any gaps. They will work on communicating with the public. The Brand and Media Group state team are working on consistent messaging. They are on the right track and are working through the final steps.

#### **Other Business:**

Todd asked Kayci about the article in the Business Journal about an activity that Career Path Services is doing. Kayci shared that they applied for a national competition. Out of 118 teams worldwide, they were one of ten chosen to help address the workforce needs around the US. They are partnered with one of six workforce development councils that also expressed interest in the XPrize competition. They are trying to disrupt workforce services in rapid reskilling up to 350 job seekers in their industry of choice within 90 days. They partnered with Anew, the longest-standing pre-apprenticeship program in the nation, to transition their boot camp into a virtual construction fundamental training. Whole Story offers a platform job seekers sell more than their occupational and work history skills. It leans into the lived experience that a job seeker can bring to the job. They will be serving in Virginia. They have been connecting with local community partners to get a list of 350 individuals that want to participate in the construction boot camp. They will also be placed with a mentor. They are doing some forward-thinking on how they can get a workforce trained differently. They are excited to see how this model will unfold. They are piloting it right now and will bring the best solutions back to Washington.

Rosenda shared that People for People will be closed on May 31<sup>st</sup>.

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, June 17, 2021, at 8:30 a.m. on Zoom.

#### **Adjournment**

With no further business, the meeting adjourned at 9:20 a.m.

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Meeting Chair, Melanie Olson

Date

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Becky Smith, Office Manager

Date



# PY20 BFWDC Subrecipient Monitoring Report

WIOA Programs & Service Provider	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>Throughout PY20, the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipients, Career Path Services (CPS) and the Benton-Franklin Workforce Consortium (BFWC). CPS is the service provider for the Adult, Dislocated Worker, PY19 Rapid Response Increase Employment (PY19 RRIE) and Employment Recovery programs. The BFWC is the service provider for the Disaster Recovery Program. The monitoring team reviewed participant files focusing on Eligibility, Program Enrollment, Basic and Individualized Services, Outcomes, Program Completion, Individual Employment Plans, Follow-up Services, Self-Attestation, Support Services, Case Notes, and Management Information Systems/Efforts to Outcomes entries. There were no findings identified in all programs, but one disallowed cost was identified in the Dislocated Worker program. A voucher for rental assistance was approved and paid for in the amount of \$500. However, the monthly rent amount was \$428. CPS repaid the overpayment of \$72 out of non-WIOA funds.</p> <p><b>Noted Program Practices:</b></p> <ul style="list-style-type: none"><li>-Development of Virtual Service Delivery During COVID-19</li><li>-Uses the BFWDC Continuous Quality Improvement (CQI) Worksheet as a training tool to give staff a holistic picture of compliance issues occurring within all programs.</li><li>-Created a Ready-to-Hire Tracking Tool for Business Services Team to refer to when conducting outreach to employers with open positions to showcase qualified ready-to-hire participants who have completed training and are looking for employment.</li><li>-Presented a Call to Action Plan to program staff showing current program performance, where outcomes needed to be to get back on track, and outlined strategies to get there.</li><li>-CPS, BFWC and the Employment Security Department implemented a coordinated outreach effort focused on customers receiving Unemployment Insurance (UI) benefits for 20+ weeks</li><li>-Hired a Referral Coordinator who utilizes a platform called Trello to connect with customers daily and refer them to qualifying programs.</li><li>-Conducted Back to Basics Training for seasoned and newly hired employment specialists to increase their knowledge and skill set of case management, ETO touchpoints, and enrollments requirements through policy review.</li></ul>
10 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
10 Files Reviewed	0	1	
PY19 Rapid Response Increase Employment Career Path Services			
6 Files Reviewed	0	0	
Employment Recovery Career Path Services			
4 Files Reviewed	0	0	
Disaster Recovery Benton-Franklin Workforce Consortium			
4 Files Reviewed	0	0	
Definitions			
<p><b>Finding:</b> Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization’s control systems and ability to meet the requirements of federal and state grants and contracts.</p>			
<p><b>Disallowed Cost:</b> Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.</p>			
<p><b>Noted Practices:</b> Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.</p>			



