



Executive Committee Meeting

February 23, 2021, at 4:00 PM

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** - Todd Samuel
 - Excused Absences
2. **Welcome & Roll Call**
3. **Approval of Committee Minutes**
 - Executive Committee – January 26, 2021 (Needs a vote)
4. **Finance Reports** – Jan
5. **CEO Updates** – Tiffany
6. **Liaison Report** – David
7. **Closed Executive Session** – Todd (All BFWDC Staff & Guests will be excused)
8. **Next Meeting**
 - Executive Committee Meeting – Tuesday, March 30, 2021, at 4:00 PM on Zoom

Attachments

- a. Executive Committee Minutes, January 26, 2021
- b. Finance Reports, December 2020
- c. Liaison Report – January 2021/January 2020
- d. TC Futures Report – January 2021
- e. WorkSource Operator Monthly Report, January 2021

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

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Benton Franklin Workforce Development Council

Executive Committee Minutes

January 26, 2021

3:15 p.m.

Zoom

Present

Commissioner McKay
Todd Samuel
Melanie Olson
Adolfo de Leon
Amand Jones

Excused

Dennis Williamson

Absent

Staff

Tiffany Scott
Jan Warren
David Chavey-
Reynaud
Diana Hamilton
Cynthia Garcia
Jamilet Nerell
Jessie Cardwell
Becky Smith

Guests

Amand Fisher, LNI
Crystal Bright, WSO

Call to Order - Todd

Todd Samuel called the meeting to order at 3:15 p.m. and thanked everyone for attending. Becky read through the roll call. Todd welcomed Benton County Commissioner McKay to his first meeting.

Minutes – Todd

Minutes from November 24, 2020, Executive Committee Meetings were provided to members for review.

Amanda Jones moved to approve November 24, 2020, Executive Committee Meeting Minutes as presented, seconded by Adolfo de Leon. Motion carried.

Finance Reports – Jan

Jan provided the printed Finance Reports through November 2020

- **Corporate Entity:** Jan reported that there had not been much change to the Corporate Entity Account. The Certificate of Deposit (CD) will be maturing next month, and we will be looking into options to renew. Interest rates are pretty low at this time.
- **Main BFWDC Account:** There is a negative balance in the Cash Line as expected while waiting for the A19s to be reported in the following month. We are operating on bare-bones, rent, and salaries as were predicted. Travel and supplies are low due to cancellations and staff not working in the office. Overall, things are where we expect them.
- **WorkSource:** This is a snapshot of where WorkSource Columbia Basin (WSCB) was at the end of November. It reflects the slow activity. We are paying the basics, rent, and facilities. Supplies and Dues/Fees will run under budget until the facility is open.

PY19 Rapid Response Increase Employment (RRIE) Contract Modification – Diana

Diana presented a memo stating that the BFWDC has identified \$11,000 of PY19 RRIE funds within our budget that we will be unable to spend before June 30, 2021. In reviewing the December 2020 RRIE invoices, our service provider, Career Path Services, has expended 98% of their Individual Training Account (ITA) budget. BFWDC staff recommends the PY19 RRIE contract modification of \$11,000 to Career Path services to increase the contract amount from \$248,679 to \$259,679 to increase the number of dislocated workers who receive training opportunities and obtain employment.

Todd Samuel moved to approve the modification of the PY19 Rapid Response Increase Employment Contract from \$248,679 to \$259,679 to increase the number of dislocated workers who received training opportunities and obtain employment, seconded by Melanie Olson. Motion carried.

Liaison Report – David

David shared the December Liaison Report. In December 2021, we had 412 job seekers, 36% of what we saw in December of last year, and 765 staff-assisted services to job seekers at 29% of what we saw last

year. The unique number of businesses served is 98%, and staff provided business services is 139% of December of last year. Our business outreach during the pandemic has been incredibly strong. We continue to work on outreach and new methods to get the word out to our job seekers that we are here to help. He continued to review numbers off of the Liaison Report.

