



Executive Committee Meeting

September 27th, 2022, 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 & Welcome- Todd Samuel
2. Roll Call and Determination of Quorum– Cyndelle Wood
3. Approval of Committee Minutes - Todd Samuel
 - a. Executive Committee – July 26, 2022 (Needs a vote)
 - b. Executive Committee – August 30, 2022 (Needs a vote)
4. July Finance Reports - Jan Warren
5. CEO Updates - Tiffany Alviso
 - a. WIF DP (Workforce Impact Fund – Decision Package)
 - b. Community engagement
6. Liaison Report – David Chavey Reynaud
7. Next Meeting
 - a. Executive Committee Meeting – Tuesday, October 25, 2022, at 3:00 PM on Zoom
 - b. Board Meeting – Tuesday, October 25, 2022, at 4:00 PM on Zoom

Attachments

- a. 2022.07.26 Executive Committee Minutes
- b. 2022.08.30 Executive Committee Minutes
- c. 2022.07 Finance Reports
- d. 2022.08 Liaison Report
- e. 2021.08 Liaison Report
- f. 2022.08 WorkSource Operator Monthly Report
- g. 2022.08 TC Futures Report

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



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

July 26th, 2022

3:15 p.m.

Zoom

Local Elected Officials

Commissioner Didier

Absent

Commissioner McKay

Excused Absence

Dennis Williamson

BFWDC Staff

Tiffany Alviso

Jan Warren

David Chavey

Cynthia Garcia

Cyndelle Wood

Jessie Cardwell

DeAnn Bock

Isaac Estrada

Executive Members

Todd Samuel

Adolfo de Leon

Amanda Jones

Board Member

Jennie Weber

Call to Order

Todd Samuel called the meeting to order at 3:16 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC.

Tiffany Alviso introduced the new BFWDC Administrative Assistant, Cyndelle Wood.

Roll Call

Cyndelle Wood conducted a roll call of Board Members, and Dennis Williamson was an excused absence. Cyndelle welcomed guests and asked that they communicate their name and organization using the Zoom chat feature.

Minutes

Todd provided the minutes from June 28th, 2022, Executive Committee Meeting for members to review.

Amanda Jones moved to approve June 28th, 2022, Executive Committee Meeting Minutes as presented, seconded by Commissioner Didier. Motion carried.

Financial Reports May 2022

Jan Warren reviewed the BFWDC financial reports with members, which were included in the meeting packet. The balance sheet showed no fundamental changes from the prior month except money market interest. The revenue and expenditure account for the corporate entity fund had minor changes – interest has been posted. The balance sheet for the main account reflects a negative balance due to the timing of the reimbursement from commerce for one of the commerce grants. The negative balance was addressed by transferring funds in June from the corporate entity to the main account to cover those operating expenses, pending the payment and the accounts receivable. The revenue and expenditure report for the main account shows us to be at 90%. Jan explained why some line items exceeded the budgeted amount. For example, technology needs and maintenance, including new HVAC and building repairs. The budget next year will reflect anticipated building repairs and maintenance. The professional services and contracts account did see an increase in I.T. services due to server replacement and labor associated. The balance sheet for the partnership showed little activity -small receivables and what was outstanding at the end of May for accounts payable. The revenue and

expenditure account for the partnership reflects rent and facilities as significant expenses. Some of the building maintenance discussed earlier, HVAC, and reconciliation of operating expenses from Goodwill.

Program Year (PY) 22 Budget

Jan Warren provided a PY22 budget summary and memo in the meeting packet. Jan discussed the ending grants (disaster recovery and employment recovery). New versions of EcSA will be added to our upcoming year – the previous EcSA grant expired in March 2022, and BFWDC personnel changes. Jan reviewed the anticipated carry-in funds from PY21 to be applied to PY22 – it will be determined what's available for BFWDC expenses and then award our sub-recipients. Lastly, Jan has compiled a detailed report that reflects costs and allocation across the different grant programs. She requested the document be reviewed and to reach out to her if any questions or further explanations are needed as this is a very detailed report.

This report shows the breakdown in more detail of the indirect cost, which is our overhead, and some direct salaries and benefits are recorded for each grant. Jan wanted to show the complexity of having different fund sources. Year-to-year comparisons are difficult as the grants are very diverse. Formula grants are more relatable and can be reviewed, and comparisons are made yearly.

As you can see on the provided reports, there have been no significant decreases across the board for the last two years on our formula grants. The "Together We Rise" grant has outreach and marketing characteristics that aren't allowed under the WIOA grant.

