



QUARTERLY BOARD OF DIRECTOR'S MEETING
Tuesday, January 26, 2021, 4:00 p.m.
Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

- I. Quarterly Board Meeting Call to Order – Todd Samuel**
 - Welcome/Introductions – Board, Visitors & Staff
 - Welcome Benton County Commissioner McKay
 - Excused Absences
- II. Consent Agenda (Needs a Vote)**
 - **Approval of Board Minutes**
To approve October 27, 2020, Quarterly Board Meeting Minutes as presented.
 - **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending November 2020
 - **PY19 Rapid Response Increase Employment Contract Modification**
Increase contract amount from \$248,679 to \$259,679.
 - **Employee Handbook Change**
Motion to approve December 24 as an annual paid Benton-Franklin Workforce Development Council Holiday effective December 24, 2020.
- III. Quarter Two Chief Executive Officer Presentation – Tiffany Scott**
- IV. Board Strategic Goal Progress**
 - STARSS – Karl Dye
 - Keys to Success – Melanie Olson
- V. One-Stop Certification – David Chavey-Reynaud**
- VI. One-Stop Procurement – Tiffany Scott**
- VII. Member Updates & Business Engagement – All**

Questions:

 - *What did you learn in 2020 that you will take with you in 2021?*
 - *Do you have any best practices to share that would be beneficial for your peers to hear about?*
 - *What can the local workforce system do to be more supportive of business during Covid-19?*
- VIII. Next Meeting**
 - Quarterly Board Meeting – Tuesday, April 27, 2021, at 4:00 p.m. on Zoom
- IX. ADJOURNMENT**

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



Attachments:

1. October 27, 2020, Quarterly Board Meeting Minutes
2. Finance Reports, November 2020
3. Keys to Success Report
4. Youth Committee Quarterly Report
5. Adult & Employer Linkage Committee Quarterly Report
6. Liaison Report, December 2020
7. TC Futures Report, December 2020
8. WorkSource Operator Monthly Report, December 2020

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

*The Benton-Franklin Workforce Development Council is an equal opportunity employer/program. Auxiliary aids and services are available
upon request to individuals with disabilities. Washington Relay Service 711*

Benton-Franklin Workforce Development Council (BFWDC)

Quarterly Board Meeting

Tuesday, October 27, 2020

4:00 p.m. – Zoom

Present

Board Members

Adolfo de Leon
Alicia Perches
Amanda Jones
Bob Legard
Carlos Martinez
Carol Moser
David Phongsang
Dennis Williamson
Jamie Rasmussen
Jennie Weber
Jim Smith
Karl Dye
Kate McAteer
Lori Mattson
Mary Mills
Michael Bosse
Michael Lee
Todd Samuel

Excused

Board Members

Melanie Olson
Commissioner Clint Didier
Commissioner James Beaver

Ex-Officio Members

Darryl Banks

Absent

Board Members

Lynn Ramos-Braswell
Richard Bogert

Ex-Officio Members

Staff

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

Guests

Ajsa Suljic, ESD
Amanda Fisher, LNI
Crystal Bright, WSO
Heather Woodruff, CPS
Jasmine Smith, CPS
Kayci Loftus, CPS
Rebecca Williamson, ESD
Scott Koopman CBC
Bessie Garza, ESD
Cynthia Pocasangre, ESD
Gena Garcia, ESD
Maria Martinez, ESD
Azucena Corona, ESD

Ex-Officio

Paul Randall

Call to Order

Todd Samuel called the meeting to order at 4:00 p.m. and welcomed everyone. Becky went through the roll while members and guests introduced themselves.

Consent Agenda:

Todd presented the items on the Consent Agenda.

- **Approval of Board Minutes**
To approve July 28, 2020, Quarterly Board Meeting Minutes as presented.
- **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending August 2020.
- **PY20 Budget**
To approve the PY20 Budget as presented.
- **PY20 Monitoring Plan**
To approve the PY20 Monitoring Plan as presented.
- **PY20 Occupations in Demand (OID) List**
To approve the PY20 OID List as presented.
- **Families Forward Washington (FFW) Contract Modification #3**
To approve Goodwill Industries of the Columbia Families Forward Contract Modification 3 to increase their award by \$25,675.00, bringing the total from \$477,894.00 to \$503,569.00 effective November 2, 2020.

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

Because they were unable to attend this meeting, an E-Vote was sent out on November 10 to Benton County Commissioner James Beaver and Franklin County Commissioner Clint Didier, asking for their approval of the P20 Budget as presented. They both responded with a yes vote by November 13.

BFWDC Officer Election – Todd Samuel, Chair

The memo was presented listing the current officer positions with recommendations of those that have agreed to serve. The election was opened for any volunteers to add their names. The slate of officers was listed as follows:

- **Board Chair** – Todd Samuel
- **Past Chair** – Vacant
- **Vice-Chair Representing the Adult and Employer Linkage Committee (AEL)** –
Co-Chairs: Adolfo de Leon and Melanie Olson
- **Vice-Chair Representing the Youth Committee (YC)** – Dennis Williamson

Carol Moser moved to approve the slate of board officers as listed, seconded by Carlos Martinez. Motion carried.

BFWDC Presentation – Tiffany Scott, CEO

Tiffany provided a PowerPoint presentation sharing the Quarter One successes (July-Sept 2020) and looking forward to Quarter Two.

She expressed her appreciation to the board members for their service on the board and committees.

Dennis asked for an email with the Bizfair link. Todd expressed his appreciation to Tiffany and her staff for the work they do.

Kate thanked the BFWDC Team via Chat for their EO work on the website.

WSCB Presentation – Crystal Bright, WorkSource Operator

Crystal shared a PowerPoint Presentation giving highlights from PY19 and looking forward to PY20.

Todd asked what the biggest challenge was right now. She answered that it was designing a service delivery to meet customer needs.

Carol stated via Chat that she would like to be used as a resource for the health care sector activity development.

