



Benton – Franklin Workforce Development Council (BFWDC)

QUARTERLY BOARD OF DIRECTORS MEETING

Tuesday, October 25th, 2022, 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
 - Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Wood
 - Visitor Welcome – Cyndelle Wood
 - Public Comment – Todd Samuel
- II. **Consent Agenda (Needs a Vote)**
 - a. Approval of Board Minutes
 - To approve July 26, 2022, Quarterly Board Meeting Minutes as presented
 - b. Finance Reports
 - To adopt the BFWDC Finance Reports as submitted for the period ending 8/31/22
 - c. Motion to Approve the QUEST NDWG Subrecipient Contract in an amount not to exceed \$650,000 to Career Path Services, Effective December 1, 2022 – September 30th, 2024, Utilizing Sole Source Procurement.
- III. **BFWDC Board of Directors Officer Elections – (Needs a vote) Full Board**
- IV. **BFWDC Credit Card limit and additional card needs (Needs a vote) Tiffany Alviso**
- V. **BFWDC CEO Presentation – Tiffany Alviso**
- VI. **WorkSource Columbia Basin Business Customer Spotlight** – Crystal Bright introducing Procopio “Coco” Quintero
- VII. **Regional Economy Presentation** – Ajsa Suljic
- VIII. **Member Updates & Business Engagement** – All Board and Ex-Officio Members
- IX. **Next Quarterly Board Meeting – Tuesday, January 31st, 2023, at 4:00 p.m.**
- X. **Adjournment**

Attachments:

1. 2022.07.26 Quarterly Board Meeting Minutes
2. 2022.08 Finance Reports
3. 2022.10 QUEST NDWG Memo
4. 2022.10 Officer Elections Memo
5. 2022.10 Credit Card/s Memo
6. PY22_EV_01-10 Memo
7. PY22_EV_11 Memo
8. PY22 Diversification of Funding Plan
9. PY21 WIOA Management Letter
10. PY21 Annual Monitoring Summary - Ad, DW, RR, NDWG
11. PY21 Annual Monitoring Summary - Youth
12. 2022.10 Youth Committee Quarterly Report
13. 2022.10 AEL Committee Quarterly Board Report (AD DW RR NDWG)
14. 2021.09 Liaison Report
15. 2022.09 Liaison Report
16. 2022.09 TC Futures Report
17. 2022.09 WorkSource Operator Monthly Report

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

Quarterly Board Meeting

July 26, 2022, 4:00 p.m. – Zoom

Board - Present

Commissioner Will McKay
Commissioner Clint Didier
Todd Samuel
Adolfo DeLeon
Amanda Jones
Alicia Perches
Bob Legard
David Phongsu
Jamie Rasmussen
Jennie Weber
Karl Dye
Lynn Ramos-Braswell
Michael Lee
Michael Bosse

Board - Excused

Kate McAteer
Dennis Williamson
Paul Randall
Cynthia Alvarez
Jamie Ohl
David Wheeler

Absent

Richard Bogert
Lori Mattson
Jim Smith
Carlos Martinez

BFWDC Staff

Tiffany Alviso
Jan Warren
David Chavey
DeAnn Bock
Cynthia Garcia
Jessie Cardwell
Isaac Estrada
Cyndelle Wood

Guests

Lety Torres
Crystal Bright
Kayci Loftus
Rebecca Williamson
Heather Woodruff
Cami Eakins
Andy Dwonch
Brooke Menter
Lisa Wheeler
Keri Lobdell
Carya Bair
Sara Elkins

Call to Order and Welcome

Todd Samuel, Chair, called the meeting to order at 4:03 p.m.

Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle reported excused and leave of absence (Dennis Williamson) and conducted a roll call of the BFWDC Board Members and BFWDC Staff. Cyndelle welcomed guests who introduced themselves using the Zoom chat feature.

Consent Agenda

Chair Todd Samuel asked members if they wanted any consent agenda items removed for individual consideration. The response was no.