# PY20 BFWDC State Monitoring Report

WIOA Programs	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>The Employment Security Department's Workforce Monitoring Unit conducted a virtual monitoring review of the Benton-Franklin Workforce Development Council (BFWDC) during the period of January 11- 20, 2021. They evaluated internal controls and performed audit procedures on the employment and training activities of the BFWDC and our Workforce Innovation and Opportunity Act (WIOA) program subrecipient, Career Path Services (CPS). The State monitoring team reviewed Adult and Dislocated Worker participant files focusing on eligibility, supportive services, case notes, WIOA program policies and program monitoring reports. They determined the BFWDC complied with the requirements of WIOA and it regulations, as well as other federal rules and Washington State policies. In all areas reviewed, the BFWDC and our WIOA programs service provider, CPS, complied with federal, state and local requirements. There were no findings, questioned costs or disallowed costs identified.</p> <p><b>Noted Practices identified by State Monitors:</b> BFWDC staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide on going high caliber technical assistance throughout the year to their service provider. This is a great strategy and noted practice. Case notes were detailed and succinct. The notes supported the services recorded in in the Management Information System, Efforts to Outcomes (ETO). Enrollment case notes were very thorough explaining all that one needed to know about why the participant was being enrolled and planned services. Case notes written by new staff were as good as seasoned staff's case notes.</p>
10 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
10 Files Reviewed	0	0	
Definitions			
<b>Finding:</b> Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.			
<b>Disallowed Cost:</b> Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.			
<b>Noted Practices:</b> Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.			



# PY20 BFWDC Subrecipient Monitoring Report

Discretionary Programs & Service Provider		Findings	Disallowed Costs	Comments & Noted Practices
Families Forward Washington (FFW) Goodwill Industries of the Columbia				Throughout Program Year 2020 (PY20), the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipient, Goodwill Industries of the Columbia (Goodwill). Goodwill is the service provider for the Families Forward Washington (FFW) Program. The BFWDC monitor reviewed participant files focusing on Eligibility, Priority of Service, Required Notifications, Program Enrollment, Services, Outcomes, Follow-up Services, Management Information System (MIS) Entries, and Monthly Participant Detailed Data. There were no findings or disallowed costs identified.
5 Files Reviewed	0	0		
				<b>Noted Program Practices</b> <ul style="list-style-type: none"><li>- On-going Communication with Training Sites: Throughout the files monitored, constant communication from the Career Counselor and Training Sites Instructors was noted as a best practice to ensure participants' progress was being recorded. The Career Counselor acted upon challenges to ensure training was completed and training certification was obtained.</li><li>- Monthly Detailed Participant Data: Goodwill provides detailed participant data timely and accurately while adapting to multiple requests made by funding sources to capture additional participant data as part of the FFW Study.</li><li>- FFW Study &amp; Program Exit Letter: During the monitoring review, the BFWDC recommended utilizing a formal communication process with FFW participants about their exit from the study/program. The BFWDC monitor recommended the creation of an Exit Program Letter. Goodwill quickly created a draft and worked with the BFWDC, Department of Child Support (DCS), and MDRC to develop an Exit Letter now utilized with all FFW participants as they exit from FFW.</li><li>- Virtual Service Delivery Adaptations</li><li>- Due to the COVID-19 pandemic and restrictions for social distancing set by State authorities, Goodwill ECC closed its physical doors to the public on March 3, 2020. Goodwill strategically stood up a system to provide virtual services. Virtual services for FFW participants started on March 23, 2020.</li><li>- Referral/Enrollment Virtual Platforms: Due to COVID-19, Goodwill quickly launched and designed enrollment/process with different options utilizing virtual platforms to transition program referrals and enrollments to an online environment without compromising any of the required enrollment steps and documentation.</li><li>- Monthly Community Resources Newsletter: Suggestion by the BFWDC was put into action to ensure all FFW participants were informed of local resources and program updates as another virtual service to assist participants in navigating COVID-19 related challenges. Goodwill creates and issues a monthly newsletter to all FFW active participants to ensure they are provided with resources</li></ul>
Economic Security for All (EcSA) Career Path Services				Throughout Program Year 2020 (PY20), the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipient, Career Path Services (CPS). CPS is the service providers for the Economic Security for All (EcSA) Program. The BFWDC monitor reviewed participant files focusing on PY19 State Monitoring Carry Over Area of Concern, Eligibility, Program Enrollment, Basic and Individualized Services, Outcomes (when applicable), Program Completion (when applicable), Individual Employment Plan (IEP), Self-Attestation (when applicable), Support Services, Case Notes, Follow-up Services (when applicable), Management Information System (MIS) Entries, and Additional Observations. There were no findings or disallowed costs identified.
15 Files Reviewed	0	0		
				<b>Noted Program Practices</b> <ul style="list-style-type: none"><li>- Social Media Recruitment Strategies- Recruitment flyers highlighting area of service expansion, In-Demand Occupational Trainings, EcSA Four Pillars of Support related services have been a successful recruitment strategy.</li><li>- CQI Worksheet Training - CPS utilizes quarterly CQI worksheets as a training tool to give staff a holistic picture of compliance issues occurring within all programs. During staff meetings, the WIOA Program Operator reviews each area of concern identified on the CQI. This practice allows employment specialists to learn from each other's mistakes, discuss strategies to stop issues from re-occurring, and provide staff the opportunity to ask questions to increase their understanding of compliance requirements.</li><li>- Outreach Utilizing Unemployment Insurance List – CPS and the Employment Security Department implemented a coordinated outreach effort focused on customers receiving Unemployment Insurance (UI) benefits targeting adult in North Franklin County and recently all Franklin County. Outreach and recruitment efforts included direct email, outbound phone calls, and email blasts utilizing the GovDelivery UI list.</li><li>- Back to Basics Training – CPS implemented Back to Basics Training for seasoned and newly hired employment specialists to increase their knowledge and skill set of case management, ETO touchpoints, and enrollments through policy review, desk-aid creation, ETO Report training, and sharing best practices.</li><li>- Case Management Tracking Tool: the creation of this tool for staff to utilize for tracking case management services has significantly improved participant engagement and helped maintain track of required follow up dates such as SSM and MIA activities.</li><li>- Referral Coordinator – CPS hired a Referral Coordinator who utilizes a platform called Trello to connect with customers daily and refer them to qualifying programs. The Referral Coordinator has direct access to all employment specialists' calendars to check for open availability and schedule enrollment appointments for customers. The new referral process has increased enrollment efficiency, enhanced the customer experience, and improved access to services.</li><li>- EcSA Memo – As a result of the PY19 State Monitoring, CPS issued an EcSA Memo establishing new expectations for Benton-Franklin Leadership, Compliance Specialist and Employment Specialists to</li></ul>
Definitions				
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.				
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.				
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.				



