

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Executive Committee Meeting

September 29, 2020, 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 & Introductions

3. Approval of Committee Minutes

- Executive Committee – August 25, 2020 (Needs a vote)

4. Finance Reports – Jan

5. PY20 Budget – Jan (Needs a vote)

6. BFWDC Team Updates – Tiffany

7. PY20 Monitoring Plan - Diana

8. EcSA Evaluation Report - Jamilet

9. PY19 Annual Report – Cynthia/Becky

10. Liaison Report – Cynthia

11. Next Meeting

- Executive Committee Meeting – Tuesday, October 27, 2020, at 3:15 PM at Zoom

Attachments

- Executive Committee Minutes, August 25, 2020
- Finance Reports, July 2020
- PY20 Budget
- PY20 Monitoring Plan
- EcSA Evaluation Report
- PY19 Annual Report
- Liaison Report – August 2020
- WorkSource Operator Monthly Report, August 2020

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

Benton Franklin Workforce Development Council

Executive Committee Minutes

August 25, 2020

4:00 p.m. p.m.

Zoom

Present

Todd Samuel, Chairman
Adolfo de Leon
Dennis Williamson
Melanie Olson
Jennie Weber

Excused

Commissioner Jim Beaver

Absent

Commissioner Clint Diddier

Staff

Tiffany Scott
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 4:02 p.m. and thanked everyone for attending. Becky read through the roll call.

Minutes – Todd

Minutes from July 28, 2020, Executive Committee Meetings were provided to members for review.

Adolfo de Leon moved to approve July 28, 2020, Executive Committee Meeting minutes as presented, seconded by Todd Samuel. Motion carried.

Finance Reports – Jan

Jan provided the printed Finance Reports through June 2020

- **Corporate Entity:** Jan reported that the accounts receivable line shows the adjustment made for Accrued Vacation. We have received almost \$1200 in interest for the year in the Corporate Entity Accounts.
- **Main BFWDC Account:** Jan brought attention to the new line item, AR Prior Year. She explained that the subrecipient had a variance from PY16 and that Employment Security Department is allowing this credit to be posted to our current year. Jan reported that there could be some very minor variances for the year-end report. She took the time to walk through the line items and explain the reason for any variances.
- **WorkSource:** Jan shared that the revenue for this account is at 100%, which was expected. She walked through the line items explaining the variances.

Todd asked Jan if she had any concerns. She answered no, and expressed that the financial oversight is very worth the money we are spending. Michael Fluharty has a lot of non-profit experience and an understanding of our company and regulations. He is very experienced and has a high level of competence.

Jan presented the printed status report for the PY18 Grant Awards.

BFWDC Team Updates – Tiffany

Tiffany shared that Jessie Cardwell has joined the BFWDC Team as the Programs Coordinator. Diana has developed a robust training plan. Welcome, Jessie.

She went on to remind everyone that we offered someone the COO position, and it did not come to fruition. She has taken the time to take a step back and consider our agency and its needs. She has had some exploratory meetings and has narrowed the choice down to someone that went through the interview process. By the weekend, she should have an offer letter ready. We will make that introduction to the board soon. The interview process surfaced some great candidates.

Todd asked what the most significant impact would be from adding the additional staff. She shared that the COO will be backfilling a lot of duties that she has been doing. Our strategic vision speaks to our council being more community-facing and the understanding that we are the conveners of the system. We want to build this additional leadership level to help our community to understand. We are in an interesting situation with the Pandemic. She explained that Jan and Diana had taken the brunt of the National Dislocated Worker Grants. For us to be responsible for the dollars we are receiving; we need more staff to help with this work. The formula contracts are up 18% with an extra million dollars in grants. We want to make sure we proceed with continued integrity.

Todd expressed that the team we have now is strong. With the new resources and strong mandate to be *in* the community. These additional staff members will help.

Tiffany thanked the board members for their support.