- A. Approval of April 26, 2022, Quarterly Board Meeting Minutes as presented.
- B. Approval of Finance Reports for the period ending May 2022.
- C. Approval of BFWDC PY22 Budget as presented.

Todd Samuel called for a motion to approve the consent agenda as presented. Motion moved by Michael Lee, the second by Commissioner Didier, and carried to approval.

BFWDC Organizational Update

Tiffany Alviso discussed personnel changes that have happened within BFWDC and discussed the provided updated organizational chart. Jessie Cardwell has internally filled the Workforce Programs Manager position, and the Administrative Assistant position has been filled by Cyndelle Wood, who will report to DeAnn Bock. We have also filled the Community Programs Manager – new hire starts 8/1/22. Cynthia is referenced twice within the organizational chart – she has local Equal Opportunity (EO) responsibilities that contribute to 20% of her time, and the other 80% is spent with program management and reports to David.

Bylaw Edit/Update

Tiffany Alviso presented the Bylaw edits based on the feedback received by the Department of Labor during monitoring for consideration and motion.

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.

Chair Todd Samuel called for a motion to approve the Bylaw revisions as presented. Motion moved by Michael Bosse, the second by Alicia Perches, and carried to approval.

Title I-B PY22 Adult and Youth Sole Source Procurement Memo

Tiffany Alviso reviewed the detailed memo that was provided in the meeting packet. In summary, Staff to the board are recommending we utilize the sole source procurement option as the competitive procurement by our local policy that allows us to offer this PY22 contract.

Chair Todd Samuel called for a motion to approve the sole source procurement for the PY22 Adult contract, utilizing Career Path Services as the service provider. Motion was moved by Michael Lee, the second by Alicia Perches, and carried to approval.

Jennie Weber recused from motion.

Chair Todd Samuel called for a motion to approve the sole source procurement for the PY22 Youth contract, utilizing Career Path Services as the service provider. Motion moved by Michael Lee, seconded by Bob Legard, and carried to approval.

Jennie Weber recused from motion.

E-Vote Summary

The Bylaws of the Benton Franklin Workforce Development Council (BFWDC) reference that:

6.6 Action by Directors without a Meeting. Any action which is taken at a meeting of the Board or of any committee appointed by the Board may be taken by e-vote. The e-vote is to be sent out and collected by the board secretary. Results will be kept with the meeting minutes of that month.

Tiffany Alviso discussed the electronic votes that were disbursed last quarter to Board members; three Title IB formula contracts (Adult, Youth, Dislocated Worker), One-Stop Operator (PY21 & PY22), and Economic Security for All (State – Round 3). All motions passed unanimously.

WorkSource Columbia Basin Customer Spotlight

Crystal Bright, WSCB, presented this quarter's customer spotlight, which was focused on partnership with a local health care provider – DaVita Kidney Care Guests - Katie McRae and Alyssa Shoemaker. Video/Interview was played for Board Meeting attendees – overviewing their experience and outcomes in utilizing WorkSource Columbia Basin during their virtual Healthcare Job Fair.

BFWDC Local Plan Approval for PY20-PY24

A letter was received from Eleni Papadakis, Executive Director of the Workforce Training and Education Coordinating Board. She articulates that our local plan that covers the program years 2020 through 2024 has been approved by her board of directors. This is a mandated process through the Workforce Innovation Opportunity Act.

BFWDC Board Membership

Tiffany Alviso informed Board Members of the onboarding of new Board Member – Lety Torres from Berkshire Hathaway, who will be representing Business. Lety is a respected realtor in the Tri-Cities and has a breadth of knowledge in workforce development.

Several Board members are coming to the end of their three-year terms and are due for renewal. Tiffany will be reaching out to those individuals to see if they want to serve an additional term.

Member Updates & Business Engagement

Michael Lee, Columbia Basin College shared that CBC has hired a Workforce Education Center outreach and training specialist who will be spending her time at WorkSource.

Todd Samuel, Chair, reminded attendees that BFWDC has a donate button on their website and to think about donating to Benton Franklin Workforce Development Council to help us try to meet the needs of community members.