In discussing the PY22 Budget, Jan overviewed security, building maintenance, and personnel changes. Some of these are charged directly to the grant. Training and professional development are fundamental aspects of our operations. Travel costs are skyrocketing, so we will have to re-evaluate throughout the FY.

Todd Samuel complemented Jan Warren for doing a great job laying out very clearly the proposed budget and seeing the success we have going forward. As chair, he called for a motion to approve.

Adolfo moved to approve PY22/23, BFWDC annual budget as presented, seconded by Commissioner Didier. Motion carried; unanimously approved the budget as presented.

BFWDC Bylaw update

Tiffany Alviso discussed recommendations made at our state monitoring visit in May, including CEO / Director oversight and defining a Quorum related to the standing committee/advisory level.

Article VIII:

Section 2: Duties of the committee have been updated to reflect the recommendations of the State. The Chairman of the Board will select and hire the Executive Director and annually conduct a performance appraisal of the Executive Director at the Full-Board level.

Section 8.1: Quorum was defined as it applies to standing, temporary, and advisory committees.

Section 11.2: Hiring, dismissal, and other personnel actions concerning the Chief Executive Officer shall be the responsibility of the Chairman with the approval of the Board.

This is making us better aligned with the intent of WIOA and the direction that the Department of Labor wants locals to take under the law, making sure that we're compliant and have those best practices moving forward.

Commissioner Didier moved to approve BFWDC Bylaw updates as presented, seconded by Amanda Jones. Motion carried; unanimously approved the BFWDC Bylaw updates as presented.

WIOA Title IB PY22 Adult and Youth Sole Source Procurement Memo

Tiffany summarized the detailed memo that was provided in the meeting packet. Please review the Memo for further detail and reach out with any questions.

Staff to the board are recommending that, due to COVID and having some pressures and barriers, we utilize the sole source procurement option as the competitive procurement by our local policy that allows us to offer this PY22 contract.

Motion to approve the sole source procurement for the PY22 Adult contract, utilizing Career Path Services as the service provider.

Adolfo De Leon moved to approve sole source procurement for the PY22 Adult contract, utilizing Career Path Services as the service provider, seconded by Amanda Jones. Motion carried; unanimously approved.

Motion to approve the sole source procurement for the PY22 Youth contract, utilizing Career Path Services as the service provider.

Adolfo De Leon moved to approve sole source procurement for the PY22 Youth contract, utilizing Career Path Services as a sub-recipient, seconded by Todd Samuel. Motion carried; unanimously approved.

Liaison Report Presentation

David Chavey reviewed the BFWDC Liaison Report with members and shared several specific workforce systems and statistics. Time for discussion was limited, and David asked those with questions to reach out for more detailed information.

CEO Updates

The Benton Franklin Workforce Development Council will release a request for information (RFI) to IT companies in our local area and beyond, should someone be interested in performing our IT services. You'll see this on our website with public notice even as soon as the end of this week. Unfortunately, our current provider ExecuTech has not been focused on the level of customer service we feel we should be receiving. And in analyzing the budget, the ebb and flow of costs related to it are usually \$3,000 in any direction. And through analysis, it was brought to my attention that this past year, it exceeded what we anticipated by \$16,000. So, we want to be responsible and good stewards of the taxpayer's dollars in conjunction with the lack of quality we think we're receiving as a customer. It just makes sense to stop utilizing ExecuTech and move forward with another entity at this juncture.

The Executive Member Round Table

There was no additional time for member roundtable as this was a short meeting due to the full-board meeting following.

Next Meeting

Executive Committee Meeting – Tuesday, August 30, 2022, at 4:00 pm. – Zoom

Adjournment

The meeting of the Executive Committee adjourned at 3:58 p.m.

Respectfully Submitted:

Todd Samuel, Board Chair

Date

Cyndelle Wood, Administrative Assistant

Date



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

August 30th, 2022, 4:00 p.m.

Zoom

Local Elected Officials

Commissioner McKay

Executive Members

Todd Samuel

Absent

Commissioner Didier

Excused Absence

Adolfo de Leon

Amanda Jones

Jennie Weber

Leave of Absence

Dennis Williamson

BFWDC Staff

Tiffany Alviso

Jan Warren

David Chavey

Cynthia Garcia

Cyndelle Wood

Jessie Cardwell

DeAnn Bock

Isaac Estrada

Becky Tuno

System Partners/Guests

Crystal Bright, WSCB

Call to Order & Welcome

Todd Samuel called the meeting to order at 4:01 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC.