**May 2021**

<b>PY20 Adult Program Performance Summary (Cumulative)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of April 30, 2021	\$694,352	\$463,592.41	66.8%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	180	180	193
<b>Exits</b>			
Total Employed Exits	64	100	109
Placement Rate	68.82%	85%	85%
Median Wage	\$15.13	\$14.50	\$14.50
<b>Services</b>			
Individual Training Account (ITA)	30	42	50
On-the-Job Training (OJT)	0	5	5
Work Experience (WEX)	3	5	6
Apprenticeship	2	N/A	N/A

**Employed Exits:**

- Subrecipient staff worked with the hiring manager at Home Care Connections regarding a possible placement/interview for a participant who needed employment, resulting in a solid partnership for future employment opportunities.
- Subrecipient staff is working with the WorkSource Business Services team to match job seekers to employers with open positions.
- The Future Fest virtual career fair was held on May 13<sup>th</sup>. Twenty-nine employers and training providers attended. Sixty-one job seekers participated, resulting in 29 employment referrals.
- Subrecipient staff is referring participants who recently received their CDL license to Pepsi Co as they need CDL drivers.

**Placement Rate:** The placement rate will increase as participants exit into unsubsidized employment.

**ITA:** Twelve (12) ITA's are in progress with anticipated end dates of June-July 2021.

**OJT and WEX:**

- The Business Services team conducted outreach to Pepsi Co. to discuss utilizing OJT's in their hiring efforts. Additional outreach efforts were conducted with Wine Country Furniture, Red Bento Teriyaki, and the Pasco Farmer's Market to provide information about WEX and OJT opportunities.

## May 2021

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of April 30, 2021	\$746,066	\$544,507.71	73%
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	125	186	186
Exits			
Total Employed Exits	58	100	105
Placement Rate	76.32%	85%	85%
Median Wage	\$20.00	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	24	36	40
On-the-Job Training (OJT)	0	14	15
Employability Enhancement	0	N/A	N/A

### Total Served:

- Subrecipient staff utilized social media to promote in-demand training to boost program enrollment. Training opportunities promoted during May, include Commercial Driver's License, welding, and summer quarter classes at Columbia Basin College.
- Flyers were distributed to the Community Action Council to share with their participants who may need additional assistance.

### Employed Exits:

- Subrecipient staff worked with the hiring manager at Home Care Connections regarding a possible placement/interview for a participant who needed employment, resulting in a solid partnership for future employment opportunities.
- The Future Fest virtual career fair was held on May 13<sup>th</sup>. Twenty-nine employers and training providers attended. Sixty-one job seekers participated, resulting in 29 employment referrals.
- The Business Services team connected with Pepsi Co., Marshalls, Greenbrier, Wine Country Furniture, Airtight Renovations, and GT Medical Technologies to assist with their recruitment needs. Job openings available were shared through multiple outreach outlets, including virtual job fairs, GovDelivery, social media, and meet the recruiter events.

**Placement Rate:** The placement rate will increase as participants exit into unsubsidized employment.

**ITA:** Ten (10) ITA's are currently in progress with expected end dates of June 2021.

**OJT:** The Business Services team conducted outreach to Pepsi Co. to discuss utilizing OJT opportunities in their hiring efforts.