COVID-19 Physical Facilities Updates – Tiffany

Tiffany shared that knowing Benton and Franklin counties are in Phase Modified One and that we don't know what the future holds, we can only prepare the best we can through planning. Two reliable documents have been created around reopening to the public. Even though we are not providing services on an individual basis, virtual services are being rendered and are being done well. We have some extremely professional people in our system that care for the community and are doing the best that they can. Many of them have never worked virtually before. We are also dealing with people that have responsibilities for their children and or elderly family members. We want to try new things in working with our customers and explore what they need at this time. We also want to meet the needs of our practitioners, so they don't burn out. There have been some very innovative ideas brought forward to get information into the customer's hands. We have partners that are working on breaking down the barriers.

When we do return to the physical facilities, it won't look the same as before. In the meantime, we are finding ways to provide quality services.

Todd asked about how we are getting the message out to the public that we are open virtually. Crystal shared that they have been approaching this from several different directions. We are getting bids for additional outside signage for the reader board and the front doors. They have also pursued reaching out directly to those that have been on Unemployment. She shared that they have made phone calls, sent emails, sent postcards, and that done multiple press releases, with presentations and posts made to social media. We have reached out to our local businesses. The Business Services Team is issuing a weekly local Hotjobs list of those that are hiring right now. We continue to brainstorm on reaching out to people.

Liaison Report – Cynthia

Cynthia presented the July 2020 Liaison report. She reminded everyone that this is a new program year. Many of the numbers reported are not representing the actual services that are happening. Services are not captured for those served without a WorkSourceWA account. She shared that TC Futures is providing GED testing services by appointment only.

Cynthia reported that she is no longer including the top 5 employers, but has added the top 5 licenses and certifications. We recently got access to a new platform that has information that could be used for this report. This report is published on Facebook, the BFWDC website, and through the chambers.

WS Operator Report – Crystal

Crystal reported that overall, we are seeing a decrease in customers that are engaging with WorkSource. We continue to see people reaching out for basic needs and have seen even more of this since the additional \$600 in Unemployment has ended. Their focus has been on outreach and working to create a sense of urgency, reminding customers that these services are offered at no cost to them. We continue to work on virtual service delivery and anticipate offering more robust group services.

Todd expressed his appreciation to those that are making these reports.

Other Business – None

Todd asked Kayci what Career Path Services (CPS) are working on right now. She shared that they are working with the consortium to develop professional training for staff working on virtual service delivery. They are collaborating with ESD as their UI staff is brought back into the WorkSource Center. They want to ensure that there is an equal starting point and a shared understanding of what is going on in the community so that we can address the needs of our job seekers and employers. CPS has added a third business navigator. They continue sector strategy work. They want to identify and provide solutions for the technical divide we see across the state.

Jennie shared that ESD is transitioning employment connections staff back to full-time re-employment services. There are greater collaboration and new developments among the WorkSource staff. We want to define virtual services and look at what we can bring to the WorkSource Menu of Services. There remains a backlog in unemployment calls.

Roundtable:

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

NEXT MEETING

Executive Committee Meeting – Tuesday, September 29, 2020, at 4:00 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 5:00 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 7/31/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	47,141.78
CE 12 month CD	1112	51,820.97
Total Asset		99,575.52
Liabilities		
Accrued Vacation Payable	2500	51,663.58
Due to/from other funds	2990	(12,000.00)
Total Liabilities		39,663.58
Net Assets		59,911.94
Total Liabilities and Net Assets		99,575.52

Benton Franklin Workforce Development Council
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report
 10 - Corporate Entity
 From 7/1/2020 Through 7/31/2020
 (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					
Interest/Program Income	<u>6</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Total Revenue	<u>6</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u><u>6</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 7/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	5,876.72
Accounts Receivable	1200	49,575.34
Receivable (Grants)	1300	467,676.47
Total Asset		523,128.53
Liabilities		
Accounts Payable (AP System)	2000	502,076.63
Due to/from other funds	2990	12,000.00
Total Liabilities		514,076.63
Net Assets		9,051.90
Total Liabilities and Net Assets		523,128.53