Next Meeting

Quarterly Board Meeting – Tuesday, October 25, 2022, at 4:00 p.m. via Zoom

Adjournment

With no further business, Todd adjourned the meeting at 5:01 p.m.

Todd Samuel, Chair

Date

Cyndelle Wood, Admin. Asst.

Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 8/31/2022

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	782.93
Corporate Entity MM Account	1111	66,257.04
CE 12 month CD	1112	<u>52,600.97</u>
Total Asset		<u><u>119,640.94</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		57,775.10
Total Liabilities and Net Assets		<u><u>119,375.94</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2022 Through 8/31/2022
(In whole numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	17	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	0	0	0.00%	0	0.00%
Total Revenue	17	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)	17	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 8/31/2022

		Current Period Balance
<hr/>		
Asset		
Cash (Bank Acct - WDC)	1120	23,208.36
CDBG Receivable	1201	35,326.59
AR OHDC	1202	5,247.89
Receivable (Grants)	1300	<u>278,046.61</u>
Total Asset		<u><u>341,829.45</u></u>
Liabilities		
Accounts Payable (AP System)	2000	300,777.54
Due to/from other funds	2990	<u>32,000.00</u>
Total Liabilities		<u><u>332,777.54</u></u>
Net Assets		9,051.91
Total Liabilities and Net Assets		<u><u>341,829.45</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2022 - 8/31/2022
(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	626,059	658,681	95.05%	3,952,086	15.84%
Interest	3	0	0.00%	0	0.00%
OHDC Admin revenue	3,791	0	0.00%	0	0.00%
Misc/Other Revenue	69,429	140,949	49.26%	845,691	8.21%
Total Revenue	699,281	799,630	87.45%	4,797,777	14.58%
Expenses					
Sub-Recipient Reimbursements	442,645	536,970	82.43%	3,221,817	13.74%
Rent and Facilities	11,497	11,442	100.48%	61,122	18.81%
Salaries and Wages	148,061	130,255	113.67%	786,590	18.82%
Payroll Taxes and Benefits	38,331	34,130	112.31%	245,791	15.59%
Non-WIOA reimbursment	0	0	0.00%	0	0.00%
Professional Services and Contracts	16,534	17,440	94.81%	299,504	5.52%
TC Futures	10,870	10,000	108.70%	65,000	16.72%
Travel and Training	1,779	2,000	88.95%	46,320	3.84%
Supplies, Furniture and Equipment	2,590	2,450	105.71%	13,900	18.63%
Equipment and Software - Lease and Maintenance	1,142	1,220	93.61%	28,685	3.98%
Communications (Telephone, Postage and Internet)	394	660	59.70%	3,960	9.95%
Insurance	7,679	7,679	100.00%	7,679	100.00%
OHDC Admin fees	3,791	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	13,970	13,300	105.04%	17,409	80.25%
Total Expenses	699,281	767,546	91.11%	4,797,777	14.58%
Net Surplus/ (Deficit)	0.00	0.00	0.00%	0.00	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
30 - WSCB Partnership
As of 8/31/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	43,790.09
Accounts Receivable	1200	<u>1,496.00</u>
Total Asset		<u><u>45,286.09</u></u>
Liabilities		
Accounts Payable (AP System)	2000	2,179.25
IFA Adjustment	2650	<u>(835.54)</u>
Total Liabilities		<u>1,343.71</u>
Net Assets		43,942.38
Total Liabilities and Net Assets		<u><u>45,286.09</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2022-8/31/2022

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	38,179	38,181	100.00%	229,085	16.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	26,165	26,165	100.00%	156,987	16.67%
Employee Recognition Non-Operating Income	269	0	0.00%	0	0.00%
Total Revenue	64,612	64,345	100.41%	386,072	16.67%
Expenses					
Rent and Facilities	55,708	58,079	95.92%	352,177	15.82%
Supplies, Furniture and Equipment	165	3,275	5.04%	16,200	1.02%
Employee Recognition	105	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	0	1,120	0.00%	6,720	0.00%
Business/Community	0	850	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	565	775	72.90%	4,775	11.83%
Total Expenses	56,543	65,299	86.59%	386,072	14.62%
Net Surplus/ (Deficit)	8,069	(954)	0.00%	0	0.00%