Amanda Jones thanked David for providing last year's numbers for comparison. She requested having the previous year's report included in the packet for comparison.

David shared that services are still being offered at WSCB but that people are being served virtually. We are working on outreach efforts for those that need assistance. They continue trying to address meeting the needs of those that would typically be walking through the doors. Crystal shared that efforts are occurring to reach out to customers and engage them. We see some influences at play regarding safety and whether or not people are seeking jobs, the Unemployment Insurance (UI) job search waiver, child care, etc. We are working to be adaptable and approachable and looking through new eyes to engage customers in new ways.

Tiffany brought up two points. What is the most significant fire that we need to address? Getting UI to people has been a priority. The Employment Security Department (ESD) shifted seven employees to UI, and they will be pivoting back soon. We also encouraged more staff to be dedicated to business services.

David shared that they will be meeting with the Operator next week to discuss the challenges. David explained that they continue to work on ways to reach out through training and social media.

Todd recommended sharing ideas for bringing these numbers up at future meetings.

Other Business – None

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

NEXT MEETING

Executive Committee Meeting – Tuesday, February 23, 2021, at 4:00 p.m. – Zoom

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

ADJOURNMENT The meeting of the Executive Committee adjourned at 3:55 p.m.

Respectfully submitted

Todd Samuel, Board Chair Date

Becky Smith, Office Manager Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 12/31/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	57,603.96
CE 12 month CD	1112	52,210.94
Accounts Receivable	1200	7,159.47
Total Asset		<u>117,587.14</u>
Liabilities		
Accrued Vacation Payable	2500	69,253.00
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>57,253.00</u>
Net Assets		60,334.14
Total Liabilities and Net Assets		<u>117,587.14</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2020 Through 12/31/2020
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	428	0	0.00%	0	0.00%
Total Revenue	428	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	428	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 12/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(39,627.83)
Accounts Receivable	1200	32,365.38
Receivable (Grants)	1300	<u>326,708.21</u>
Total Asset		<u><u>319,445.76</u></u>
Liabilities		
Accounts Payable (AP System)	2000	298,393.86
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>310,393.86</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>319,445.76</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 12/31/2020
(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	1,730,076	2,027,586	85.33%	4,191,410	41.28%
Interest	7	0	0.00%	0	0.00%
Misc/Other Revenue	150,857	160,000	94.29%	276,000	54.66%
Total Revenue	<u>1,880,940</u>	<u>2,187,586</u>	<u>85.98%</u>	<u>4,467,410</u>	<u>42.10%</u>
Expenses					
Sub-Recipient Reimbursements	1,348,446	1,648,653	81.79%	3,297,305	40.90%
Rent and Facilities	29,720	38,012	78.19%	76,024	39.09%
Salaries and Wages	299,710	291,718	102.74%	609,291	49.19%
Payroll Taxes and Benefits	88,281	86,081	102.56%	182,022	48.50%
Professional Services and Contracts	44,575	44,550	100.06%	83,540	53.36%
TC Futures	30,318	30,000	101.06%	75,000	40.42%
Travel and Training	(241)	3,500	-6.89%	50,230	-0.48%
Supplies, Furniture and Equipment	2,407	6,500	37.03%	19,500	12.34%
Equipment and Software - Lease and Maintenance	15,307	15,740	97.25%	44,552	34.36%
Communications (Telephone, Postage and Internet)	2,098	2,136	98.22%	6,515	32.20%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	12,712	13,090	97.11%	15,825	80.33%
Total Expenses	<u>1,880,940</u>	<u>2,187,586</u>	<u>85.98%</u>	<u>4,467,410</u>	<u>42.10%</u>
Net Surplus/ (Deficit)	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
30 - WSCB Partnership
As of 12/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	80,324.20
Accounts Receivable	1200	606.00
Total Asset		<u>80,930.20</u>
Liabilities		
Accounts Payable (AP System)	2000	1,667.65
IFA Credit Adjustment	2650	23,773.00
Total Liabilities		<u>25,440.65</u>
Net Assets		55,489.55
Total Liabilities and Net Assets		<u>80,930.20</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2020-12/31/2020