Tiffany Alviso introduced the new BFWDC Community Program Manager, Becky Tuno.

Roll Call

Cyndelle Wood conducted a roll call of Board Members, reflecting leave of absence and excused absences and staff to the board. Cyndelle welcomed guests and system partners, asking that they communicate their name and organization using the Zoom chat feature.

Minutes

Due to a lack of quorum, July meeting minutes will not be motioned for approval. This action item will be carried forward to the September committee meeting.

PY22 Monitoring Schedule

Due to a lack of quorum, the PY22 monitoring schedule will not be motioned upon for approval. This action item will be carried forward to the September committee meeting.

Financial Reports June 2022

Jan Warren reviewed the BFWDC financial reports with members, which were included in the meeting packet. June 30th marks the end of the quarter and the program year.

Corporate: Jan highlighted the balance sheet for the corporate entity account as of 6/30/22 and the statement of revenues and expenditures from 7/1/21 through 6/30/22.

Main WDC: The balance sheet for the main WDC account as of 6/30/22 was overviewed, and the statement of revenues and expenditures from 7/1/21 through 6/30/22.

WSCB: Lastly, Jan discussed the WSCB Partnership account balance sheet as of 6/30/22 and the statement of revenues and expenditures from 7/1/21 through 6/30/22.

CEO Updates

a) eVote summary

1. Board re-appointments and the appointment of Lety Torres representing Business.
2. Occupations in Demand.

To be more intentional this year, we're utilizing our administrative assistant Cyndelle, who has a system for tracking votes so that we have an official record to accompany everyone's responses in more of a summary format. Tiffany discussed the eVote summaries included in the meeting packet that has been done to date this program year. Results of motions have been shared with the Board and saved as outlined in the Bylaws; results are to be disbursed at the quarterly Board meeting.

b) Diversification of Funding Plan

Tiffany shared that this year is the second consecutive in which Department of Labor Title IB (Adult, Dislocated Worker, Youth) funding has decreased. BFWDC Leadership, comprised of the Chief Executive Officer (CEO), Chief Financial Officer (CFO), and Chief Operations Officer (COO), have convened and identified two opportunities to pursue diversification of funding for PY22 (July 1, 2022-June 30, 2023).

We have established that the following opportunities make strong business sense and are an intelligent use of our time and expertise to pursue, particularly when leveraged with the time and resources of our counterparts state-wide. Careful consideration has been given to writing and budget development, determination of WIOA resource utilization, and the impacts on the BFWDC post-award.

This plan aligns with our company vision that all BFWDC growth shall be to elevate the human potential in our Local Workforce Development System. In addition, Diversity Equity and Inclusion (DEI) is at the heart of these opportunities to ensure that marginalized populations and people of color are represented.

Tiffany summarized the two diversification opportunities (Quality Jobs, Equity, Strategy, and Training (QUEST), Disaster Recovery National Dislocated Worker Grant (DWG) & Workforce Impact Fund (WIF) included in the meeting packet.

c) PY21 WIOA Management Letter

At the last meeting, it was discussed that we had heard from ESD Workforce monitoring, and we were compliant with no findings, disallowed costs, or questioned costs. We have received the Management Letter to accompany that news. The Management report will hopefully be disseminated to our County Commissioners and Board Chair, Todd Samuel, at the beginning of November.

Liaison Report Presentation

David covered the Liaison report included in the meeting packet. He noted that we're at the beginning of a program year. WorkSource figures are month-to-month – On the TC Futures side, this is cumulative, the exception being TC Futures traffic. Moving forward, reporting will change as there is now Federal & State EcSA. Reporting on both programs will run congruently. David discussed the difference in fund sources and requirements therein. David discussed the EcSA program performance summary included within the meeting packet covering program highlights and total employed exits for July. David encouraged all the review the report if they didn't have the opportunity to before the meeting. David provided a summary of

the performance of the CDBG program for July, discussing outreach efforts and members impacted – included in the meeting packet. Community members affected are tracked quarterly and will be updated in September. We have implemented a no-cost extension for this contract. So rather than being cumulative from July 1, 2021, through January 31, 2023, extending this contract to June 30, 2023. We'll have an additional five months to reach our targets. Open Doors will be reporting in alignment with the OSY program. WorkSource Columbia Basin received the final Ag. monitoring reports. Best Practices included an all-hands-on-deck approach to customer service and shared responsibility across the Partnership for providing services to migrant seasonal farmworkers. OHDC is moving forward with its outreach and has advocated the request form developed for our partners.