MEMORANDUM

DATE: October 25, 2022
TO: Benton - Franklin Workforce Development Council (BFWDC) Full Board
FROM: Jessie Cardwell, Workforce Programs Manager
SUBJECT: Motion to Approve Sole Source Procurement to award QUEST: Disaster Recovery National Dislocated Worker Contract to Career Path Services (CPS)

Background: Department of Labor (DOL) announced there is \$140 million in QUEST (Quality jobs, Equity, Strategy, and Training National Dislocated Worker Grant) NDWG funding. The BFWDC and ten other WDAs participated in a state application for QUEST funding and received notice on September 29th, 2022, that we were awarded the full amount we requested, \$15 million.

QUEST funds will be used to enhance the public workforce system's ongoing efforts to assist unemployed and underemployed workers through worker and business engagement, elevating equity, and connecting job seekers to high-quality jobs. The goal of the QUEST NDWG is to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic made worse to enter, return to, or advance in high-quality jobs in growth industries. This work will be done through partnership development, community outreach, business engagement, supportive services, and comprehensive career and training services. All things our area does very well.

BFWDC staff recommends awarding Career Path Services the QUEST: Disaster Recovery National Dislocated Worker Contract, amount not to exceed \$650,000 beginning December 1st, 2022, through September 30, 2024, via sole-source procurement based on the following:

1. There is a quick turnaround time on this QUEST NDWG. The award was announced at the end of September with a contracted start date of December 1st, 2022. As a result, a quick procurement is necessary in order to fill the obligations of this grant. Due to the related activities of WIOA Dislocated Worker (DW) and the QUEST NDWG, the majority of Workforce Development Areas in Washington State are contracting this grant with their DW sub-recipients using sole-source procurement. CPS is the subrecipient for the BFWDC DW contract.
2. CPS has continued to develop new strategies throughout the program year to provide alternative ways for customers to access services and engage with program participants to assist them in attaining their goals. Their efforts to assist participants and improve services have been highlighted in the Program Performance Summaries reviewed by the committee each month.
3. The State Monitors reviewed Employment Recovery NDWG, Disaster Recovery NDWG Dislocated Worker program files during their PY21 Annual Monitoring visit and determined there were no disallowed costs or findings. This shows the quality work that CPS has accomplished when providing case management services to program participants and working with employers to meet their hiring needs.
4. CPS has demonstrated success in working with National Dislocated Worker Grants shown by their successful outcomes in the Employment Recovery NDWG and the work with the Benton-Franklin Workforce Consortium for the Disaster Recovery NDWG.
5. As a note, the BFWDC will be competitively procuring for PY23 WIOA Contracts, including Youth, Adult, and Dislocated Worker. As NDWGs are often closely tied to Dislocated Worker, whoever holds the DW Contract will be heavily considered for future NDWGs.



DATE: October 25, 2022

TO: Benton - Franklin Workforce Development Council (BFWDC) Board of Directors

FROM: Tiffany Alviso, CEO

SUBJECT: Board Elections

Below you will find the pending officers for election on Tuesday, October 25th. As always, this is an open election. If anyone is interested in putting their name in for one of these positions, you may feel free to do so by emailing cwood@bf-wdc.org.