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	236,524	0	0.00%	0	0.00%
Interest/Program Income	1	0	0.00%	0	0.00%
Other Revenue	40,265	0	0.00%	0	0.00%
Total Revenue	<u>276,790</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Sub-Recipient Reimbursements	192,796	0	0.00%	0	0.00%
Rent and Facilities	5,433	0	0.00%	0	0.00%
Salaries and Wages	39,403	0	0.00%	0	0.00%
Payroll Taxes and Benefits	11,403	0	0.00%	0	0.00%
Professional Services and Contracts	2,002	0	0.00%	0	0.00%
TC Futures	5,000	0	0.00%	0	0.00%
Travel and Training	303	0	0.00%	0	0.00%
Supplies, Furniture and Equipment	99	0	0.00%	0	0.00%
Equipment and Software - Lease and Maintenance	1,595	0	0.00%	0	0.00%
Communications (Telephone, Postage and Internet)	349	0	0.00%	0	0.00%
Insurance	7,606	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	10,800	0	0.00%	0	0.00%
Total Expenses	<u>276,790</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u>0</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 7/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	64,061.02
Accounts Receivable	1200	633.67
Total Asset		64,694.69
Liabilities		
Accounts Payable (AP System)	2000	1,470.00
Total Liabilities		1,470.00
Net Assets		63,224.69
Total Liabilities and Net Assets		64,694.69

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

(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	17,685	17,684	%	212,209	8.33%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	12,281	12,282	99.99%	147,380	8.33%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>29,966</u>	<u>29,966</u>	<u>100.00%</u>	<u>359,589</u>	<u>8.33%</u>
Expenses					
Rent and Facilities	26,714	27,483	97.20%	329,790	8.10%
Supplies, Furniture and Equipment	67	1,117	6.00%	13,400	0.50%
Employee Recognition	0	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	0	0.00%	1,200	0.00%
Business/Community	0	417	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	0	850	0.00%	10,200	0.00%
Total Expenses	<u>26,780</u>	<u>29,866</u>	<u>89.67%</u>	<u>359,590</u>	<u>7.45%</u>
Net Surplus/ (Deficit)	<u><u>3,186</u></u>	<u><u>100</u></u>	<u><u>0.00%</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>

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

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

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

Anticipated Carry-in	817,095	152,828	440,172
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**Benton-Franklin Workforce Development Council (BFWDC)
PY20 WIOA Sub-Recipient Monitoring Plan and Schedule**

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

Benton-Franklin Workforce Development Council

Annual Report

CEO, Tiffany Scott



To All Who Call Benton and Franklin Counties Home,

Although we have been incorporated as a 501c3 since 1984, to my knowledge, this is our first annual report to the community. I will start by using the same cadence as many Chief Executive Officers (CEO) and then end the only way I know how with reflection and from the heart.

Program Year (PY) 2019 (July 1, 2019, to June 30, 2020) was the most dynamic in my career as a Workforce Development Professional.

The Benton-Franklin Workforce Development Council (BFWDC), along with its partner, the Educational Services District (ESD) 123, opened a comprehensive re-engagement center for Youth and Young Adults called TC Futures. It was exciting to see an almost 2-year collaborative effort come to fruition in August 2019. We are fortunate at this center to be able to offer employment and training services to customers in an environment that encompasses their generational preferences.

The Tri-Cities is growing quickly with estimates of 300,000 populous. It is important that as the convener of our local Workforce Development System that we focus on the rural communities in Benton and Franklin Counties. Following a competitive process, the BFWDC was awarded resources to serve job seekers in North Franklin County from a grant called Economic Security for All (EcSA). These resources are helping individuals get out of poverty and become self-sufficient.