## May 2021

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of April 30, 2021	\$259,679.00	\$183,160.77	70.5%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	54	65	65
Exits			
Total Employed Exits	27	44	47
Placement Rate	88%	85%	85%
Median Wage	\$21.15	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	16	25	27
Employability Enhancement	0	N/A	N/A

### Total Served:

- The PY19 Rapid Response contract has been extended through December 30<sup>th</sup> to meet customer needs and fully expend the contract budget.
- Subrecipient staff utilized social media to promote in-demand training and increase program enrollments. Training opportunities promoted during May include Commercial Driver's License, welding, and summer quarter classes at Columbia Basin College.
- Flyers were distributed to the Community Action Council to share with their participants who may need additional assistance.
- Three Rapid Response information sessions were held for Bruker impacted workers who have a layoff date of December. The average attendance for all sessions was 26 affected workers. Services for resume and cover letter assistance were requested for future dates.

### Employed Exits:

- Subrecipient staff worked with the hiring manager at Home Care Connections regarding a possible placement/interview for a participant who needed employment, resulting in a solid partnership for future employment opportunities.
- The Future Fest virtual career fair was held on May 13<sup>th</sup>. Twenty-nine employers and training providers attended. Sixty-one job seekers participated, resulting in 29 employment referrals.
- The Business Services team connected with Pepsi Co., Marshalls, Greenbrier, Wine Country Furniture, Airtight Renovations, and GT Medical Technologies to assist with their recruitment needs. Job openings available were shared through multiple outreach outlets, including virtual job fairs, GovDelivery, social media, and meet the recruiter events.

**ITA:** Five (5) ITA's are currently in progress with expected end dates in June 2021.

## May 2021

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of April 30th, 2021	\$424,000	\$114,467.49	27%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	24	22	32
Number of Participants both in Disaster-Relief and Career and Training Services	24	22	32
# of Participants in Training Services (excluding OJT)	9	6	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	15	13	23
# of Participants entered unsubsidized employment at exit	10	0	22

### Expenditures:

- It took longer than expected to develop disaster relief worksites in our community. The first two-quarters of PY20 were spent laying the groundwork to identify community needs through listening tours and establishing worksites for disaster relief placements. This put us are behind in meeting planned expenditures.
- Customers are requesting Occupational Skill Training instead of WEX's/OJT's, and they are quickly obtaining employment upon completion of training. Employers are currently not interested in WEX/OJT opportunities. Discussion around shifting OJT and WEX funds to Occupational Skills Training to meet customers' needs and significantly increase expenditures during the 1<sup>st</sup> quarter of PY21.
- Discussing the possibility of hiring two (2) disaster relief workers to fill Cleaner/Screeners positions at WorkSource to connect customers to building resources, monitor safety/security of Center operations, and clean and sanitize surfaces before and after customer use. These additional positions will meet the humanitarian needs of WorkSource customers while increasing expenditures.
- Our subrecipient is actively recruiting for 5 participants to start at Second Harvest as early as June 8<sup>th</sup>. Positions will assist with food distribution at mobile markets, sort/box food, and work in the warehouse.
- The ESD disaster relief Migrant Seasonal Farmworker Coordinator added invaluable assistance through May 28<sup>th</sup> in connecting farmworkers with COVID-related services and resources and designing outreach materials in Spanish to increase equity in access to services. Recruitment commenced for a second ESD Migrant Seasonal Farmworker Assistant.

Update: May was an eventful month with the Washington State Department of Health Disaster Relief Employment opportunities ending on May 28<sup>th</sup>. Disaster relief workers supported humanitarian efforts at the Benton-Franklin Mass Vaccination Site in Kennewick, with over 80,000 vaccinations administered.

## May 2021

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of April 30, 2021	\$446,253	\$130,365.06	29.2%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	17	35	55
# of Participants Enrolled in Training Services (excluding OJT)	10	12	30
# of Participants in On the Job Training (OJT)	0	1	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	5	10
# of Participants entered unsubsidized employment at exit	7	14	44

### Expenditures:

- The PY19 RRIE contract was scheduled to end on June 30<sup>th</sup> but has been extended thru December 2021. Our subrecipient was focused on spending down these funds before the contract ended. Now that the extension has been approved, Employment Recovery recruitment and the expenditure of funds are the focus.
- Another strategy being discussed by subrecipient leadership and the Benton-Franklin Workforce Development Council is to redistribute OJT and WEX funds not being utilized by employers to Individual Training Accounts (ITAs). Customers are requesting assistance with ITA's and quickly obtaining employment once they complete training. This strategy will help increase ITA opportunities, skill-up participants, and expend funds.