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	106,110	106,105	100.01%	212,209	50.00%
IFA Adjustments	(23,773)	0	0.00%	0	0.00%
Sub-Lease Revenue	73,690	73,690	100.00%	147,380	50.00%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>156,027</u>	<u>179,795</u>	<u>86.78%</u>	<u>359,589</u>	<u>50.00%</u>
Expenses					
Rent and Facilities	156,368	164,895	94.83%	329,790	47.41%
Supplies, Furniture and Equipment	889	6,700	13.27%	13,400	6.63%
Employee Recognition	464	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	96.00%	1,200	96.00%
Business/Community	0	2,500	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,704	5,100	33.41%	10,200	16.71%
Total Expenses	<u>160,576</u>	<u>180,395</u>	<u>89.01%</u>	<u>359,590</u>	<u>44.53%</u>
Net Surplus/ (Deficit)	<u>(4,550)</u>	<u>(601)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

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

January 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: 355
Total Staff Assisted Services to Job Seekers: 692
Unique Number of Businesses Served: 193
Staff Provided Business Services: 127

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



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

TC Futures Total Youth Served (YTD): 299
Out-of-School Youth (OSY) Program: 158
Open Doors Program: 141
Co-enrolled in Both Programs: 38
Youth Attained General Education Development (GED): 25

Total OSY Employed and/or Post-Secondary Exits: 20
Placement Rate: 69%

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): 420

Monthly-to-Date Target: 483

Total Employed Exits (YTD): 110

Monthly-to-Date Target: 210

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 24 Total Employed Exits: 5
Monthly-to-Date Target: 18 Monthly-to-Date Target: 58

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 48

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

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Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County

Franklin County

Top 5 Occupations

1. Registered Nurses
2. Retail Salespersons
3. Managers, All Other
4. Customer Service Representatives
5. Sales Representatives

1. Teacher Assistants
2. Laborers and Freight, Stock, and Movers
3. Heavy and Tractor-Trailer Truck Drivers
4. Registered Nurses
5. Maintenance and Repair Workers

Top 5 Licenses and Certifications

1. Driver's License
2. First Aid CPR AED
3. Registered Nurse
4. Advanced Cardiac Life Support Certification
5. CDL Class A

1. Driver's License
2. Certified Teacher
3. CDL Class A
4. Registered Nurse
5. Licensed Practical Nurse

Unemployment Rates

6.4%

7.4%

Other News

The January 2021 Customer Satisfaction survey had 26 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.

WorkSource Columbia Basin hosted their first virtual community resource fair on 1/13/21. Results included: 19 employers with 41 representatives and 51 community members in attendance; 52 job referrals made.

In preparation for a LinkedIn Learning pilot launch WSCB stakeholders attended a kick-off meeting with LinkedIn representatives. This pilot will support professional development of staff within the WorkSource system and will serve as an additional tool for customers.

Preparation for the 2021 WSCB Certification commenced in January and will be followed by a collaborative systemic evaluation process guided by the full WSCB Leadership team.

For up-to-date information regarding upcoming resource fairs, job postings, available training, and other programs offered please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

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

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



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LIAISON REPORT

JANUARY 2020

Benton-Franklin Workforce Development Council (BFWDC)



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- **Total Staff Assisted Job Seekers: 1241**
(Increased 105 from previous month)
- **Total Staff Assisted Services to Job Seekers: 3066**
(Increased 387 from previous month)
- **Unique Number of Businesses Served: 79**
(Decrease 15 from previous month)
- **Staff Provided Business Services: 154**
(Increased 66 from previous month)

Source: WorkSource Operator Report

- **TC Futures Traffic Youth Visited TC Futures: 514**
(Increased 120 from previous month)
- **Total Youth Served by WIOA Youth Program (YTD)**
 - **WIOA Out-of-School Youth: 139**
(Increased 10 from previous month)
 - **Total Employed Exits: 44**
(Increased 4 from previous month)