Board Chair

Todd Samuel

Vice-Chair Representing the Adult & Employer Linkage Committee (AEL)

Adolfo de León (Motion approved by AEL on 10/20/2022)

Vice-Chair Representing the Youth Committee (YC)

Dennis Williamson (Motion approved by YC on 10/12/2022)

Vice-Chair Representing the Youth Committee (YC) as Co-Chair

Lynn Ramos-Braswell (Motion approved by YC on 10/12/2022)



MEMORANDUM

DATE: October 25, 2022

TO: Benton-Franklin Workforce Development Council (BFWDC) Board of Directors

FROM: Tiffany A. Alviso, CEO

SUBJECT: BFWDC HAPO Business Credit Cards

- 1) Motion to Approve Modified BFWDC HAPO Business Credit Card for CEO Tiffany Alviso with a \$50,000 limit.
- 2) Motion to Approve New BFWDC HAPO Business Credit Card for COO David Chavey-Reynaud with a \$5,000 limit.
- 3) Motion to Approve New BFWDC Business Credit Card for Administrative Assistant Cyndelle Wood with a \$5,000 limit.

The business need has surfaced to have more than one company credit card (currently \$15,000 limit) at the BFWDC. Due to the diversification of funding streams and the cost reimbursement process of the Department of Commerce, there have been several instances when large credit card transactions have been required to perform the statement of work we agreed upon. Two examples (in separate months) for reference are a \$9,000 transaction for outreach and \$11,000 for most of a technology tool. We, then, have no or limited availability for additional transactions, and ongoing business suffers.

BFWDC Leadership met and carefully put together a path forward for your consideration with potential motions (see subject above).

BFWDC Chief Executive Officer (CEO) receives a business credit card increase to \$50,000. It will allow multiple large purchases (following established fiscal protocols) without needing to prioritize equally important business transactions if approved.

BFWDC Chief Operations Officer (COO) receives a business credit card with a \$5,000 limit. It will allow backup to the CEO when they are out of the office on leave or business. It would also provide a resource when team business travel occurs without the CEO.

BFWDC Administrative Assistant receives a business credit card with a \$5,000 limit. Throughout the history of the BFWDC, Administrative Assistants had a BFWDC credit card, with the most recent being 1.5 years ago with a \$5,000 limit. It will allow for supply purchases and support to staff when attending community-based events.



TO: BFWDC Board of Directors
FR: Cyndelle Wood
RE: **PY22_EV_01-10**
Cc: Records Retention

The Bylaws of the Benton Franklin Workforce Development Council (BFWDC) reference that:

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On August 08, 2022, the motions below were disseminated electronically to the voting membership of the BFWDC.

1. *Motion to approve the appointment of **Lety Torres** (Berkshire Hathaway) to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/25.*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel Second: Adolfo de Leon
Total "Yes": 14 Total "No": 0
Total Abstain: 0 Motion Passed: X

2. *Motion to approve the renewal of **Richard Bogert** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/25*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel Second: Adolfo de Leon
Total "Yes": 13 Total "No": 0
Total Abstain: 1 Motion Passed: X

3. *Motion to approve the renewal of **Karl Dye** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/25*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel Second: Adolfo de Leon
Total "Yes": 13 Total "No": 0
Total Abstain: 1 Motion Passed: X

4. *Motion to approve the renewal of **Amanda Jones** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/25*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel Second: Adolfo de Leon
Total "Yes": 13 Total "No": 0

Total Abstain: 1

Motion Passed: X

5. *Motion to approve the renewal of **Carlos Martinez** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/25*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

6. *Motion to approve the renewal of **Kate McAteer** to the BFWDC Board of Directors (representing education) for a term of three years, effective 7/1/22-6/30/25*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

7. *Motion to approve the renewal of **David Phongsavath** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/22*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

8. *Motion to approve the renewal of **Todd Samuel** to the BFWDC Board of Directors (representing business) for a term of three years, effective 7/1/22-6/30/22*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

9. *Motion to approve the renewal of **Jennie Weber** to the BFWDC Board of Directors (representing government) for a term of three years, effective 7/1/22-6/30/22*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

10. *Motion to approve the renewal of **Dennis Williamson** to the BFWDC Board of Directors (representing labor) for a term of three years, effective 7/1/22-6/30/22*

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel

Second: Adolfo de Leon

Total "Yes": 13

Total "No": 0

Total Abstain: 1

Motion Passed: X

- ❖ **Responses of individual members are kept securely on the BFWDC shared drive.**
- ❖ **This document will be shared at the October 25th BFWDC Board Meeting.**



TO: BFWDC Board of Directors
FR: Cyndelle Wood
RE: **PY22_EV_011**
Cc: Records Retention

The Bylaws of the Benton Franklin Workforce Development Council (BFWDC) reference that:

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On *August 18, 2022*, the motion below was disseminated electronically to the voting membership of the BFWDC.