The BFWDC is governed by the Workforce Innovation and Opportunity Act (WIOA) compliant board of directors comprised of 21 talented, intelligent volunteers from our local area representing labor, business, government, and education. After great input, discussion, and consensus from the BFWDC Board and Board Staff, we changed our mission and vision statements in December 2019. Now, the words resonate more with the scope we perform as leaders in our field. Also, through a two-day Board Retreat, the BFWDC codified four strategic goals addressing outreach, service delivery, funding diversification, and partnership development. We began the work in PY19 and will continue in PY20.

Just a few months into 2020, we began hearing words regularly that were not familiar in our society. Coronavirus, Pandemic, COVID-19, Social Distancing, and Personal Protective Equipment, to name a few. I think we can all agree that our current state is unlike any other we have experienced in our lifetimes. The BFWDC is committed to contributing to solutions related to this crisis by addressing the crippling effects of widespread unemployment by obtaining resources that support getting people back to work. To date, we have secured a little over an additional million dollars in Disaster Recovery National Dislocated Worker Funding and Employment Recovery National Dislocated Worker Funding from the Department of Labor through a competitive grant process. This by no means is enough; however, it is a start, and we will continue to find opportunities to help. For those seeking services, please reach out to our American Job Center, WorkSource Columbia Basin, at 509-734-5900 or TC Futures, at 509-537-1710. During business hours, leave a message after selecting the general inquires prompt then a local, live person will return your call within the hour. This is because our local Workforce System is currently operating virtually due to COVID-19.

The BFWDC and the Workforce System we oversee was recently recognized for our excellence in the area of Equal Opportunity and received the national William J. Harris award. Although we are proud of this achievement, we know there is always more that can be done when it comes to inclusion and accessibility for all. I would be remiss if I did not mention the racial injustice and inequality happening throughout our Nation. Engaging in honest dialogue, while needed, will not solely create system change. More people of color and LGBTQ must have a seat at the decision-making tables in our community. When BFWDC board seats become vacant, I commit to more diverse representation, and I challenge my peers in Benton and Franklin Counties to do the same. This is one step forward with many more to follow.

In closing, I would like to share words I carry with me always that come from two women I respect immensely. The first, my mother, who the day after losing her son, my brother, in a car accident, reminded me that the sun will come up tomorrow. An optimist even in a time of grief. I have used her perspective and strength to focus on what is next during challenging times and affirm that the future will be better than today. The second, my grandmother, who was raised in the smallest of towns in Iowa and who lived through the great depression, would say, it takes all kinds of people to make the world go around. She knew that life would not be as meaningful if we were all the same. Although she has passed, the love she embraced her fellow humankind with still lives in her children, grandchildren, and great-grandchildren.

Until next year, be kind, stay healthy, and know we will get through this together.

My Best,



Tiffany Scott, CEO



815 N. Kellogg Street, Suite C, Kennewick, WA 99336

509-734-5980

<https://www.bentonfranklinwdc.com/>

Thank You

We would like to express our thanks to our funders



Vision:

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



Mission:

Promoting a prosperous community by providing a progressive workforce system.

What is the Benton-Franklin Workforce Development Council (BFWDC)?

The Governor has designated Benton and Franklin Counties as a local workforce area, based on population, size, prior education, training performance, and fiscal integrity. The BFWDC is responsible for coordinating the local workforce development programs, coordinating activities of the local employment and training One-Stop center and TC Futures, establishing a youth committee, negotiating local performance standards, and developing a local Workforce Innovation and Opportunity Act (WIOA) plan.

The council sets policy and presides over the direct expenditures of over \$4 million in workforce funds to assist individuals interested in furthering their education, upgrading skills, job placement, etc., in addition to providing services to employers. The BFWDC is also responsible for the oversight and monitoring of the One-Stop delivery system.