Economic Forecast Presentation – Ajsa Suljic, Regional Economist

Ajsa shared a PowerPoint Presentation giving the State of the Labor Market of Benton and Franklin Counties.

**Note – All PowerPoint Presentations were provided to members following the meeting.*

Member Updates & Business Engagement – All

Other Business:

Todd pointed out the excellent information provided on the other reports included in the meeting packet. He also encouraged members to be involved in one of the board committees and thanked everyone for their time and dedication.

Next Meeting

Quarterly Board Meeting – Tuesday, January 26, 2020, at 4:00 p.m. at TBD

Adjournment

With no further business, Todd adjourned the meeting at 5:12 p.m.

Todd Samuel, Chair

Date

Becky Smith, Office Manager

Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 11/30/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	57,596.62
CE 12 month CD	1112	52,015.59
Total Asset		<u>110,224.98</u>
Liabilities		
Accrued Vacation Payable	2500	62,093.53
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>50,093.53</u>
Net Assets		60,131.45
Total Liabilities and Net Assets		<u>110,224.98</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2020 Through 11/30/2020
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	225	0	0.00%	0	0.00%
Total Revenue	225	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	225	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 11/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(72,420.26)
Accounts Receivable	1200	31,272.74
Receivable (Grants)	1300	<u>312,197.38</u>
Total Asset		<u><u>271,049.86</u></u>
Liabilities		
Accounts Payable (AP System)	2000	249,997.96
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u><u>261,997.96</u></u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>271,049.86</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 11/30/2020
(In Whole Numbers)
Excel spreadsheet with Budget

	<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					
Grant/Contract Revenue	1,406,286	1,698,761	82.78%	4,191,410	33.55%
Interest	6	0	0.00%	0	0.00%
Misc/Other Revenue	130,828	128,000	102.21%	276,000	47.40%
Total Revenue	<u>1,537,119</u>	<u>1,826,761</u>	<u>84.14%</u>	<u>4,467,410</u>	<u>34.41%</u>
Expenses					
Sub-Recipient Reimbursements	1,092,266	1,373,877	79.50%	3,297,305	33.13%
Rent and Facilities	25,809	31,677	81.48%	76,024	33.95%
Salaries and Wages	242,461	239,781	101.12%	609,291	39.79%
Payroll Taxes and Benefits	70,738	70,825	99.88%	182,022	38.86%
Professional Services and Contracts	42,619	42,425	100.46%	83,540	51.02%
TC Futures	25,318	25,000	101.27%	75,000	33.76%
Travel and Training	(76)	2,500	-3.04%	50,230	-0.15%
Supplies, Furniture and Equipment	2,346	4,500	52.13%	19,500	12.03%
Equipment and Software - Lease and Maintenance	13,698	14,200	96.46%	44,552	30.75%
Communications (Telephone, Postage and Internet)	1,921	1,780	107.92%	6,515	29.49%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	12,412	12,590	98.59%	15,825	78.43%
Total Expenses	<u>1,537,119</u>	<u>1,826,761</u>	<u>84.14%</u>	<u>4,467,410</u>	<u>34.41%</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 11/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	74,740.37
Accounts Receivable	1200	<u>472.29</u>
Total Asset		<u><u>75,212.66</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>1,775.49</u>
Total Liabilities		<u>1,775.49</u>
Net Assets		73,437.17
Total Liabilities and Net Assets		<u><u>75,212.66</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2020 - 11/30/2020

(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	88,425	88,420	100.01%	212,209	41.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	61,408	61,408	100.00%	147,380	41.67%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>149,833</u>	<u>149,829</u>	<u>100.00%</u>	<u>359,589</u>	<u>41.67%</u>
Expenses					
Rent and Facilities	132,702	137,413	96.57%	329,790	40.24%
Supplies, Furniture and Equipment	889	5,583	15.92%	13,400	6.63%
Employee Recognition	60	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	2,083	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,633	4,250	38.42%	10,200	16.01%
Total Expenses	<u>136,435</u>	<u>150,529</u>	<u>90.64%</u>	<u>359,590</u>	<u>37.93%</u>
Net Surplus/ (Deficit)	<u>13,397</u>	<u>(700)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>



MEMORANDUM

DATE: January 26, 2021

TO: Adult/Employer Linkage Committee

FROM: Diana Hamilton, Workforce Programs Manager

SUBJECT: PY19 Rapid Response Increase Employment Contract Modification

The Benton-Franklin Workforce Development Council (BFWDC) identified \$11,000 of PY19 Rapid Response funds within our budget that we will be unable to spend before June 30, 2021. In reviewing December 2020 Rapid Response invoices, our service provider, Career Path Services, has expended 98% of their Individual Training Account (ITA) budget. The BFWDC requests approval to award the \$11,000 to Career Path Services to increase the number of dislocated workers who receive training opportunities and obtain employment.

BFWDC staff recommends the PY19 Rapid Response Increased Employment Contract Modification of \$11,000 to Career Path Services to increase the contract amount from \$248,679 to \$259,679. Thank you.



Quarterly Board Presentation

Tiffany Scott
Chief Executive Officer
Benton-Franklin WDC
January 26, 2021



FRAMING THE PRESENTATION

Board Staff Highlights

Team Accomplishments

Workforce Progress

Looking Forward





Chief Executive Officer presented virtually at the Washington State Small Business Conference (1,600 registrants) and shared insight on “Creating a Great Place to Work”



Years of Service Recognition

5+ Years

CFO - Jan Warren

Youth Manager/EO Officer

-Cynthia Garcia

10+ Years

Workforce Programs Manager

- Diana Hamilton

20+ Years

CEO - Tiffany Scott



Chief Operations Officer was a guest speaker at a WholeStory Virtual Panel titled “Retraining the Workforce for the Now! Creating a Culture Where Learning is Valued”



Community Programs Manager attended the National Association of Workforce Development Professionals Virtual Academy and earned a Business Solutions Certificate

