

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Executive Committee Meeting

October 27, 2020, at 3:00 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 & Introductions**
- 3. Approval of Committee Minutes**
 - Executive Committee – September 29, 2020 (Needs a vote)
- 4. Audit Report** - CliftonLarsonAllen
- 5. Finance Reports** – Jan
- 6. PY20 OID List** – Jamilet (Needs a vote)
- 7. Families Forward Washington Contract Modification** – Jamilet (Needs a vote)
- 8. Liaison Report** – David
- 9. Next Meeting**
 - Executive Committee Meeting – Tuesday, November 24, 2020, at 4:00 PM at Zoom

Attachments

- a. Executive Committee Minutes, September 29, 2020
- b. Finance Reports, August 2020
- c. PY20 OID List
- d. Liaison Report – September 2020
- e. WorkSource Operator Monthly Report, September 2020
- f. TC Futures Monthly Report, September 2020

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

Benton Franklin Workforce Development Council

Executive Committee Minutes

September 29, 2020

4:00 p.m. p.m.

Zoom

Present

Todd Samuel, Chairman
Adolfo de Leon
Dennis Williamson
Melanie Olson
Commissioner Clint Didier

Jennie Weber

Excused

Amanda Jones

Absent

Commissioner Jim Beaver

Staff

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

Guest

Crystal Bright, WSO
Kayci Loftus, CPs
Amanda Fisher, LNI

Call to Order - Todd

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

Minutes – Todd

Minutes from August 25, 2020, Executive Committee Meetings were provided to members for review.

Adolfo de Leon moved to approve August 25, 2020, Executive Committee Meeting minutes as presented, seconded by Melanie Olson. Motion carried.

Finance Reports – Jan

Jan provided the printed Finance Reports through July 2020

- **Corporate Entity:** There is very little change in this report; only a small amount of interest.
- **Main BFWDC Account:** The accounts/grants receivable line is much higher than we usually see due to the timing. The budget numbers are not included, as the budget has not been approved. She took the time to go through the line items and explain them.

Todd asked about the percentage of our support of TC Futures compared to the cost of the building. ESD123 is a significant contributor. We have increased our monthly payment to \$5,000. ESD123 is very healthy and happy with the partnership. We are fortunate to be partnered with them.

- **WorkSource:** There is very little difference from last year. This budget is approved by the WorkSource Partners. Historical data and input from the partnership helped set the numbers for the line items.

PY20 Budget - Jan

Jan presented the PY20 Budget. She shared that the formula grants have increased substantially. There are two new grants; the Disaster Recovery National Dislocated Worker Grant and the Employment Recovery National Dislocated Worker Grant. Jan took the time to go through the budget line by line. She explained that funds were budgeted to help with the cost of re-opening the physical office when the time is right.

Todd asked about the sustainability of the current budget. Tiffany shared that the pandemic will continue. There is talk of it taking 3-5 years for the economy to recover fully. We can expect to get our formula allocation and possibly supplemental resources to help with this effort as we move forward. The decision to onboard additional staff has been timely in the increased amount of work. We need to keep working efficiently with the responsibilities we have and be as prepared as possible to respond to the community needs and deploy the resources we will potentially be getting to help them.

Todd asked about the capacity to increase our funding. Tiffany answered that as we stand right now with the team of eight, we don't have the capacity to grow beyond what we are currently getting, but we could have the interest. We want our growth to be intentional, deliberate, and at a time that would make sense to respond to a need. We want to be able to perform and do right by the money we do have, but we want to respond to the needs of the community.

Dennis Williamson moved to approve the PY20 Budget as presented, seconded by Adolfo de Leon. Motion carried.

BFWDC Team Updates – Tiffany

Tiffany shared that October is coming, and this is when we reach out to our board officers to see if they want to continue in their roles. We will also reach out to the full board to see if there is an interest. Officers will be approved at the October Quarterly Meeting.