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

WIOA Title I Total YTD Employed Exits: 156
YTD Target: 262

YTD Median Wage: \$15.64
Median Wage Target: \$19.00

Local Business Demands

Number of Employers Utilizing WorkSourceWA: 162
(Benton County: 114 Franklin County: 48)
(Increase 25 from previous month)

Total Job Openings at WorkSourceWA: 752
(Benton County: 627 Franklin County: 125)
(Increase 208 from previous month)

Top 5 Occupations

Employment Security Department Data Sources

- **Benton County:** Retail Salespersons; First-Line Supervisors of Retail Sales Workers; Physicians and Surgeons; Registered Nurses; Stock Clerks/Order Fillers.
- **Franklin County:** Heavy & Tractor-Trailer Truck Drivers; Sales Representatives; Delivery Service Drivers; Customer Service Representatives; First-Line Supervisors of Retail Sales Workers.

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Mission

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LIAISON REPORT

JANUARY 2020

Benton-Franklin Workforce Development Council (BFWDC)

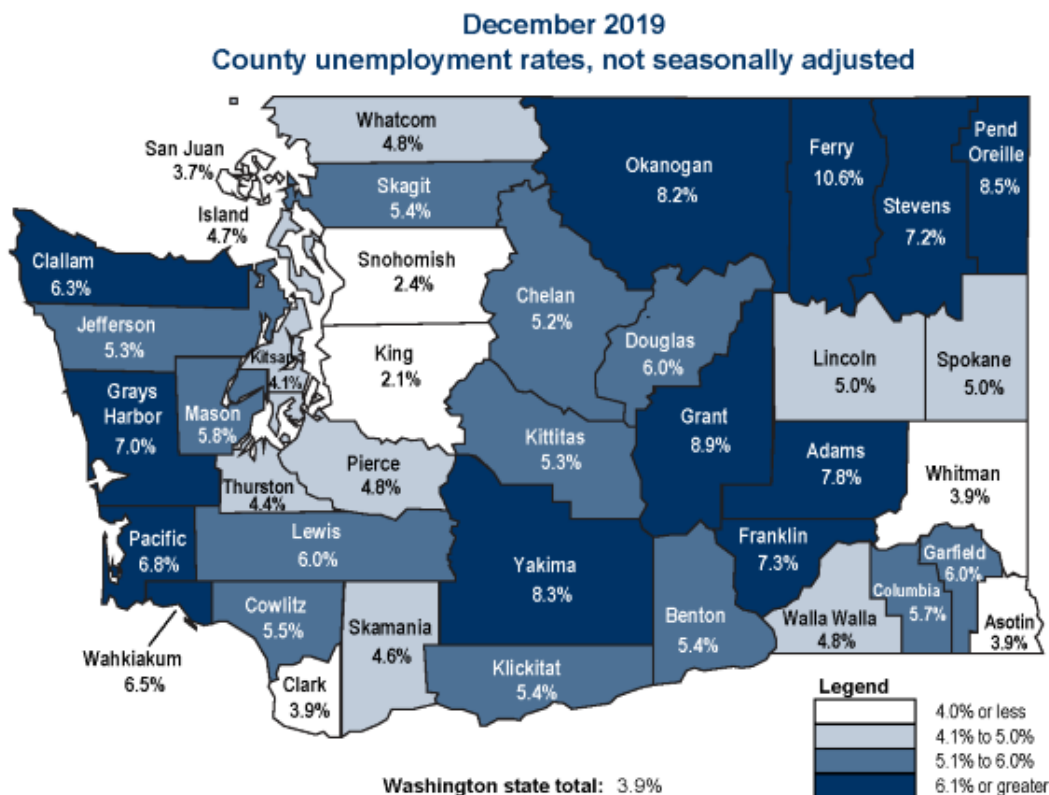
Top 5 Employers (Employment Security Department Data Sources)

Benton County

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

Franklin County

1. Pasco School District
2. Lowe's Companies Inc.
3. Columbia Basin College
4. Lamb Weston Incorporated
5. J.R. Simplot Company



Source: Employment Security Department/Labor Market and Economic Analysis

Questions?