BOARD STAFF HIGHLIGHTS





Team Accomplishments

- Sub-Recipient Annual Fiscal Monitoring
- Employment Security Department Annual Report
- Occupations in Demand Published
- Quarterly Financial and Program Reports to Funding Source
- Cost Allocation Plan Approval
- 2021 Legislative Priorities Development and Brief
- Inventory Review
- Unemployment Insurance Data (Flat File) Application
- Local and State Policy Development



Workforce Progress



- Families Forward Washington Contract Modification
- Economic Security for All (EcSA) Contract Modification
- Memorandum of Understanding with Employment Security Department (Olympia) for Brazen Platform
- LinkedIn Learning Contract Execution
- TC Futures Americans with Disabilities Act (ADA) Compliance Review
- System Staff Equal Opportunity Training

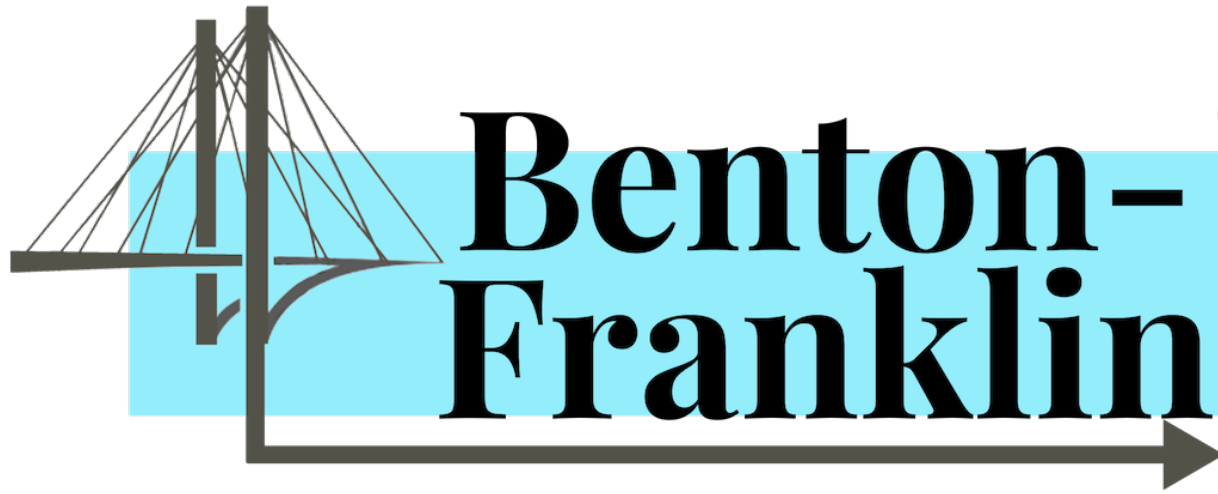


Looking Forward



- State Monitoring Management Letter and Report
- Program Year (PY) 20 Annual Subrecipient Monitoring
- Washington Workforce Association Leadership Summit
- Convening of WorkSource Columbia Basin Partners
- BFWDC Outreach Video
- One-Stop Center Certification





WDC
WORKFORCE DEVELOPMENT COUNCIL

Thank YOU!

- Tiffany Scott (she/her/hers)
- tscott@bf-wdc.org
- C: (509) 528-6010
- O: (509) 734-5993



Strategic Planning Work Group Goal #2

Keys to Success

Goal: Meet the workforce needs of our employers and community.

Timeframe: January 1, 2020 – December 31, 2022

Strategic Objective: Create a comprehensive evaluation tool addressing workforce needs, including priorities for implementing the tool by June 30, 2020.

Team Members: Melanie Olson, Mary Mills, Jim Smith, Jennie Weber, Michael Lee

BFWDC Staff: Diana Hamilton, Jamilet Nerell, and Becky Smith

BFWDC Vision

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

BFWDC Mission

Promoting a prosperous community by providing a progressive workforce system.

BFWDC Core Values

Integrity & Honesty, Excellence, Service & Helping Others

BFWDC Aspirational Values

Inclusion, Collaboration & Partnership, Leadership, Creativity & Innovation & Imagination

Tactical Engagement: *Note - This tactical work can cross over into daily work and is not necessarily done at the Board/Staff level. For example, the work can be more operational and land as the responsibility of the Benton-Franklin Workforce Consortium (BFWC), system partners, or our sub-recipient contractors.

- Establish a methodology to identify needs
- Prioritize business sectors most in need
- Determine resources needed to address needs
- Develop and implement a plan of action
- Determine workforce needs of local employers
- Meet the workforce needs of the community
- Improve the educational opportunities for mid-level jobs
- Be intentional about the work with business
- Create a simple electronic feedback system
- Lead incumbent worker training development opportunities
- Create evidence-based measurement