### Total Served:

- Outreach included delivering flyers to those in our community who need us the most. Flyers were delivered to the Pasco Public Library, Viera's Bakery, Elwood Staffing, and Express Employment to increase the knowledge in our community about services that are being offered now.

**ITA:** Three (3) ITA's are currently in progress with anticipated end dates of June-July 2021.

**OJT/WEX:** Employment Specialists work closely with the Business Services team to provide qualified participants to employers with hiring needs, emphasizing the benefits of OJT and WEX opportunities.

### Employed Exits:

- The Future Fest virtual career fair was held on May 13<sup>th</sup>. Twenty-nine employers and training providers attended. Sixty-one job seekers participated, resulting in 29 employment referrals.
- The WSCB Business Services team is proactively connecting with local businesses in the Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry Level sectors to assist employers in recruiting qualified employees.

**May 2021**

<b>PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>Contract Spent</b>	<b>% Spent</b>
As of April 30, 2021	\$700,000.00	\$450,429.31	64.3%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	46	47	138
<b>Training Placements</b>			
Participants placed in subsidized training (for employment at or above \$34,480)	14	9	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
<b>Exits</b>			
Total Employed Exits (at or above \$34,480)	11	20	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

**Outreach:**

- Subrecipient continue to collaborate with the Department of Social and Health Services (DSHS) on the following campaigns: Cold calls to North Franklin County and program flyer distributions to approximate 1,000 households in Franklin county receiving Supplemental Nutrition Assistance Program (SNAP) as they qualify for Economic Security for All Income eligibility;
- Staff also continues to collaborate with WSCB Outreach Committee (WSCB) strategizing outreach activities - May's meetings focused on planning presentation slots for all programs which serve customers at WSCB;
- Staff attended May's Local Planning Area meetings held for partners/organizations in the Tri-Cities area and shared some information on the program;
- The EcSA Monthly Provider meeting, led by Employment Specialists, had an increase in attendance- some of the topics discussed were re-opening strategies and program service delivery updates;
- Staff also continues to utilize social media to share flyers and communicate the services available.

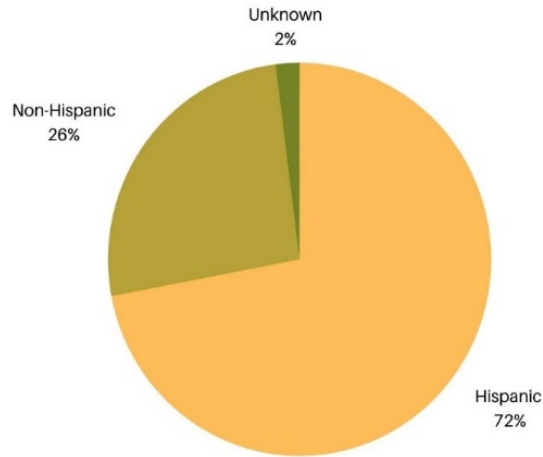
**Employed Exits:**

- The WSCB Business Services team continues to connect with local businesses and agencies. EcSA staff continues to engage with local employers and actively refer participants to job openings aligning with their desired occupation.

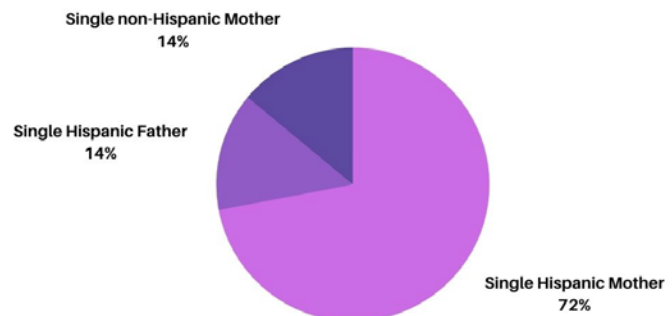
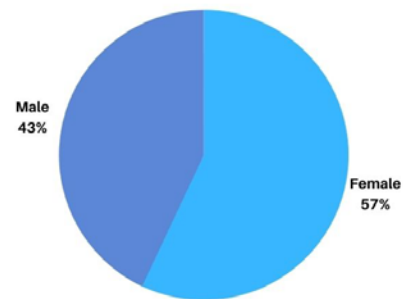
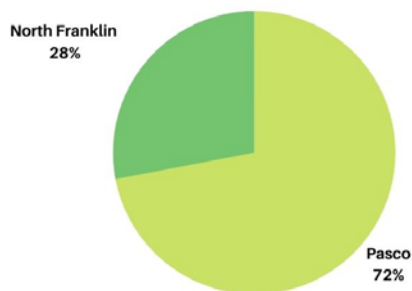
**Placement Rate:**

- The placement rate will increase as participants obtain unsubsidized employment. In addition, there are six Occupational Skills Training services in progress during this month. Outcomes will be reported in the coming months.