Programs overseen by the BFWDC in Program Year 2019

July 1, 2019 - June 30, 2020

WIOA Title I Programs - Adult, Dislocated Worker (DW), Out of School Youth (OSY) and Rapid Response Increase Employment (RRIE)
Career Connect Washington (CCW)
Families Forward Washington (FFW)
Economic Security for All (EcSA)

Business Engagement



7,235

Jobs Posted to WorkSourceWA.com



582

Businesses with Jobs Posted to WorkSourceWA.com



7

Rapid Response Events Provided to Employers



A proud partner of the AmericanJobCenter network

Job Seekers



6,326

Job seekers helped by the Benton-Franklin WorkSource System
There were 23,639 Staff Assisted Services

554

Job Seekers were served in the Adult, DW, RRIE FFW and EcSA programs

228

Job seekers obtained employment with the help of Adult, DW and RRIE



Board Members

51% of the Board is comprised of members of local businesses. Also represented are Economic Development, Education, Labor and State Agencies

Adolfo de Leon	DSHS
Alicia Perches	Tyson Foods
Amanda Jones	Community First Bank
Bob Legard	IBEW Local 112
Carlos Martinez	Dura-Shine Clean
Carol Moser	Greater Columbia Accountable Community Health
David Phongsang	Ninja Bistro
Dennis Williamson	Electricians Union IBEW
Jamie Rasmussen	Department of Vocational Rehabilitation
Jennie Weber	Employment Security Department
Jim Smith	SE Washington/NW Oregon Sheet Metal Training
Karl Dye	Tri-City Development Council
Kate McAteer	WSU Tri-Cities
Lori Mattson	Tri-Cities Regional Chamber of Commerce
Lynn Ramos-Braswell	Lineage Logistics of Richland
Mary Mills	Bechtel National
Melanie Olson	Lourdes Counseling Center
Michael Bosse'	Columbia WA Building Construction Trades Council
Michael Lee	Columbia Basin College
Richard Bogert	The Bogert Group
Todd Samuel	Pacific Northwest National Laboratories

Chief Elected Officials:

Clint Didier	Franklin County Commissioner
James Beaver	Benton County Commissioner

Collaborative Partnership

TC Futures is the result of a collaborative venture between Educational Service District 123 and the BFWDC. TC Futures offers GED completion, career counseling, employment opportunities, on-the-job training, internships, apprenticeships, and other employment-related services to youth and young adults ages 16-24.



509-537-1710

www.tcfutures.org

2,652 Total Youth to visit TC Futures*

30 Completed GEDs

Out of School Youth



176 Total Youth Served

81 Total Youth who obtained employment and/or entered post secondary education

12 Total Youth who obtained Pre-Apprenticeships with Labor International Union of America



48 Total Youth Served

5 Total Youth who entered Registered Apprenticeships

6 Total Youth who obtained Pre-Apprenticeships with Labor International Union of America



***It is important to note that the TC Futures facility was not open to the public from the middle of March through June.**

BFWDC Staff

Tiffany Scott	CEO
David Chavey-Reynaud	COO
Jan Warren	CFO
Diana Hamilton	Workforce Programs Manager
Cynthia Garcia	Youth Programs Manager/ Equal Opportunities Officer
Jamilet Nerell	Community Programs Manager
Becky Smith	Office Manager
Jessie Cardwell	Programs Coordinator

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

Serving Benton & Franklin Counties for a Great Cause

Alfredo, entered the PY18 Rapid Response Increase Employment (RRIE) program in October 2019 as he was recently laid off due to a lack of work as Safety Coordinator with Apollo Heating and Air. Alfredo worked for several years with companies where he would be laid off, collect unemployment, and then be called back to work months later. Alfredo came to WorkSource for a scheduled RESEA appointment with the Employment Security Department (ESD). He disclosed to ESD staff that he was tired of having a job that was inconsistent throughout the years. ESD staff referred him to the RRIE program, where he was enrolled the same day. Alfredo stated he wanted a year-round position, and his goal was to obtain a Commercial Drivers License (CDL). PY18 RRIE paid for funding for Alfredo to get his CDL license. Alfredo completed training on December 9, 2019, and obtained his CDL license on January 4, 2020. After Alfredo obtained his license, he received a call from Advanced Technology Construction with a start date of January 27, 2020, making \$38.46 per hour with full-time hours. Alfredo is thankful for the quick work and dedication of staff, helping him obtain a long-lasting career.