1. Motion to approve the 2022 Occupations in Demand (OID) list as presented.

A quorum of the voting membership of the BFWDC participated. The results are as follows:

First: Todd Samuel Second: Adolfo de Leon

Total "Yes": 18 Total "No": 0

Total Abstain: 0 Motion Passed: X

- ❖ Responses of individual members are kept securely on the BFWDC shared drive.
- ❖ This document will be shared at the October 25th BFWDC Board Meeting.



Program Year (PY) 22

Benton Franklin Workforce Development Council (BFWDC)

Diversification of Funding (DF) Plan

Opening

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 for 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.

Diversification Opportunity #1

\$600,000 (approximately to BFWDC)

Quality Jobs, Equity, Strategy, and Training (**QUEST**) Disaster Recovery National Dislocated Worker Grant (DWG).

These funds will enhance our public workforce system's ongoing efforts to empower America's unemployed and underemployed workers through worker and business engagement, elevate equity, and connect jobseekers with high-quality jobs.

The goal of the QUEST DWG is to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic exacerbated to enter, return to, or advance in high-quality jobs in growth industries, including infrastructure, environment, and climate, the care economy, and other critical sectors as defined by the applicant with high-quality jobs. The activities of the QUEST DWG will yield improved individual and community resilience to the ongoing effects of the

COVID-19 pandemic. The BFWDC will focus on the sectors of Infrastructure (utilities, construction), Care Economy (Healthcare & social assistance), Transportation, and Warehousing to accomplish the work.

We have been successful to date in securing two National Dislocated Worker Grants. The leadership of BFWDC and the work of the sub-recipient contractors, Career Path Services & The Benton-Franklin Workforce Consortium, have demonstrated meeting deliverables when allocated this type of funding. The creation of a skilled, trained workforce is exactly what employers need and will continue to seek in the coming years.

Disaster Recovery Grant Summary

- Served 32 participants and exceeded the target by helping 43
- 26 participants enrolled in Disaster Relief employment positions, exceeding the target of 23
- Planned 15 participants with training opportunities, and 16 were placed in training activities. Below is a breakdown of Individual Training Account (ITA) activities:
 - 1 phlebotomy
 - 1 welding
 - 14 Commercial Driver License (CDL)
- Planned to provide support services to 25 participants and provided support services to 22 participants (88% of target)
- Planned on exiting 22 participants into unsubsidized employment and exceeded this target by assisting 25 participants attain employment

Employment Recovery Summary

- Planned to serve 55 participants, exceeded the goal by helping 60
- Intended to provide support services to 40 participants, and 32 participants received support services (80% of the target)
- Planned to place 40 participants in training services and exceeded this performance target by placing 52 participants in the following training opportunities:
 - 37 Commercial Driver's License (CDL)
 - 7 Welding
 - 1 General Business
 - 1 Hazmat
 - 2 Information Technology (IT)
 - 1 Web Fundamentals
 - 1 Masters MS Office
 - 1 CompTIA Security
 - 1 Forklift
- Planned to exit 44 participants into unsubsidized employment, and 41 have successfully obtained employment (93% of target)

Important to note that the Grants Management Office (GMO) of the Employment Security Department (ESD) in Olympia has offered to support the Local Workforce Development Boards (LWDBs) with the submittal of 1 Washington State Application (based on the marrying of our local application with the

additional boards) in the amount of 15 million as outlined by Technical Employment Guidance Letter (TEGL) 2-22. A partnership such as this is a recipe for success.