## EcSA Population Served



## EcSA to Date Data (out of 46 participants)



## May 2021

PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of April 30, 2021	\$503,569.00	\$498,481.93	99%
Tracked Monthly	Monthly Outcomes	YTD Date Outcomes	Study Goal
# screened for potential FFW enrollment	N/A	417	
# enrolled in FFW	N/A	73	56
# enrolled in training tracks	N/A	71	56
# of participants who met with their career coach/job developer	18	71	56
# of participants who received financial capacity-building referrals	2	20	
<b>Of those who began training:</b>	0	66	
# completed training	0	50	
# earned certification	0	50	
#placed in employment	4	68	

FFW Grant timeline: September 2018 – June 2021. In December 2020, enrollments ended.

### Employment Exits/ Job Development:

- Currently, all active FFW participants are employed or in the transition of survival to permanent employment in a sectorial occupation based on occupational training of choice;
- Job developing continues with individuals while they are in training or on hold to ensure that income continuously comes in (61 participants were employed/started employment during FFW).
- Staff continues to work closely with participants as they complete their training and transition into the job development phase (i.e., resume assistance, soft skills, mock interviews, job readiness, and job leads);
- Continue to job develop and build relationships with employers in June within all FFW sectors, especially CDL employers, as CDL is the most popular certificate at the moment.

### Career Counseling:

- Using expenditures as strategically as possible, continue to provide intensive career counseling and supportive services as needed;
- Staff continue to follow up with participants to reschedule 1:1 appointment(s) missed weekly via three points of contact (i.e., phone, text, and email);
- Continue to address issues non-custodial parents face by providing a newsletter with (transportation, mental health, food assistance, employment preparation, and online tutorial videos through GCFLearnFree.org a Goodwill website and STCU Virtual Financial Literacy Workshops);
- Continue providing, at minimum, weekly E-Services (customized resources regarding FFW and the pandemic all done virtually (i.e., email and text, as well as phone calls) along with needed resources during this unprecedented time to FFW participants;





**PY20 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
May 2021**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
<b>Bruker</b>	<b>3/1/2021</b>	<b>Manufacturing</b>	<b>Kennewick</b>	<b>12/31/2021</b>			<b>40</b>
5/5/2021: Staff coordinated a dedicated presentation about the Dislocated Worker and Worker Retraining Programs, 26 impacted workers were in attendance. 5/11/2021: Staff held a presentation in partnership with Columbia Basin College to discuss available degrees and career pathways. 25 impacted workers were in attendance. 5/26/2021: Staff held an information session for Healthcare and 211, 29 impacted workers were in attendance.							
<b>Franklin PUD</b>	<b>5/18/2021</b>	<b>Governmnet</b>	<b>Pasco</b>	<b>Not reported</b>			
5/18/2021: Staff connected with Natassja Ransom(nransom@franklinpud.com) informed of upcoming layoff within 12-18 months, impacted staff is estimated to be 5-6 employees. Franklin PUD requested information on resume building, staff provided registration information for Statewide Resume Workshop as well as front end services.							

## 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

## May 2021 Liaison Report

Program Year July 2020-June 2021



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### Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 423  
Total Staff Assisted Services to Job Seekers: 1110  
Unique Number of Businesses Served: 129  
Staff Provided Business Services: 207

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): 300  
Out-of-School Youth (OSY) Program: 189  
Open Doors Program: 180  
Co-enrolled in Both Programs: 69  
Youth Attained General Education Development (GED): 50  
Total OSY Employed and/or Post-Secondary Exits: 52  
Average Wage: \$14.25  
Placement Rate: 72%

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): 589

Monthly-to-Date Target: 707

Total Employed Exits (YTD): 220

Monthly-to-Date Target: 410

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 46      Total Employed Exits: 11  
Monthly-to-Date Target: 47      Monthly-to-Date Target: 20

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 68

NOTE: Starting July 1<sup>st</sup>, 2021 WorkSource Columbia Basin will be physically open to up to 25% capacity by appointment only. Priority appointments will be given to those who would otherwise struggle to take advantage of WorkSource Services. Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services.