Theodore (Ted), came into WorkSource in August 2019 for a scheduled RESEA appointment with the Employment Security Department. Ted was unsure of how he was going to survive on unemployment and when he was going to find work again after being laid off from his previous job as a Commodities Trader at The Scoular Company, where he had worked for over twenty years. Staff identified that Ted might benefit from Worker Retaining and/or the Dislocated Worker program and encouraged him to attend the Dislocated Worker orientation. Ted was enrolled shortly after that. Ted received assistance with resume critique, job referrals, and encouragement through the arduous job search process. He also received support services to help with his household utilities and mortgage, as he was unsure how he was going to pay them and not fall behind. After being on unemployment for two months, he received a job as an Elevator Manager with Columbia Grain. This job required him to relocate to Pullman. The Dislocated Worker program provided relocation assistance for hotel accommodations while he secured stable housing in the area. Ted is earning a salary of \$43.27 per hour with full health insurance benefits and four weeks of vacation annually.



Dmitry came to the program in need of his GED and employment/training opportunities. His lack of a GED/High School Diploma had proved to be a barrier for Dmitry, and with the assistance of his Out of School Youth (OSY) and Open Doors case managers, Dmitry studied for and obtained his GED. Immediately after receiving his GED, Dmitry began the application process for the local Carpenter's Union. Dmitry was accepted as an apprentice, and his OSY case manager assisted him in purchasing the necessary tools to start. Dmitry also received Financial Literacy services and Labor Market Information. In mid-November, Dmitry was hired as a Carpenter Apprentice by Balfour Beatty, working 40 hours per week at \$20.16 per hour. As a member of the Carpenter's Union, Dmitry had access to health benefits. As of mid-August, Dmitry has completed his first term of apprenticeship training and is now earning \$25.05 per hour. He has expressed interest in mentoring other TC Futures customers by providing information on the benefits of Unions and assisting with the Carpenter's Union application process.

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.

August 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: 299
- Total Staff Assisted Services to Job Seekers: 549
- Unique Number of Businesses Served: 48
- Staff Provided Business Services: 83

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): 193

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

Total OSY Employed and/or Post Secondary Exits: 2

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): 163
Monthly To Date Target: 240

Total Employed Exits (YTD): 33
Monthly To Date Target: 25

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

EcSA Participants Served (YTD): 10
Monthly To Date Target: 63
Total Employed Exits: 2

FFW Participants Served (YTD): 59
Total Employment Placement: 33
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.