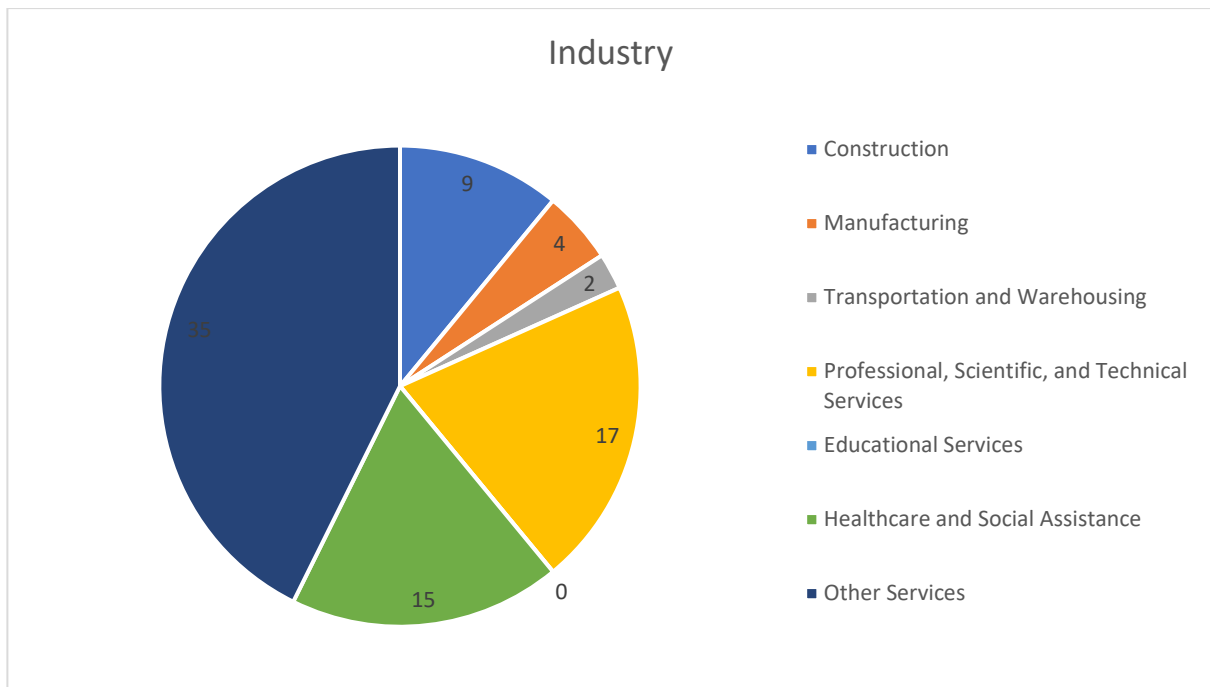
Team Timeline

- The team met regularly throughout the spring and summer.
- They worked to create a survey to be sent out to employers.
- It was decided to address COVID-19 needs.
- Developed Survey Questions (See charts below):
- The initial survey was sent out on 7/29/20 to 158 Chamber Members.
- Our new COO, David Chavey-Reynaud, provided a list of 710 employers he had developed for the Working Washington Small Business Grant while he was at Tri-Dec. The survey was sent out to this list on 10/15/20.
- We received 83 responses.
- A spreadsheet was created and provided to the Business Services Team to follow up.
- Fifty-three Employers identified a need. Below are the listed outcomes from their contacting and following up with employers.
 - One business received assistance with small business grant information and WEX/OJT.
 - Two businesses said, thank you.
 - One business is doing well and did not need assistance.
 - One business is working with Sarah Elkins (DVR).
 - The remaining businesses either did not provide contact information, or the Business Service Team was unable to connect with them.

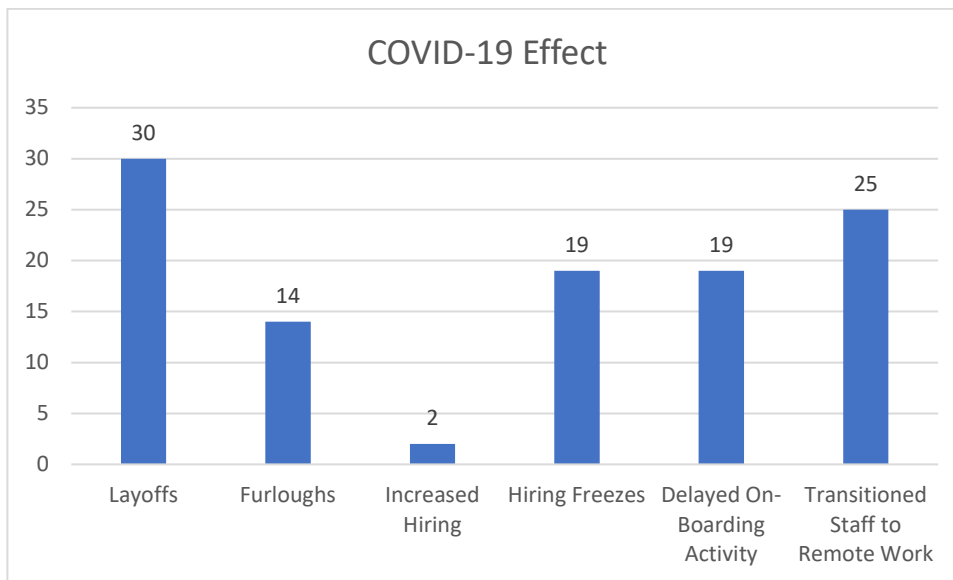
Survey Questions & Results

All information below is based on the 83 responses we received from our survey.