*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*

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (April)

Employment Security Department Labor Market Information

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

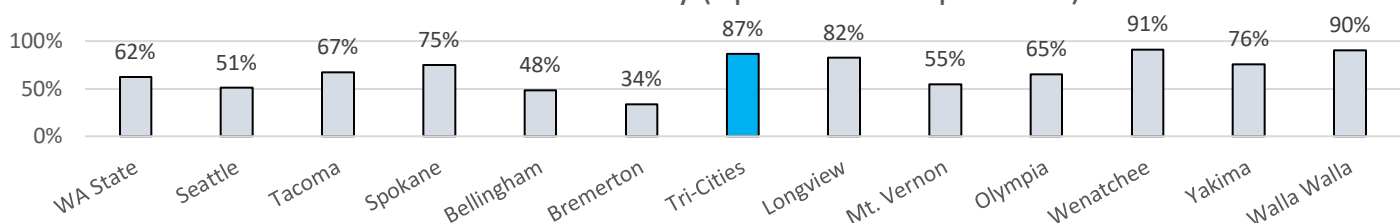
Top Occupations		Top Licenses and Certifications			
<ul style="list-style-type: none"><li>Registered Nurses</li><li>Laborers and Freight, Stock, and Movers</li><li>Sales Representatives</li><li>Managers, All Other</li><li>Retail Salespersons</li><li>Heavy and Tractor-Trailer Truck Drivers</li><li>Customer Service Representatives</li><li>Coaches and Scouts</li><li>Driver's License</li></ul>		<ul style="list-style-type: none"><li>Registered Nurse</li><li>Advanced Cardiac Life Support Certification</li><li>Certified Teacher</li><li>CDL Class A</li><li>Driver's License</li><li>First Aid CPR</li></ul>			
			Benton	Franklin	
			Unemployment	6.4%	7.4%
			Average Wage (2019)	\$33.91	\$24.7
			Other News		

1/4/2021 – 5/31/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	31	164	42	1,012	903
Staff	67	265	88	1,843	1,585

**LinkedIn Learning Pilot**

- FutureFest, an entry level job fair, was held on May 13th. It featured local businesses who are currently hiring, training providers, and workshops to support job seekers in applying for work and businesses in interviewing and hiring qualified candidates.
- WSCB, in collaboration with ESD's Shared Work, offered the first of four Business Friendly Programs presentations to educate local business of resources available to them. Efforts include promotion of the events and WSCB services via GovDelivery email, mailers, and letters.
- WSCB completed the certification Q&A with the BFWDC Board Committee and was granted a full 3-year certification.
- May Customer Satisfaction Survey:** 39 responses received (10% response rate). Of the customers who responded, 98% would refer family and friends. The top 3 services rated were one-on-one career guidance, job search, and training.

COVID-19 Job Recovery (April 2020 to April 2021)



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](mailto:dchavey@bf-wdc.org)

[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5980**



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## WorkSource Operator Report

Benton Franklin Workforce Consortium

May 2021

### May Highlights:

- The May 13<sup>th</sup> Virtual Career Fair, FutureFest, (co-hosted with TC Futures) attracted 29 local businesses and 121 job seekers. Of the 61 job seekers who attended, 29 employment referrals were made.
- WSCB was granted the full 3-year certification as a Comprehensive American Job Center.

### WorkSource Site Operations:

Customer Counts 5/1-5/31/2021		
Total Staff Assisted Seekers	423	
Total Staff Assisted Services	1110	
Basic Services	891	
Individualized, Training & Support Services	219	
Unique Number of Businesses Served	129	
Staff Provided Business Services	207	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	23	20
Employee Training Assessment, referral, enrollment, etc.	17	10
Other Employer outreach visit, marketing business services, etc.	73	52
Recruitment Hiring events, referrals, etc.	94	67
Wage & Occupation Information 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 (6/10/21)

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



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### **May 2021 Customer Satisfaction Survey:**

- 39 survey responses received (*10% response rate*):
  - Of the customers who responded, 98% would refer family and friends
  - Top 3 services rated: one-on-one career guidance, training, and job search
- Customer Feedback – What we did well:
  - “Thailee was very knowledgeable about the different ways to get the word out that we were looking for hairstylists”
  - “Maria was very knowledgeable, patient, and helpful. You could tell she is really invested in helping people finding jobs that a good fit for people and their hopes and goals.”
  - “Sandy Douglas did amazing. Not only she helps me start building my career, she guide me through to my career....I will highly recommend anyone to Sandy.”
  - “Communication is excellent. I always feel encouraged after speaking with staff there. Friendliness. Professional. Sympathetic. Resourceful.” The person that I spoke to on the phone was very professional and had a lot of good ideas for me and avenues of employment and retraining that I didn’t even know about.”
- Customer Feedback – What we can do better:
  - “Keep workshops online. It is convenient, flexible, allows individuals from various areas to join, and most important, it is safe.”
- In mid-May Team WSCB implemented a 4-week pilot in an effort to gather more actionable customer feedback to inform service delivery. During this pilot, staff are conducting a one question interview with each customer to capture specific instances where we exceed expectations or can improve. Results of the survey will be reviewed by the WSCB Leadership and results shared with the team. Ad-hoc groups will be stood up as needed to implement customer feedback into operations.