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

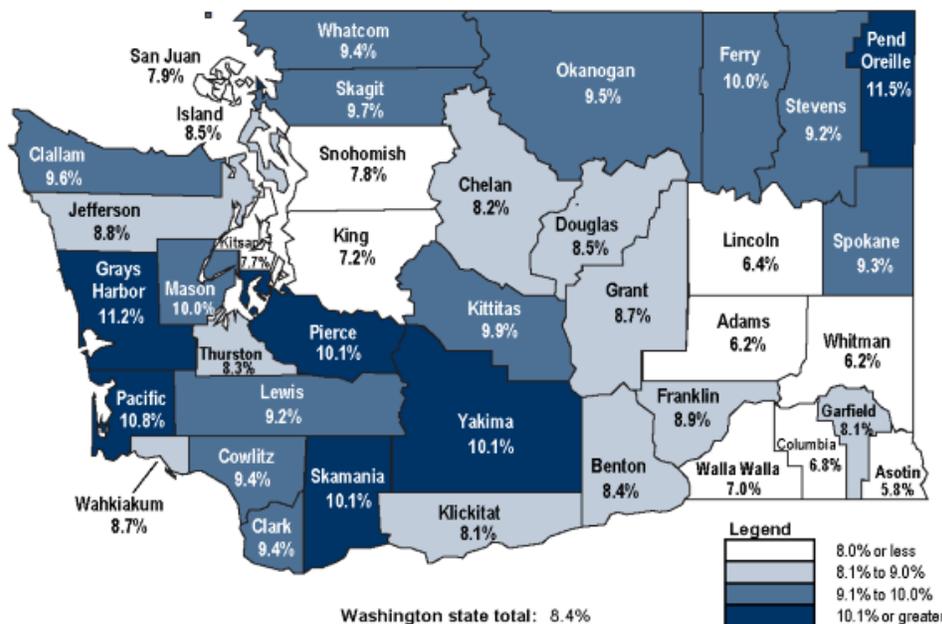
Benton County

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

Franklin County

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

August 2020
County unemployment rates, not seasonally adjusted



August Unemployment Facts

Washington's economy increased by 19,800 jobs in August, 2020

- 1,993 initial claims filed in Benton County
- 931 initial claims filed in Franklin County
- Total of 2,924 unemployment initial claims filed in both counties (last month 5,510 unemployment initial claims were 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 Cynthia N. Garcia
at 509-734-5986

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





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WorkSource Operator Report

Benton Franklin Workforce Consortium

August 2020

August Highlights:

- WorkSource Columbia Basin’s second webinar is now available to customers on demand.
- WSCB Business Services participated in a statewide manufacturing job fair on 8/19 in partnership with local employers Elwood and Nutrien.
- WSCB team members continue to provide services virtually. Most customers seek to access basic needs related supports.

WorkSource Site Operations:

Customer Counts 8/1/20 to 8/31/20		
Total Staff Assisted Seekers	299	
Total Staff Assisted Services	549	
<i>Basic Services</i>	467	
<i>Individualized, Training & Support Services</i>	82	
Unique Number of Businesses Served	48	
Staff Provided Business Services	83	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	2	2
Employee Training Assessment, referral, enrollment, etc.	9	6
Other Employer outreach visit, marketing business services, etc.	36	27
Recruitment Hiring events, referrals, etc.	36	20
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. Also, individuals connected directly to an Unemployment Insurance (UI) Representative via a WSCB staff member supporting the toll free phone line are not captured here as that is not defined as a meaningful service, where an individual is connected to employment or training related resources/information.



57 survey responses received (19% response rate):

- Of the customers who responded, 96% received the assistance/information needed; 95% will refer family and friends.
- Positive feedback:
 - “Please give recognition to Stacy...She is a valuable resource in these uncertain times. Her ability to do her job and maintain compassion and understanding is Outstanding! ...My anxiety decreases knowing she is on top of my UI with you all. Thank you all for your hard work.”
 - “I spoke to Jessica Ramirez. She was very friendly and informative and helpful! If she didn’t know the answer to my question she answered and she was as quick as possible. She was awesome!”
 - “Presenter Ms. (Maria) Martinez was excellent!”
 - “I just want to thanks Vanessa for going above and beyond from the first phone call to now! She was professional and most of all took a personal interest in helping me!”

Service Delivery

Career Services:

- WSCB’s Career Transitions Workshop is live and can be found [here](#).
- A new 5-part virtual workshop series called Employer’s View kicked off 8/19/20. The class is designed to teach jobseekers what job readiness looks like through an employer’s lens. It is co-facilitated by Dan Seitz, SR HR Specialist with MSA & Michele Brown, Employment Specialist at WSCB.
- Customer engagement in new local virtual services, including one on one appointments and career assessments continues to be slow, as customers continue to focus on basic needs based resources rather than job search. To increase customer connectivity we are:
 - Working to ensure customers are aware that our services are available through social media, television, press releases, emails, mailings, community connections, and procurement of signage for the base of our reader board and front windows.