1. Please indicate the industry option that most closely aligns with your company's primary line of business.



2. Has COVID Resulted in:



3. What labor force assistance do you need to be able to re-open or stay open?

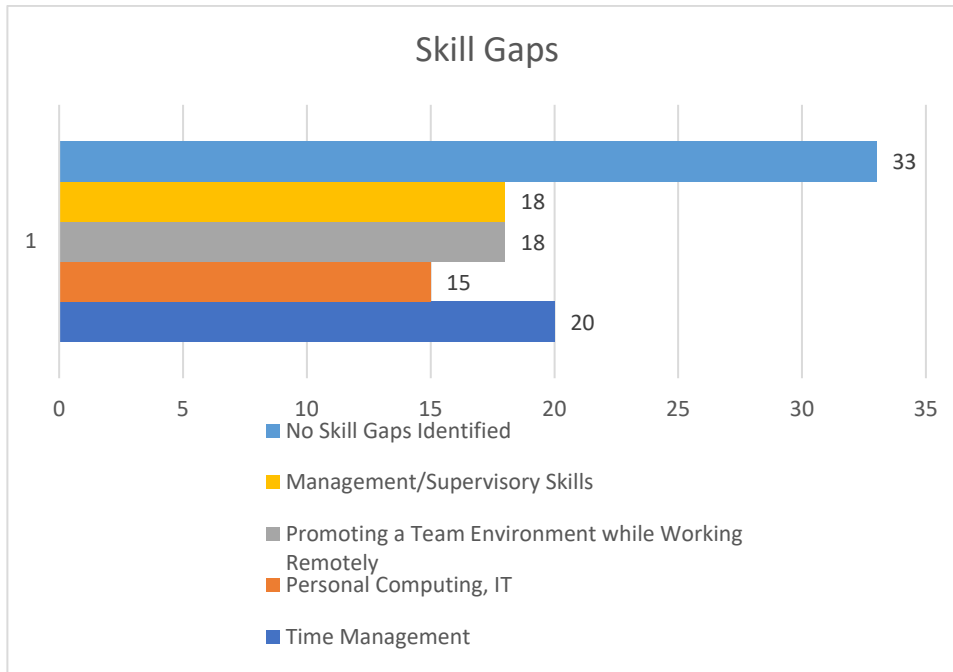


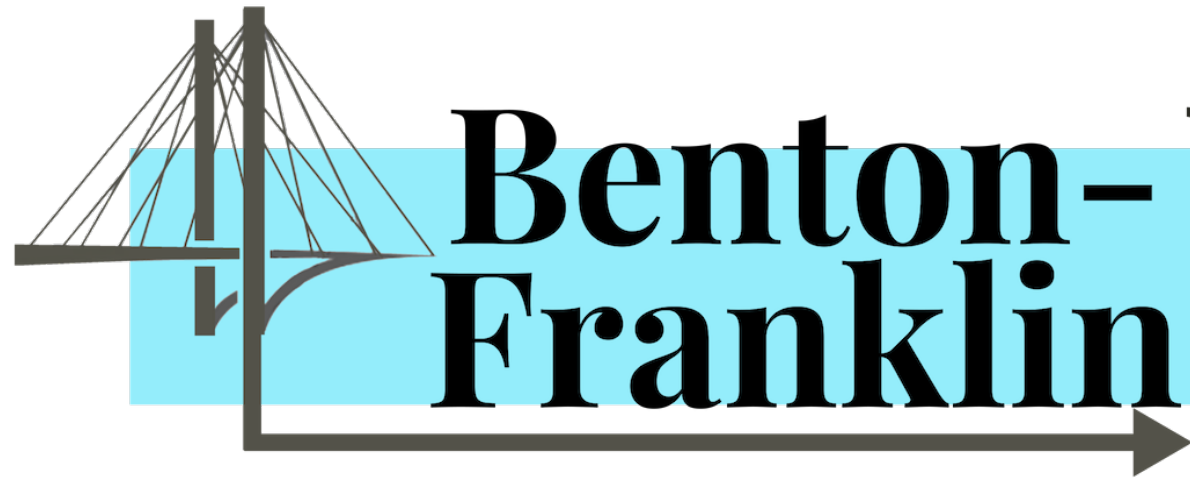
4. What workplace and process adaptations do you need immediately due to COVID-19?

- Help to keep and pay employees during reduced service.
- Remote Workforce help.
- Work from home processes.
- Help with purchasing PPE/cleaning supplies.
- Financial assistance.
- Information on making work environment safer.
- Interns.

- Rental Assistance.
- Operating capital.
- Staff training on COVID requirements, PPE, layout adjustment, and signage.
- Help with outdoor space requirements.
- Better remote work equipment.
- Childcare.
- Software for electronic signatures.

5. What skill gaps have you identified that are necessary for teleworking or to bring employees back to work?





WDC
WORKFORCE DEVELOPMENT COUNCIL

One-Stop Certification

Timeline for Certification of WorkSource Columbia Basin 2021



History

Department of Labor (DOL) charges us to certify our One-Stop Operator once every 3 years

Certification, Provisional Certification with requirement of an action plan and timeline, not certified/de-certified

In 2018 WSCB Received a Provisional One Year Certification, identifying 5 areas of concern to be addressed by May 2019

Demonstrated performance was raised in 5 areas of concern, and the One Stop Certification Committee recertified WSCB for the remaining 2 years in May 2019



Steps for Certification Jan, Feb

Formal call for volunteers via email

- Our goal is to have 6 to 8 board members on the One-Stop Certification Committee