Cynthia N. Garcia
509-734-5986

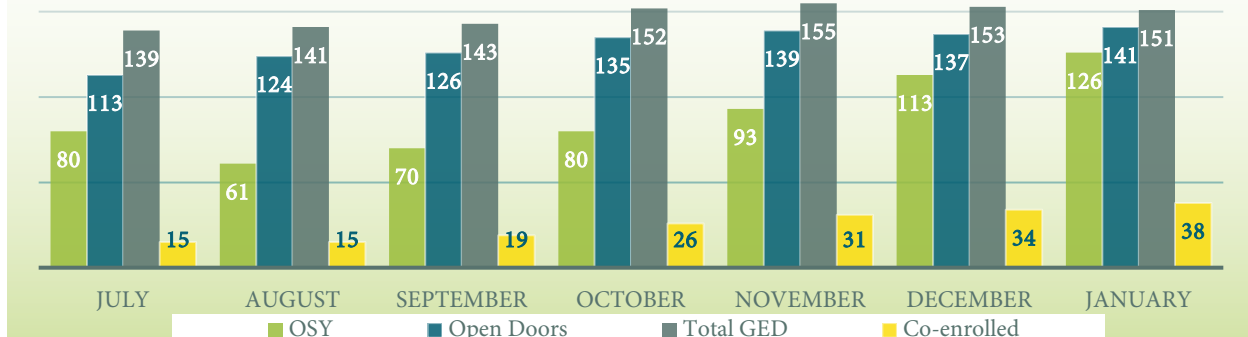
www.bentonfranklinwdc.com



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TC Futures Numbers January 2021



GED Testing			
Month	Total	Passed	Grads
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
November	18	13	0
December	33	29	7
January	40	29	7
Total	166	124	25

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

GED Highlight

January was another great month for testing and GED graduates. For the second month in a row we had 7 graduates! We have also seen an increase in customers that are receiving tutoring support, as well as an increase in customers who have received technology support either through OSY or through their school district. This is greatly impacting customer success in the area of math.

Facility Update

In January, we had Fast Signs come out and ensure that all of our internal signs had the correct braille. There were a few that had holes for braille, but the actual braille was missing. That has been corrected. We also set up a station with a 42-inch monitor, track-ball mouse and ergonomic keyboard to continue in our efforts to provide access for all, and comply with the Americans with Disabilities Act.

We are also excited to announce that we are in the process of ordering some additional ergonomic desk chairs to be used by customers. In conjunction with our adjustable height desks, this will allow customers to adjust the height of their chairs as well, which will hopefully provide a better experience for them as they pursue their next steps in education and employment.



Follow [@tricityfutures](#) on Facebook and Instagram!



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WorkSource Operator Report

Benton Franklin Workforce Consortium

January 2021

January Highlights:

- WorkSource Columbia Basin hosted our first virtual community resource fair in January.
- Outreach efforts to inform customers of the resources available at WSCB and how to connect with us continue.
- WSCB team members continue to provide services 100% virtually at this time.

WorkSource Site Operations:

Customer Counts 1/1/21 -1/31/21		
Total Staff Assisted Seekers	355	
Total Staff Assisted Services	692	
Basic Services	527	
Individualized, Training & Support Services	165	
Unique Number of Businesses Served	193	
Staff Provided Business Services	127	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	6	6
Employee Training Assessment, referral, enrollment, etc.	11	6
Other Employer outreach visit, marketing business services, etc.	118	92
Recruitment Hiring events, referrals, etc.	58	32
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 (2/9/21)

***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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January 2021 Customer Satisfaction Survey:

- 26 survey responses received (7% response rate):
 - Of the customers who responded, 100% will refer family and friends
 - Top 3 services rated: training resources, job search, and workshops
- Customer Feedback – What we did well:
 - “Sandy has been so much support and very helpful.”
 - “Talked to me as a person, with feelings.”
 - “Always willing to help....excellent job by entire staff.”
- Customer Feedback – What we can do better:
 - “A few technical hiccups for a few of the workshops but material, presentation has been great.”