Occupations in Demand (OID) Debrief

The Benton Franklin Workforce Development Council is charged with convening a committee of workforce partners, business leaders, and community leaders to go over occupations in demand, listing and submitting any recommended modifications or changes based on local knowledge. David Chavey-Reynaud shared that ESD has a very detailed process that they go through every year to determine whether an occupation is not in demand, balanced, or in demand. We have 26 recommended changes, including 22 changes to in demand and four to balanced. This list has been disbursed to the Board for a motion to approve the suggested changes as presented via eVote. That list was approved by the Board unanimously and has since been forwarded to ESD.

Round Table

No additional business was discussed.

Next Meeting

Executive Committee Meeting – Tuesday, September 27, 2022, at 4:00 PM on ZOOM

Quarterly Board Meeting – Tuesday, October 25th, 2022, at 4:00 pm on ZOOM

Adjournment

The meeting of the Executive Committee adjourned at 4:55 p.m.

Respectfully Submitted:

Todd Samuel, Board Chair

Date

Cyndelle Wood, Administrative Assistant

Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 7/31/2022

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	782.93
Corporate Entity MM Account	1111	66,248.60
CE 12 month CD	1112	<u>52,600.97</u>
Total Asset		<u><u>119,632.50</u></u>
Liabilities		
Accrued Vacation Payable	2500	93,600.84
Due to/from other funds	2990	<u>(32,000.00)</u>
Total Liabilities		<u>61,600.84</u>
Net Assets		57,766.66
Total Liabilities and Net Assets		<u><u>119,367.50</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2022 Through 7/31/2022
(In whole numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	9	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	0	0	0.00%	0	0.00%
Total Revenue	9	0	0.00%	0	0.00%
Expenses					
Donation fees	0	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	0	0	0.00%	0	0.00%
Non WIOA Expenses	0	0	0.00%	0	0.00%
Total Expenses	0	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	9	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 7/31/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	9,242.63
CDBG Receivable	1201	30,228.41
AR OHDC	1202	20,384.19
Receivable (Grants)	1300	<u>217,657.58</u>
Total Asset		<u><u>277,512.81</u></u>
Liabilities		
Accounts Payable (AP System)	2000	236,460.91
Due to/from other funds	2990	<u>32,000.00</u>
Total Liabilities		<u>268,460.91</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>277,512.81</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2022 - 7/31/2022
(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	324,441	329,341	98.51%	3,952,086	8.21%
Interest	2	0	0.00%	0	0.00%
Misc/Other Revenue	16,475	70,474	23.38%	845,691	1.95%
Total Revenue	340,918	399,815	85.27%	4,797,777	7.11%
Expenses					
Sub-Recipient Reimbursements	188,199	268,485	70.10%	3,221,817	5.84%
Rent and Facilities	7,063	7,029	100.48%	61,122	11.56%
Salaries and Wages	83,163	64,580	128.78%	786,590	10.57%
Payroll Taxes and Benefits	20,773	16,130	128.78%	245,791	8.45%
Non-WIOA reimbursment	0	0	0.00%	0	0.00%
Professional Services and Contracts	13,577	14,900	91.12%	299,504	4.53%
TC Futures	5,000	5,000	100.00%	65,000	7.69%
Travel and Training	310	500	62.00%	46,320	0.67%
Supplies, Furniture and Equipment	1,127	950	118.63%	13,900	8.11%
Equipment and Software - Lease and Maintenance	528	560	94.29%	28,685	1.84%
Communications (Telephone, Postage and Internet)	199	330	60.30%	3,960	5.03%
Insurance	7,679	7,679	100.00%	7,679	100.00%
Dues, Fees and Subscriptions	13,300	13,300	100.00%	17,409	76.40%
Total Expenses	340,918	399,443	85.35%	4,797,777	7.11%
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 7/31/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	11,354.96
Accounts Receivable	1200	<u>30,178.27</u>
Total Asset		<u><u>41,533.23</u></u>
Liabilities		
Accounts Payable (AP System)	2000	2,495.08
IFA Adjustment	2650	<u>(835.54)</u>
Total Liabilities		<u>1,659.54</u>
Net Assets		39,873.69
Total Liabilities and Net Assets		<u><u>41,533.23</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2022-7/31/2022