Meet and discuss expectations

- Format of Tour and Presentation this year

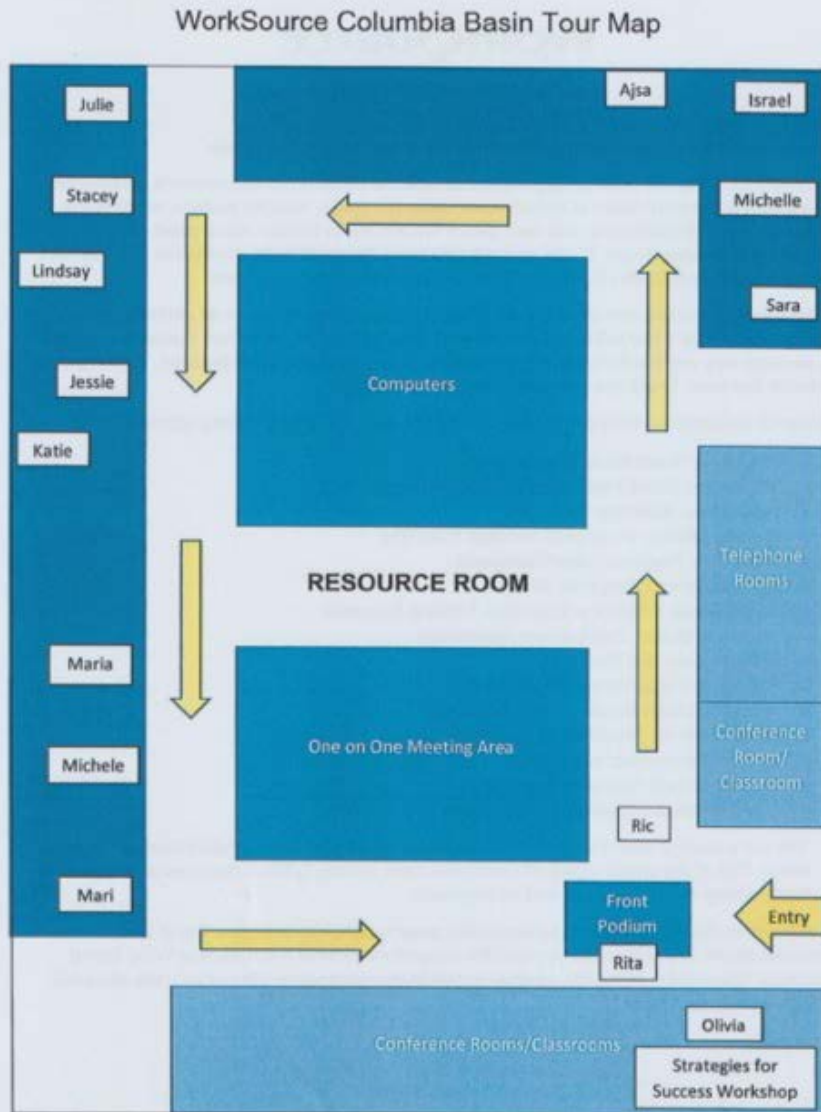
Steps for Certification April, May

Application

- Approximately 3 weeks for review
- Develop Questions and Areas of interest to be covered by tour/presentation

WorkSource Tour/Presentation/Narrative

- Questions
- Debrief and Vote



Tour and Presentation

- Overview of One-Stop Center
- Meet with Team Members to discuss services they offer through partnership including
 - Basic
 - Individualized
 - Training
 - Business Services
- Period for questions, debrief amongst committee, vote

Steps for Certification May, June

Certification Determination

Certification team will render a written determination within 30 days of conducting the One-Stop evaluation



ADULT & EMPLOYER LINKAGE COMMITTEE BOARD REPORT

January 26, 2021

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- BFWDC staff participates in a weekly Food Security and Funding call with the National Guard, Dept. of Agriculture, Dept. of Commerce, Employment Security Department (ESD), and the Washington Emergency Management Division. During this call, the BFWDC learned the National Guard was being re-assigned to another area in December 2020 and would no longer support food distribution at our local food bank. Our subrecipient took this opportunity to reach out to the Second Harvest Chief of Staff to pursue a partnership and offer food distribution assistance utilizing Disaster Recovery funds. Second Harvest committed to training 2-4 disaster relief workers in January 2021.
- In collaboration with ESD and our subrecipient Career Path Services (CPS), the BFWDC executed a contract amendment to the Economic Security for All (EcSA) grant expanding the service delivery area to all of Franklin County.
- BFWDC staff presented the Partnership and Implementation Plan to adapt the EcSA-Connell Initiative to the C-19 environment to the EcSA Technical Advisory Group.
- The BFWDC board approved a contract modification to the Families Forward Washington (FFW) program to award Goodwill additional funds to expand program training opportunities.
- The BFWDC board approved the One-Stop Operator (OSO) to provide guidance on the roles and responsibilities of the One-Stop Operator at WorkSource Columbia Basin (WSCB).
- The BFWDC board approved the Personal Identifiable Information (PII) Policy that outlines how to properly handle PII and the actions to take if a breach occurs.

Program Highlights

The Disaster Recovery Coordinator concluded recruitment for the disaster relief worker position to begin in January 2021 at Meals on Wheels for Kitchen Preparation Support. Recruitment continues for the Second Harvest Food Distribution positions and the ESD Outreach Assistant position.

WIOA Program Participant Success Story

Kirsten, age 57, entered the Dislocated Worker program seeking full-time employment as an Operations Manager. She had previously worked as a Planning Clerk with St. Michelle Winery, making \$32.00 per hour, and was interested in obtaining a Project Management Professional (PMP) certification. Kirsten accepted a part-time stop-gap job with Aquilini Brands USA Inc. in June 2020 to help pay her bills. She received assistance with career guidance, job referrals, newsletters discussing how to maneuver career changes, participated in job clubs (resume writing and interviewing from the employer's perspective), and advice on how to counter an employer's wage offer. As the Shelter in Place order slowly began to lift, her part-time job turned into a full-time job in October 2020. She is currently making \$50.00 an hour as an Operations Manager and receiving full benefits. Kirsten could not find PMP classes to accommodate her work schedule and decided not to pursue a PMP certification at this time because she loves her job. Staff will continue to provide support while Kirsten receives follow-up services.

PY20 2nd QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY

<u>Dislocated Worker Program</u>			<u>Adult Program</u>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Dislocated Workers Served	86	104	Adults Served	117	115
Employed Exits	34	50	Employed Exits	32	51
On-the-Job Trainings (OJT)	0	3	Work Experiences (WEX)	2	1
Individual Training Accounts (ITA)	13	16	On-the-Job Trainings (OJT)	0	2
Median Wage	\$22.00	\$19.00	Individual Training Accounts (ITA)	9	16
			Median Wage	\$15.00	\$14.50

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC conducted a quarterly monitoring review of randomly selected participant files to examine all transaction activities. A worksheet called Continuous Quality Improvement (CQI) was issued to our subrecipient identifying issues and/or observations.
- The BFWDC created a TC Futures Branding and Social Media Procedure. We will continue to monitor the TC Futures Facebook page and flyers for compliance with this procedure. All procedures are now posted on the TC Futures and BFWDC website.
- The BFWDC board approved the Personal Identifiable Information (PII) Policy that outlines how to properly handle PII and the actions to take if a breach occurs.