Tiffany congratulated the team. All of the PY20 grants and sub-recipient contracts have all been fully executed. This was a big job this year. The team was on point and was able to get the agreements completed with the sub-contractors.

We are in the middle of our annual audit. The auditors have done some work at the office practicing social distancing. They will be back to complete their audit of the Families Forward Washington Grant. It should be concluded within the next few weeks. We plan on them reporting out at the October Executive Committee Meeting.

Welcome to David Chavey-Reynaud, our new COO. He is very professional and has gelled with the team. We are going to be doing some team building tomorrow at our first Quarterly Connect.

Todd asked what the most significant challenges have been around working remotely. Tiffany reported that technology has been a periodic issue, but our team is very resilient and hardworking and has surmounted all challenges. We miss seeing each other regularly in the office.

PY20 Monitoring Plan – Diana

Diana presented the PY20 Subrecipient Monitoring Plan. It contains all of the contracts that we are required to monitor throughout the year. Due to COVID-19, our area will be monitored virtually by the state in January instead of May as our participant files are paperless. The board has awarded over 4.6 million dollars this year to help with the employment and training needs of our community.

Adolfo de Leon moved to approve the PY20 Monitoring Plan as presented, seconded by Melanie Olson. Motion carried.

EcSA Evaluation Report – Jamilet

Jamilet presented the EcSA Evaluation Report and shared that the evaluation demonstrates all of the EcSA models in the state. The BFWDC report can be found between pages 9-16. This report shows the proposed model when we applied for the grant. EcSA is an initiative by the governor's office that included an evaluation by a third party. The first phase was to conduct an initial baseline data gathering. This shows the implementation plan and the challenges we have had due to COVID-19. It also includes some recommendations. These recommendations will play a part as we review the program and look for some flexibility within the contract to not only be able to provide resources to North Franklin County but also expand to other areas affected by COVID-19. She encouraged everyone to email her with any questions. The evaluation has no right or wrong; it helps us look at what we are doing and what can be adapted.

Todd mentioned that one positive outcome of this program is that it has brought partners together that have never worked together before. Jamilet shared that we have a long list of partners that meet together each month to see what they can do to help.

One of the struggles has been in getting participants. Todd asked if she would have done the kick-off event differently, knowing what we have gone through. Jamilet shared that after being in the community and learning from the partners, she would have had a longer event that included a job or resource fair to attract more partners and participants.

PY19 Annual Report – Cynthia/Becky

Cynthia shared her thanks to those board members on the Goal Team #1 team. This report started as a 1-page document and eventually evolved into a 5-page report. This is a result of the objectives of goal #1. Please review and share it with your staff or others that would benefit from knowing what the BFWDC does. Becky shared that it was sent out to board members, partners, WSCB staff, WWA Directors, community businesses, and chamber members. It has also been posted on our website and Facebook page. Todd encouraged people to give feedback on making it more impactful.

Liaison Report – Cynthia

Cynthia presented the August Liaison Report. She shared that in the future, there will be an attachment to this report giving information about TC Futures. Although our enrollment numbers are lower than our targets, our employed exits are higher than targets. Last month she talked about the Econovue platform. The purpose of this report is for business engagement. She had planned to use this report to gain information to include in the Liaison Report. She has not been able to do this as of yet. Currently, the ESD labor market information is the most up to date information to report. The Econovue platform information is being used by the Business Services team to do virtual job fairs. Becky said that this report is sent to board members, partners, WSCB staff, chambers, and placed on the website and Facebook page. Tiffany shared that it is also being shared with Chamber leadership. David, our new COO, will be working on how we can market this document.

Other Business – None

Roundtable:

Members were allowed a time to share things that are happening in their venues of work.