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	19,089	19,090	99.99%	229,085	8.33%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	13,082	13,082	100.00%	156,987	8.33%
Employee Recognition Non-Operating Income	217	0	0.00%	0	0.00%
Total Revenue	32,389	32,173	100.67%	386,072	8.33%
Expenses					
Rent and Facilities	28,015	29,182	96.00%	352,177	7.95%
Supplies, Furniture and Equipment	47	2,500	1.88%	16,200	0.29%
Employee Recognition	44	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	0	0.00%	1,200	0.00%
Managed Print	0	560	0.00%	6,720	0.00%
Business/Community	0	425	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	282	375	75.20%	4,775	5.91%
Total Expenses	28,388	33,042	85.91%	386,072	7.34%
Net Surplus/ (Deficit)	4,001	(869)	0.00%	0	0.00%

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 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the [AmericanJobCenter](#) network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 587 (+68)
Total Staff Assisted Services to Job Seekers: 1500 (+247)
Unique Number of Businesses Served: 99 (+4)
Staff Provided Business Services: 189 (+54)

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



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

TC Futures Traffic: New System Being Installed
TC Futures Total Youth Enrolled (YTD): 293 (+198)
Out-of-School Youth (OSY) Program (YTD): 108 (+13)
Co-enrolled in Both Programs: 0 (+0)
Total Youth attained GED: 14 (+9)
Total OSY Employed and/or Post-Secondary Exits: 9 (+3)

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*

Total Participants Served (YTD): 229
Monthly-to-Date Target: 233 (98%)

Total Employed Exits (YTD): 31
Monthly-to-Date Target: 31 (100%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 121 Monthly-to-Date Target: 105
Total Employed Exits: 27 Monthly-to-Date Target: 35

Economic Security for All (STATE EcSA)

Participants Served (YTD): 36 Monthly-to-Date Target: 14
Total Employed Exits: 0 Monthly-to-Date Target: 10

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 8
Low/Middle Income Served: 37,438 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 0 Monthly-to-Date Target: 0
Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services and/or to schedule an appointment.

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

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (July)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 3.8%

Franklin County Unemployment: 4.5%

Tri-Cities Employment (July 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	123500	-	0.0%	3,600	3.0%	148%
Total Private	105000	400	0.4%	3,400	3.3%	163%
Goods Producing	19900	200	1.0%	300	1.5%	173%
Mining, Logging, and Construction	11400	100	0.9%	600	5.6%	173%
Manufacturing	8500	100	1.2%	(300)	-3.4%	175%
Service Providing	103600	(200)	-0.2%	3,300	3.3%	144%
Private Service Providing	85100	200	0.2%	3,100	3.8%	162%
Trade, Transportation, Warehousing and Utilities	20900	(200)	-0.9%	200	1.0%	207%
Retail Trade	14100	(200)	-1.4%	-	0.0%	163%
Financial Activities	4200	(100)	-2.3%	100	2.4%	67%
Professional and Business Services	22300	200	0.9%	100	0.5%	267%
Administrative and Support Services	11600	-	0.0%	(900)	-7.2%	267%
Educational and Health Services	19800	100	0.5%	1,300	7.0%	236%
Leisure and Hospitality	13300	200	1.5%	1,200	9.9%	133%
Food Services	10400	100	1.0%	900	9.5%	148%
Government	18500	(400)	-2.1%	200	1.1%	9%
Federal Government	1200	100	9.1%	-	0.0%	100%
Total State Government	2700	(100)	-3.6%	100	3.8%	-150%
Total Local Government	14600	(400)	-2.7%	100	0.7%	44%

Other News

- The State has renewed the LinkedIn Learning Contract June 2023, with optional annual extensions, and has made licenses available again to Workforce Systems Statewide. Licenses that were previously issued have been re-instated.
- The Front End Services Team consistently monitors and adapts service delivery based on customer need. They do this through analysis of data. One area of improvement they identified was low appointment show rates. In response, they implemented reminder calls. This best practice has increased appointment show rates from 45% to 80%.
- Services highest in demand include deskside job seeker assistance, basic assessment, and provision of workforce information. During August WSCB provided 127 group services to 44 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation were our most attended group services.
- On August 25th the Business Services Team hosted a job fair for Lamb Weston at TC Futures. There were 101 attendees; 33 job offers; and 15 follow-up interviews scheduled.
- Customer Feedback: 55 survey responses were received via Survey Monkey and QTRAC (9% response rate)
 - Of the customers who responded, 86% will refer family and friends
 - Top 3 services received: job search, resume help, and Unemployment Insurance assistance