TC Futures Highlights

- TC Futures has updated the process for Limited English Proficiency (LEP) customers to ensure that all customers have access to services in their language. TC Futures Director continues to adjust the facility to comply with the Americans with Disability Act (ADA). The weight and closing times of interior doors have been adjusted. We now have new signs and assistive technology.
- TC Futures welcomed Maribel Torres and Josh Guajardo as new staff members. They both have experience working for various youth-serving community providers. They are also both bilingual, which is an invaluable asset to our team.
- TC Future's staff developed and implemented a four-week Work Readiness 101 workshop series covering:
 - ✓ Week 1, It All Starts with You - professional email usage, social media presence, appropriate interview/work attire, and voicemail set-up and use.
 - ✓ Week 2, Resume Basics - Attendees walk away with a functional, chronological, and hybrid resume template.
 - ✓ Week 3, Interviewing Techniques- interview styles, techniques, interview attire, and What to Do & What Not to Do.
 - ✓ Week 4, Workplace Etiquette - What to expect on the first day of work and conduct oneself in the workplace.
- Subrecipient staff hired a Referral Coordinator to allow Employment Specialists to focus on serving newly enrolled customers and managing their current caseload. The Referral Coordinator is utilizing a new online tool call "Trello" to streamline the referral and enrollment process. All program referrals funnel through the Referral Coordinator, who then contacts each customer to determine their employment and training needs. She completes a base-line eligibility assessment, gathers the required enrollment documentation, and assigns them to an Employment Specialist with a warm hand-off. This software will increase efficiency when referring customers to program services and a better experience for customers.

WIOA Program Participant Success Story

Blanca is a 20-year-old high school graduate and single parent in need of training and employment assistance. Blanca's career goal was to obtain employment as a dental assistant. She attended the Tri-Cities Dental Assistant School, completed training, and received her WA State Dental Assistant certification. Blanca received assistance with resume preparation, interview techniques, job search, and support services for registration fees, dental scrubs, and shoes. Blanca's training was virtual for a while due to COVID-19 restrictions, so she also received assistance to purchase a chrome book to continue her training and education online. Blanca obtained full-time employment with Tri-Cities Community Health and started her career as a dental assistant in October 2020. Her starting wage is \$16.19 per hour with full benefit options after 90 days of employment.

PY20 2nd QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY

	<u>Actual</u>	<u>Monthly Goal</u>
Youth Served	113	140
Total Employed Exits	14	55
Total Post-Secondary Exits	1	1
Placement Rate	70%	85%
Median Wage	\$13.50	\$13.75
On-the-Job Training	1	3
Work Experience	6	16
Individual Training Accounts	6	15
Pre-Apprenticeships	0	N/A
Credentials Earned	1	N/A
General Equivalency Diploma	3	N/A

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

December 2020 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: 412
Total Staff Assisted Services to Job Seekers: 765
Unique Number of Businesses Served: 92
Staff Provided Business Services: 122

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): 250
Out-of-School Youth (OSY) Program: 113
Open Doors Program: 137
Co-enrolled in Both Programs: 24
Youth Attained General Education Development (GED): 18

Total OSY Employed and/or Post-Secondary Exits: 14
Placement Rate: 70%

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): 378

Monthly-to-Date Target: 422

Total Employed Exits (YTD): 96

Monthly-to-Date Target: 172

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 12 Total Employed Exits: 5
Monthly-to-Date Target: 87 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.

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)

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. Sales Representatives

5. Customer Service Representatives

1. Teacher Assistants

2. Heavy and Tractor-Trailer Truck Drivers

3. Laborers and Freight, Stock, and Movers

4. Janitors and Cleaners

5. Registered Nurses

Top 5 Licenses and Certifications

1. Driver's License

2. Registered Nurse

3. First Aid CPR AED

4. Food Handler Certification

5. Advanced Cardiac Life Support Certification

1. Driver's License

2. Certified Teacher

3. CDL Class A

4. Registered Nurse

5. Licensed Practical Nurse

Unemployment Rates

6.1%

7.2%

Other News

The December 2020 Customer Satisfaction survey had 27 responses, of which 96% will refer family and friends. Top 3 services rated were One-on-One Career Guidance, Job Search, and Workshop.

The Barriers and Access Solutions Committee (BASC) met in December and voted to change the group's name to Access Solutions Committee (ASC).

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

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

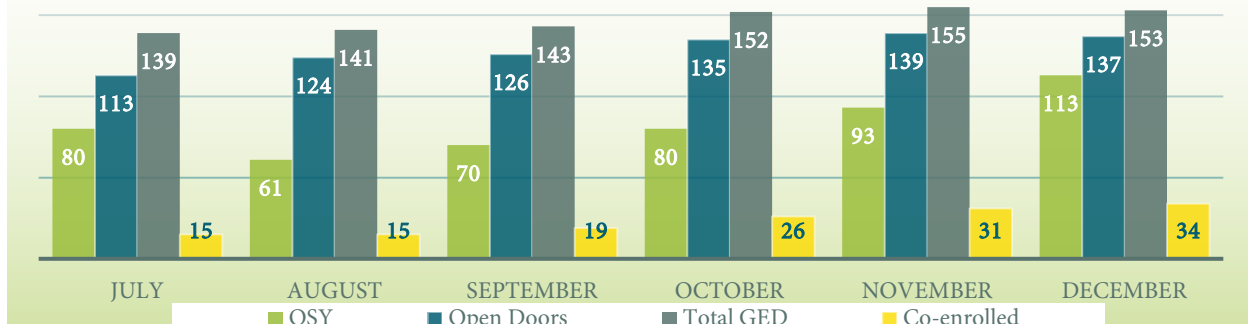
Contact us at 509-734-5980



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TC Futures Numbers December 2020



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
Total	126	95	18

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

New Hire

In December, we welcomed another new team member. We are incredibly excited to add Maribel Torres to our OSY team. She comes with a wealth of experience and expertise from her work with Benton Franklin Community Action Connections. She is also a great asset as we continue to translate our resources into Spanish!

GED Highlight

December is a short work month for most, but the TC Futures Case Managers managed to test more students than we have in any other month to date. It is not just the number of tests that is impressive, but it is even more impressive that the passing rate is higher than it has been in any other month. That led to 7 graduates, another monthly best for TC Futures.