### **Service Delivery**

#### **Career Services:**

- WSCB completed the certification Q&A with the BFWDC Board Committee and was granted a full 3 year certification.
- During May, WSCB provided 44 group services to 16 individuals through our local workshops and group sessions. The most attended workshop during May was the Strategies for Success series.
- Targeted sector outreach to promote LinkedIn Learning wrapped up the first week of May. At that time, we launched outreach to business customers, including those who responded to the Keys to Success Survey. Broad marketing efforts also continued and included promoting the tool with community partners, such as the MidColumbia Library system. To date, LinkedIn Learning has been offered to over 3,000 targeted business and job seeker customers. See engagement rates below:



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<b>1/4/2021 – 5/31/2021</b>	<b>Activated Licenses</b>	<b>Courses Viewed</b>	<b>Courses Completed</b>	<b>Videos Viewed</b>	<b>Videos Completed</b>
<b>Customers</b>	31	164	42	1,012	903
<b>Staff</b>	67	265	88	1,843	1,585

- Despite efforts to engage customers, demand for services continues to be low as compared to May 2020. Engagement efforts include, but are not limited to:
  - An expanded hours of operation pilot for increased flexibility for customers to access services (Mid-April – July 2<sup>nd</sup>; data will be reviewed mid-June to determine if business need supports continuation of expanded hours)
  - Sent postcard mailer to connect Migrant Seasonal Farm Worker customers receiving UI benefits with WS services.
  - Broad outreach to customers receiving Unemployment Insurance (UI) benefits via GovDelivery email.
  - Creation and distribution of materials highlighting our services, including one-on-one appointments, workshops, technical assistance, and more.
  - 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.

#### **Business Services:**

- FutureFest, an entry level job fair, was held on May 13<sup>th</sup>. It featured local businesses who are currently hiring, training providers, and workshops to support job seekers in applying for work and businesses in interviewing and hiring qualified candidates.
- WSCB, in collaboration with ESD's Shared Work, offered the first of four Business Friendly Programs presentations to educate local business of resources available to them. Efforts include promotion of the events and WSCB services via GovDelivery email, mailers, and letters.
- Bruker, a local manufacturer is closing its doors in December 2021. WSCB is partnering to provide a 9 month transition plan to ensure workers are quickly reconnected to meaningful employment. 50 individuals will be impacted and the company is applying for TAA certification. We have strategized with their HR department to create a weekly plan for connection to WSCB reemployment and community services, which commenced in May to include:
  - WSCB Overview: Programs and Services
  - Dislocated Worker and Worker Retraining
  - CBC: Degrees offered / In demand degrees
  - Workshops: Skills Assessment, Tips on UI, Job Search, Interview Prep, Resume and Cover Letters



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- Job Fair / Customized Hiring Events

**Note** - 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 and the announcement made in May by our BFWDC CEO, Tiffany Scott.

**Community Connections:**

- 5/5: Interview with KEPR highlighting WorkSource Columbia Basin Business and Job Seeker services.
- 5/8: Connected with local job seekers through provision of educational information at a booth at the Newhouse Job Fair. Collaboration with CBC partners to distribute WS branded USBs with resume resources pre-loaded for customers.
- 5/19: In follow up to the partnership call with Department of Corrections in April, Bowen Hadley attended the WSCB All Staff Meeting, where WS staff members cross trained the team on resources available for customers who have/are justice involved.

**Staff Training & Development:**

**Training/Development Attended:**

- 5/5: Career Assessment Refresher Training
- 5/11, 5/12, 5/13: Bomb Threat Training (Spokane Community College)
- 5/19: Serving Customers with Backgrounds
- 5/26: Business Updates & Water Cooler
- LinkedIn Learning focus – staff choice: Leading with Emotional Intelligence; breakout discussions scheduled for 6/2

**Upcoming Training/All Staff Meetings:**

- 6/2: Business Service & BFET Cross training; LinkedIn Learning Break Out Discussions
- 6/9: Return to Office, Expanded Hours of Operation Data Review
- 6/16: WSCB End of Year Celebration
- 6/23: Widget Pilot: Customer Feedback Data Review
- 7/21 & 7/28: WSCB Complaint/Concern Policy Training

**Facilities:**

- 5/18: Lightbulb replacement by Brashear Electric
- 5/21, 5/25, & 5/27: Facilities walk throughs with WSCB Safety Committee and Leadership Team Members in preparation for 7/1 office reopening
- Duct bids collected for June duct cleaning
- Carpet cleaning bids collected for June carpet cleaning

Respectfully submitted by C. Bright on 6/10/21