Service Delivery

Career Services:

- Outreach to customers receiving Unemployment Insurance benefits continues through multiple channels with a heavy emphasis on contact by phone. Previous efforts were focused on customers who had received benefits long term; this quarter’s focus will be on engaging newer claimants.
- In preparation for a LinkedIn Learning pilot launch WSCB stakeholders attended a kick off meeting with LinkedIn representatives. This pilot will support professional development of staff within the WorkSource system and will serve as an additional tool for customers. We will do a soft launch with customers the first week of February.
- The Group Services Taskforce has created a quarterly schedule for upcoming workshops/group services. Customer feedback is being reviewed to identify best practices and areas of opportunity. During the month of January, 80 group classes were offered to 48 unique customers.
- The Career Assessment Taskforce developed a 2-part workshop which will be available to customers on demand. The workshop will guide them to career assessments, as well as other resources, to help them reach their employment goals.
- Preparation for the 2021 WSCB Certification commenced in January and will be followed by a collaborative systemic evaluation process guided by the full WSCB Leadership team.
- The Outreach Taskforce has worked to strengthen relationships with community partners, to inform of the services we provide and how to connect with us, and to enlist the help of these partners in distributing informational materials and referring customers. This taskforce was designed to meet immediate need to connect with customers during the pandemic. Moving forward, this work will transition to the Access Solutions Committee (ASC) Outreach Subcommittee to provide long term outreach solutions. The group will use established best practices and will identify additional venues and methods of engaging customers.



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Business Services:

- The Business Services Team hosted our first virtual community resource fair on 1/13/21. Local businesses, community partners, job seekers, and community members who attended were able to connect virtually to gain information and interview. Promotion of the event included sharing of a press release and radio interviews which were featured on Eagle 102.5 and Cherry Creek Media channels. Results included: 19 employers with 41 representatives and 51 community members in attendance; 52 job referrals made.
- In preparation for the Healthcare Career Fair, the team has been working to recruit local training providers and businesses, and to invite job seekers. Outreach efforts have included one on one connections, issuance of a press release, creation and distribution of flyers/information materials. These efforts have resulted in over 30 registered business and training provider participants. This event is in partnership with CBC and TC Futures.
- Continued support of local businesses to meet hiring needs, including collaboration between WSCB Business Services Team members and Employment Specialists to identify work based learning opportunities such as Work Experience (WEX) and On the Job Training (OJT) opportunities.
- Regional collaboration, in partnership with CBC and WSU – Tri-Cities, is underway for an all-sector Career Fair in March.

Community Connections:

- 1/4: Informational interview with Cherry Creek Media to inform and engage customers in WSCB services. Listen to the interview [here](#).
- 1/8: Educational presentation for students with Kennewick School District to increase awareness of WSCB resources and how to connect with us.
- 1/26: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.

Staff Training & Development:

Training/Development Attended:

- 1/6: WSCB Assessments, Water Cooler
- 1/20: Water Cooler, Safety Spotlight
- 1/20: Future State Retreat Session with Operations Leadership (Paul Casey)
- 1/27: LinkedIn Learning Coaches Training (LinkedIn Learning)

Upcoming Training/All Staff Meetings:

- 2/2-2/5: Myers Briggs Type Indicator Certification (for Assessment Taskforce)
- 2/3: Certification 101 & Water Cooler
- 2/10: Certification – Partnership



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- 2/17: Certification – Functional & Programmatic Integration
- 2/22, 2/23, 2/24, 2/26: Blood Borne Pathogens Training (Spokane Community College)
- 2/24: Certification – Customer Satisfaction
- 2/26: World of Work Inventory (WOWI) Interpretation Training (Dr. Neidert, WOWI)

Facilities:

- 1/8: Pointe Pest Control completed external facility maintenance spray
- 1/19-1/22: Alarm system testing by Guardian

Respectfully submitted by C. Bright on 2/10/21