Facility Update

We are excited to announce that all of our assistive technology and signs have arrived. We will be working to ensure that everything is installed correctly so that all customers can have the same access to our services. This will also help us stay compliant with the Americans with Disabilities Act.



Follow @triciesfutures 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





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WorkSource Operator Report

Benton Franklin Workforce Consortium

December 2020

December Highlights:

- WorkSource Columbia Basin will host our first virtual community resource fair in January 2021.
- Through outreach we have focused on deepening relationships with community partners to meet mutual customer needs, for example, informing of services available through WSCB and leaning on Mid-Columbia Libraries to meet customer computing needs related to employment and training.
- WSCB team members continue to provide services virtually and to expand our virtual menu of services through taskforce work.

WorkSource Site Operations:

Customer Counts 12/1/20 to 12/31/20		
Total Staff Assisted Seekers	412	
Total Staff Assisted Services	765	
Basic Services	613	
Individualized, Training & Support Services	153	
Unique Number of Businesses Served	92	
Staff Provided Business Services	122	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	9	8
Employee Training Assessment, referral, enrollment, etc.	12	7
Other Employer outreach visit, marketing business services, etc.	58	49
Recruitment Hiring events, referrals, etc.	43	32
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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December 2020 Customer Satisfaction Survey:

- 27 survey responses received (7% response rate):
 - Of the customers who responded, 96% will refer family and friends.
 - Top 3 services rated: one-on-one career guidance, job search, and workshop.
- Customer Feedback – What we did well:
 - “I’ve worked with different people at WS over the last year and Sandy, R, Michele B and Olivia M are some of my favorite people. All of these ladies have been so supportive (of) my educational/employment journey.”
 - “The very competent, caring, and professional Erin DeClercque has been an absolute joy to work with over the phone!”
 - “Communication and follow through was excellent.”
- Customer Feedback – What we can do better:
 - Send a list with links to TED talks/videos shown in workshops
 - Examples of what a resume should look like

Service Delivery

Career Services:

- The Outreach Taskforce continued their work creating and distributing educational materials and strengthening community partnerships. A highlight of this effort was working with Mid-Columbia Libraries to have flyers distributed to library patrons using the library’s resources for job search/ Unemployment Insurance and in all drive thru book pick up bags.
- The Career Assessment Taskforce completed an introduction to the World of Work Inventory (WOWI) and a follow up training for interpretation of results following the opportunity for WSCB staff to take the assessment. Additional training will be offered in the new year for staff interested in learning more.
- The Group Services Taskforce continued to work on standardizing processes for scheduling and gathering data, such as attendance and customer surveying, which will inform future adjustments.
- Outreach to over 200 veterans who have received Unemployment Insurance benefits in the last few months has resulted in increased customer engagement to include one-on-one appointments and enrollment in services. To serve these customers seamlessly, our Disabled Veteran Case Manager and a member of our Title 1b Case Management team have worked closely to refine the referral process.
- The Barriers and Access Solutions Committee (BASC) met in December. The committee voted to change the group’s name and is now the Access Solutions Committee (ASC). Highlights of the meeting include report outs from the Customer Access and Outreach subcommittee, which included updates to the WSCB Customer Satisfaction Survey to assess accessibility wins and needs, as well as outreach efforts, including collaboration with the Outreach Taskforce and upcoming Facebook Live planning.



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Business Services:

- The Business Services Team is actively promoting our first virtual community resource fair, to include recruitment of local businesses and community partners who have resources to share with our community. The resource fair is scheduled for Wednesday, 1/13/21.
- The team is also planning additional virtual events for PY20, to include a Healthcare Career Job Fair, Apprenticeship event, Entry Level event in partnership with TC Futures, and Agricultural Job Fair. We will be partnering with CBC/WSU Tri-Cities on future virtual job fairs.
- Business Services members and Employment Specialists have increased communications and are working closely to increase job referrals and provide opportunities for Work Experience (WEX) and On the Job Training (OJT).
- In collaboration with the BFWDC Keys to Success group, the WSCB Business Services team conducted follow up with businesses who responded to the needs survey.

Community Connections:

- 12/1, 12/15, 12/29: 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.
- 12/10: Collaboration call with Mid-Columbia Libraries and Comprehensive Health Care to discuss service delivery, customer needs/trends, and to finalized branding details of outreach campaign to launch in new year.
- 12/18: Collaboration meeting with Sara Schwan, Advocacy & Development Manager with Mid-Columbia Libraries, to discuss how we connect our mutual customers with services and ways we can partner to meet customer needs.
- 12/21: Met with Sara Schwan to deliver WSCB branded USBs. These flash drives are pre-loaded with resume resources and will support customers who are meeting employment and training related computing needs through use of library computers.
- 12/21: Collaboration with our BFWDC partners to issue a series of press releases informing the community of the upcoming Virtual Community Resource Fair and recruiting local businesses & community partners for the event.
- 12/23: Interview with Neil Fischer of KAPP/KVEW news to inform the community of resources offered at WSCB. The interview can be heard [here](#).

Staff Training & Development:

Training/Development Attended:

- 12/2: Water Cooler, WSCB Assessments
- 12/9: WOWI Assessment (taken by all staff)
- 12/10: Migrant Seasonal Farm Worker (MSFW) Training: H2A Job Referrals
- 12/14: WOWI Assessment Interpretation Training
- 12/16: Water Cooler, Safety Spotlight
- 12/16: WOWI Assessment Interpretation Training



Upcoming Training/All Staff Meetings:

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

Facilities:

- 12/8: Cisco WebEx data cables installed
- 12/21: Light bulbs changed, update of holiday hours signage, record of Equal Opportunity posters in preparation for EO Monitoring, conference room calendars updated
- 12/22: Additional facility signage installed to indicate that in person services are not currently available; all services available virtually or by phone

Respectfully submitted by: C. Bright on 1/11/21