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- Planning community assessment to determine needs and to build services around those needs – more details to come in September.
- Round 2 of outreach to individuals who have received Unemployment Insurance benefits for 20 weeks kicked off mid-August. This campaign will include an increased focus on connecting with customers via telephone as this was most successful during our pilot. Email and postcard mailers will also be used to ensure we reach the ~5,000 individuals on the list.
- A new customer satisfaction survey has been created. The draft is under review by the Barriers and Accessibility Solutions Committee (BASC) for suggested revisions. Next steps include sharing with WSCB leadership prior to piloting. The intent of the revisions is to increase response rates and gather more actionable feedback to shape service delivery.

Business Services:

- Support to local businesses has shifted from a need for assistance with Unemployment Insurance fraud claim to connecting business with resources for when employees refuse to return to work.
- As workforce needs in our community grow, there is an increasing demand for WSCB to host single employer virtual hiring events. The trial period for our current virtual platform is expiring so will no longer be available. Further research is being conducted to identify a cost effective platform that could be procured to meet this need.
- To connect businesses with qualified talent, the team is using GovDelivery (email messaging) to inform customers who have previously worked in that industry through of the opportunities available.
- The Business Services Team continues to expand sector based efforts, connecting with employers in North Franklin County to build relationships, learn about their needs, and identify solutions.
- EconoVue, a platform which has been chosen to support the State of Washington workforce community for employer engagement and outreach, is now available to us. The tool gives us access to real-time employer data in our area and can be used to pull together a list to invite companies to Job Fairs quickly.
- The virtual job fair focused on the Energy sector is on hold pending employer availability.

Community Connections:

- 8/5: Live television interview (by phone) on KAPP/KVEW's segment "Yes, We're Open" to inform customers that WSCB services are available. Listen [here](#).
- 8/13: Conducted stakeholder mapping with Mid-Columbia Libraries and Comprehensive Healthcare to identify other community partners to engage in outreach campaign. Also discussed desired outcomes, targeted audience, and methods of outreach.
- 8/13: Introduction to the Foundational Community Supports team, a part of the Washington State Health Care Authority, who offer supported employment for individuals in behavioral health recovery. Shared information about the work each of our organizations do and discussed how we might work together to connect local business with qualified candidates.
- 8/14: Technology discussion with Bowen Hadley, Community Corrections Officer with Department of Corrections to explore options to provide access to resources for justice involved



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individuals (both incarcerated and released but currently monitored) via a resource center with a laptop on loan from WSCB. Next steps include development of an MOU/loan agreement and identification of technology which can be used in the pilot.

- 8/20: Connected with Elizabeth Burtner, Community Engagement Officer with STCU, to learn about a technology drive she recently participated in to see if the event could be replicated here in the Tri-Cities. Donation of devices could help bridge the digital gap for WSCB who do not have access to technology.
- 8/25: Introductory meeting with Kaitlin Teague, Running Start Coordinator at CBC, to educate on WSCB services available to students and families, as well as strategies for increasing access to basic needs related resources via student loaner computers. Requesting addition of a link to WSCB services be added to the CBC resource page.
- 8/26: Collaboration meeting with Christine Armstrong, Director of the Columbia Basin Technical Skills Center to identify outreach strategies for families needing employment, training, and basic needs related resources.

Staff Training & Development:

Training/Development Attended:

- 8/5: Water Cooler: What are you hearing from customers/Updates
- 8/12: CBC's New & Improved Ag Program (Rod Taylor, CBC Dean)
- 8/17: Water Cooler: What are you hearing from customers/Updates
- 8/26: Change Management (Paul Casey & Operations Leadership)

Upcoming Training/All Staff Meetings:

- 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, & Thaillee 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)
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Facilities:

- 8/6: Annual maintenance of the portable walls in rooms 6 & 8 completed
- 8/21-8/28: The WSCB network and internet were down, causing accessibility and workflow issues

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