For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988

Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5988



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Vision

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Mission

Promoting a prosperous community by providing a progressive workforce system

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August 2021 Liaison Report

Program Year July 2021-June 2022



A proud partner of the [AmericanJobCenter](#) network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 704 (-59)
Total Staff Assisted Services to Job Seekers: 1754 (+11)
Unique Number of Businesses Served: 201 (+75)
Staff Provided Business Services: 347 (+140)

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): 203
Out-of-School Youth (OSY) Program: 112
Open Doors Program: 143
Co-enrolled in Both Programs: 52
Youth Attained General Education Development (GED): 12
Total OSY Employed and/or Post-Secondary Exits: 12
Average Wage: \$14.6
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 * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 366

Monthly-to-Date Target: 371

Total Employed Exits (YTD): 86

Monthly-to-Date Target: 107

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 57 Monthly-to-Date Target: 72
Total Employed Exits: 12 Monthly-to-Date Target: 45

Community Development Block Grant (CDBG)

Participant Placements: 0 Program Target: 12
Community Members Impacted: 0 Program Target: 40,000

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

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (July)

Employment Security Department Labor Market Information

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

Top Occupations

- Registered Nurses
- Laborers and Freight, Stock, and Movers
- Sales Representatives
- Managers, All Other
- Retail Salespersons
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Automotive Service Technicians/Mechanics

Top Licenses and Certifications

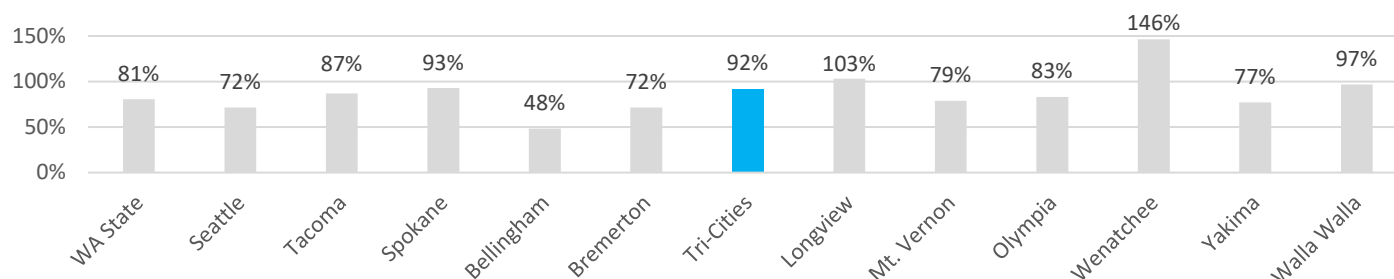
- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- ServSafe
- First Aid CPR

	Benton	Franklin
Unemployment	4.5%	4.9%
Average Wage (2019)	\$33.91	\$24.7

Other News

- The WSCB Business Services Team hosted the August Virtual Job Fair on August 31st, 2021. Of the 83 customers who completed registration, 75% (62) attended the event. 44 customers received a direct referral for employment from WSCB staff. 30 employers hosted booths and successfully connected with applicants
- WSCB implemented a new appointment tool called QTRAC. The tool allows for management of traffic flow, measure wait times, and more.
- We had 93 Customer Satisfaction Survey responses (13% response rate), 99% of whom would refer family and friends.
- Success / Challenges: EcSA staff continue to benefit from the soft reopening of WorkSource Columbia Basin. EcSA clients who were on the fence about the program now have a chance to meet with staff directly to ensure the legitimacy of the program and its offerings. Unfortunately, enrollment continues to be a challenge as outreach methods continue to be reduced due to the COVID-19 pandemic; outreach in North Franklin County being most affected.

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



For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?
Contact David Chavey-Reynaud
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Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

August 2022

August Highlights:

- The Front End Services Team consistently monitors and adapts service delivery based on customer need. They do this through analysis of data. One area of improvement they identified was low appointment show rates. In response, they implemented reminder calls. This best practice has increased appointment show rates from 45% to 80%.
- The WSCB Team worked collaboratively to rank our work in the areas identified within the annual Wagner Peyser Self Assessment. An initial draft with staff and leadership feedback was completed and sent out for review. The final appraisal will be submitted before the end of September.