NEXT MEETING

Executive Committee Meeting – Tuesday, October 27, 2020, at 3:15 p.m. – Zoom

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

ADJOURNMENT

The meeting of the Executive Committee adjourned at 5:10 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 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 | <u>51,820.97</u> |
| Total Asset | | <u><u>99,581.53</u></u> |
| Liabilities | | |
| Accrued Vacation Payable | 2500 | 51,663.58 |
| Due to/from other funds | 2990 | <u>(12,000.00)</u> |
| Total Liabilities | | <u><u>39,663.58</u></u> |
| Net Assets | | 59,917.95 |
| Total Liabilities and Net Assets | | <u><u>99,581.53</u></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> |

2020 Occupations in Demand list_short version
Benton-Franklin
Source: Employment Security Department/LMEA

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WDC Edits

Type desired occupational definition (demand, not in demand, balanced) in this column.

| 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 Executive Committee

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.

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

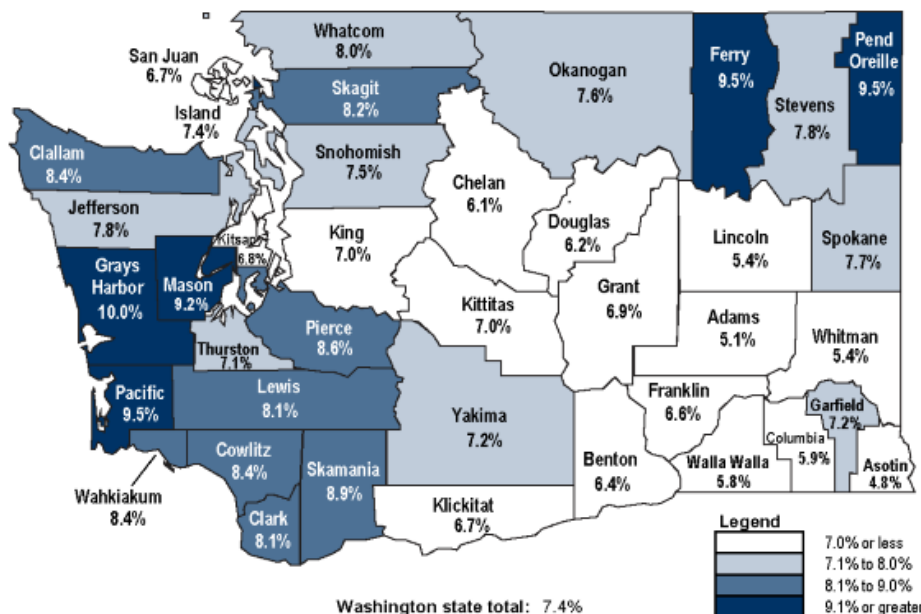
Benton County

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

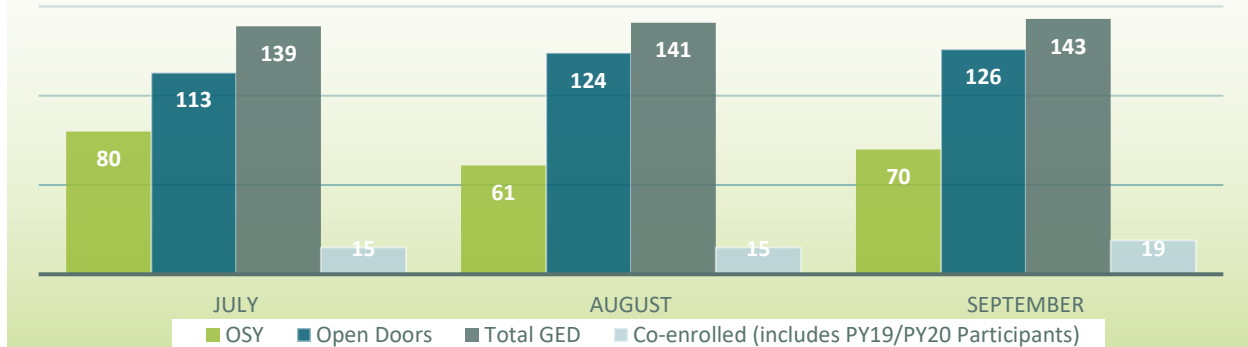
Facilities:

- 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