WorkSource Site Operations:

Customer Counts 8/1 - 8/31/2022		
Total Staff Assisted Seekers	587	
Total Staff Assisted Services	1500	
Basic Career Services	1344	
Individualized, Training, and Support Services	109	
Unique Number of Businesses Served	99	
Staff Provided Business Services	189	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	15
Employee Training Assessment, referral, enrollment, etc.	34	18
Other Employer outreach visit, marketing business services, etc.	57	45
Recruitment Hiring events, referrals, etc.	77	49
Wage & Occupation Information Labor Market Info, etc.	6	6

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (9/9/22).



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August 2022 Customer Feedback:

- 55 survey responses were received via Survey Monkey and QTRAC (9% response rate):
 - Of the customers who responded, 86% will refer family and friends
 - Top 3 services received: job search, resume help, and Unemployment Insurance assistance
- WSCB Team members engage customers to ensure their needs were met and to identify actionable feedback. A total of 13 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Michele D Brown was great and is capable of helping someone navigate the system to look for work.”
 - “My counselor Bessie was so good.”
 - “My case managers are already a blessing and I couldn't ask for anything better than the help already provided.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in August to be addressed in August:
 - “More in person workshops.”
 - “WSWA employer portal is not user friendly, they do not have time to go through a workshop.”

Service Delivery

Career Services:

- Our Front End Service Team continues to find ways to customize customer experiences, including during one on one appointments.
- Services highest in demand include deskside job seeker assistance, basic assessment, and provision of workforce information. During August WSCB provided 127 group services to 44 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation were our most attended group services.
- Business Services and Employment Specialists continue to collaborate to unite businesses with qualified candidates. Successful connections for employment and workbased learning opportunities are made through warm handoffs to introduce businesses and job seekers as needs are identified.
- LinkedIn Learning – We received confirmation of the state contract renewal, allowing us to continue offering online learning to customers who are interested and can benefit. Here are our engagements to date:



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Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 9/9/22	129	126	119	43	858	777

Business Services:

- Work is happening within the partnership to ensure coverage of four sectors, including transportation, warehousing, manufacturing, and construction.
- August Events (with outcomes where available) –
 - 8/17 WorkSource Open House for Businesses at WSCB
 - 8/25 Lamb Weston at TC Futures: 101 attendees; 33 job offers; 15 follow ups scheduled
- Upcoming Events –
 - Yakima Valley Farm Workers Clinic Job Fair 9/6 from 4-7pm at Miramar

Community Connections:

- 8/11: Attended the Compass Career Solutions and Community Resource fair to network and share our resources with community members.
- 8/13: Attended the Back to School Health & Safety Resource fair sponsored by the Benton Franklin Department of Health. This was an opportunity to connect families to WorkSource services.
- 8/16: 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.
- 8/17: We participated in the second of three live interviews on La Raza 100.1 to share information about Career Transitions and how WorkSource can help. This is a collaboration with Eagle Media, made possible in partnership with ESD and OIC, and designed to better engage our Spanish speaking community members.
- 8/19: Connected with Josh Guajardo of Community Health Plan of Washington to discuss deepening our partnership to ensure whole person services/referrals.
- 8/30: Provided a tour and introduction to WorkSource services to Wendy Culverwell, Editor of the Tri Cities Journal of Business. WorkSource will be featured in an upcoming employment and training article to help connect community members to services.

Staff Training & Development:

Training/Development Attended:

- 8/3: Heat Safety; June Customer Feedback Improvements
- 8/10: Community Partner Cross Training – CBC Training Options; Cross Training: DVR Services
- 8/17: Cross training – Dislocated Worker Program; July Data Review
- 8/24: Wagner Peyser Self Appraisal



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- 8/31: How to Apply at Amazon (*Amazon Community Engagement Specialists*)

Upcoming Training/All Staff Meetings:

- 9/7: Getting to know the BFWDC; Cross training – Business Services; July Customer Feedback Improvements; WSCB Business
- 9/14: DEI – Following the Customer’s Lead; Policy Training: WIN0090
- 9/21: August Customer Kudos; Cross Training – Basic Career Services; August Data Review
- Week of 10/3-10/7: Human Centered Design (HCD), Bird Styles, Motivational Interviewing, and Navigating Change

Facilities:

- 8/19: Front entryway menu of services signage EO tagline updated by Mustang Signs
- Received notification that ADT will be taking over the silent alarm system contract in September. The current contractor is Stanley. This system is paid for/sponsored by our partners with ESD.

Respectfully submitted by C. Bright on 9/9/22



Transforming the futures of youth and young adults through inclusive access to equitable and holistic services

August 2022

Total program (OSY/Open Door) enrollments: 283 (including carry-ins)

GED month-to-date: 9

GED YTD: 14

Co-enrollment month-to-date: 0

Co-enrollment YTD: 0

NOTE: Open Door numbers are now in alignment with the OSY program year.

Did you know?

- Open Doors serves customers beyond the GED. As a GED+ program, Open Doors continue working with the youth after the GED is earned if they prepare to enter the workforce.
- TC Futures has a dedicated GED tutor who can work with customers one-on-one or in a group setting.
- TC Futures provides financial literacy workshops to customers ages 16-24.
- HAPO presents monthly workshops with topics ranging from budgeting to improving credit scores.

Customer Profile

A person aged out of Open Doors before completing his GED was co-enrolled with the OSY Program. He was homeless and about to be a father. He was losing hope until he reached out to his OSY Case Manager for help. The customer and his girlfriend have been couch-surfing and living in his vehicle. The OSY Program provided him with a Work Experience opportunity at Novus Glass. With his income, he paid for a hotel room to get him and his pregnant girlfriend out of the heat. Through teamwork, he was able to resolve his housing issue. He was referred to Community Action Committee and The Housing Resource Center, where he secured an apartment subsidy. He could not move in immediately. Through teamwork at TC Futures, he was provided emergency housing to keep him housed until his apartment was available. These funds came directly from TC Futures and were provided immediately. His Work Experience concluded, and Novus Glass was so impressed by this person that they offered him a full-time, permanent job paying \$17.50/hr. He continues to work on his GED, and with self-sufficient wages, he will be able to pay for his rent when his subsidy ends.

Community and Hiring Events

- TC Futures attended the Compass Community Resources Fair at Volunteer Park in Pasco. Community Resource Fair consisted of about 30 community partners and vendors.
- TC Futures participated in the Back-to-School Bash school supply distribution and community resource fair at the HAPO Center in Pasco. This event featured 45 community partners and vendors.
- Staff presented to the Three Rivers Soroptimist Chapter. They would like to partner with TC Futures and provide philanthropic services to Youth in need.

- Staff partnered with Juvenile Justice Center (JJC) to host Career Readiness Series for youth in JJC detention. This was a three-part series: Resume Building and Interview Technique workshop, Employer Roundtable and Career Fair.
- TC Futures hosted a hiring event for Lamb Weston in partnership with the WorkSource Columbia Basin/TC Futures Businesses Services team. This was a one-day hiring event, hiring entry-level production workers and technical positions. One hundred one job seekers attended the event, 92 applied, 33 were hired on the spot, and 15 more candidates are under review for potential hire offers. Representatives from Lamb Weston were very pleased with the event, venue, and assistance from TC Futures and WorkSource teams.

Center Updates

- Staff is working on implementing a new sign-in system that is intuitive and electronic. Soon youth customers will be able to sign in and out of TC Futures electronically and provide brief feedback on whether they were assisted appropriately during their visit.

A year in reflection

TC Futures has experienced tremendous growth over the past year. We now have a team of 13 highly motivated, passionate personnel. In addition, we increased our footprint by adding a new suite of offices. The number of customers we serve continues to grow. We have added individual and group tutoring and workshops and doubled our capacity for GED testing. There have been several personnel adjustments made to meet our growing needs.

- Marla McMackin was promoted to Lead and served as our liaison to the Business Service Team at WorkSource. As a result, we have hosted several job fairs at TC Futures, with positive results for TC Futures and WorkSource customers.
- Matthew Russel has moved into the position of Employment Practitioner, taking on a caseload to contribute to the overall work of the OSY Program.
- Customer Service Specialist is a new position. This was created to support the demands of operating a facility with two sites and allow the new TC Futures Specialist to concentrate on her duties relating to Open Doors and management of information systems. Gabriella Clark, the Customer Service Specialist, is responsible for ensuring the facilities and inventory are maintained while engaging with visitors to ensure their needs are met while they are here. Amy Baxter, the TC Futures Specialist, maintains the software for GED Testing and GED Prep and administrative support for the Open Doors contract.
- Housing Support-Augie Gonzales is responsible for the Housing Support contract and his Open Doors Case Management duties.
- Josh Guajardo has left the team. However, he has taken a position with the Community Health Plan of Washington, which allows him to continue their support of TC Futures.

TC Futures has seen much more community exposure by attending numerous events and giving presentations at many committees and community meetings. Partnerships with other organizations to support our youth are in the works.

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