Diversification Opportunity #2

\$2,000,000 (approximately to BFWDC)

On the heels of the pandemic, Washington state is experiencing a workforce gap that must be addressed with targeted funding in a new statewide Workforce Impact Fund (**WIF**). As the economy remains uncertain, the demand for LWDBs to meet the needs of employers and job seekers is growing when resources are shrinking.

Employers continue to struggle finding qualified talent to fill the more than tens of thousands of vacant jobs across the state, including thousands of living wage jobs in critical industries like Healthcare, Education, Manufacturing, and Construction. Even before the pandemic, Washington's businesses reported that many job seekers did not demonstrate the skills and competencies necessary for the positions they were seeking to fill. The most significant impact has been on small, mid-size, and rural businesses and workers who are disproportionately women, people of color, people with disabilities, and people with basic skills deficiencies or limited English proficiency.

To close the gap, Local Boards are requesting the state of Washington to create a **Workforce Impact Fund** of \$50 million per year to expand Local Board capacity to serve employers and job seekers. This critical investment will boost meaningful employer engagement at the local level, provide additional funding for skills-based training and work-based learning opportunities, and offer the support necessary to prepare people for work in the post-pandemic economy.

The technical competencies required of the current and future workforce are growing. To meet the growing demand for skilled workers, we must access every tool available to prepare job seekers. Funding post-secondary degrees and certificate programs alone will not be sufficient to move enough low-skill job seekers into these living-wage quality jobs. Adaptable funding is needed to provide more resources to connect job seekers with basic needs support and earn-and-learn opportunities, including pre-apprenticeships and apprenticeships, to align our training and education programs and meet the needs of employers.

Adaptable funding through the WIF would address common financial issues not solved by current federal, state, and local services, such as bridging the financial gap to ensure stable housing and supporting financial needs for state identification, such as a driver's license, which can mean access to services as well as getting to and from work or school.

Finding the right combination of services and support to prepare job seekers to meet the demands of employers requires a responsive system that can adapt to the specific needs of the individuals it serves. The WIF will position Local Boards to expand the system's capacity to move more people into living-wage jobs.

Based on current performance outcomes, the WIF would allow Local Boards to commit to increased annual output as follows:

- Serve an additional 6,400 employers, significantly expanding access for smaller employers

- Place an additional 4,000 job seekers in living wage jobs, with a focus on those most in need
- Train 4,000 job seekers to meet the needs of the local employers

These outcomes would be above and beyond the federally funded outcomes, increasing the system's capacity to meet employer demand.

Important to note that the BFWDC is fully utilizing our Washington Workforce Association (WWA) membership to pursue this endeavor. It is a heavy lift locally but less so due to the collaborative nature of the whole. In September, we will seek approval from the Washington State Workforce Training and Education Coordinating Board to carry our ask in a formal Decision Package for the state legislature next session. Employment Security Department Commissioner Cami Feak has agreed to be our fiscal agent.

Closing

Thank you for serving on the BFWDC Board of Directors.

We look forward to updating you as more details develop regarding both opportunity areas.

Respectfully Submitted – T.A. Alvise, BFWDC CEO

August 15, 2022

Tiffany Alviso, Executive Director
Benton-Franklin Workforce Development Council
815 N. Kellogg St., Suite C
Kennewick, WA 99336

RE: PY21 WIOA Management Letter

Dear Ms. Alviso:

Employment Security Department's Workforce Monitoring Unit (ESD's Monitoring Unit) completed the compliance review of Benton-Franklin Workforce Development Council (Benton-Franklin WDC) regarding the oversight and administration of the Workforce Innovation and Opportunity Act (WIOA) for Federal Program Year 2021 (PY21). The purpose of this letter is to describe the scope of the review and communicate any items to address, questioned or disallowed costs, if applicable, in the administrative/fiscal and programmatic operations Benton-Franklin WDC.

The review included the following:

WIOA Title I Formula Program Review

WIOA Program Policies

- Eligibility Guidelines and Documentation Requirements (ESD Policy 1019, Rev. 5)
- Supportive Services and Needs-Related Payments (ESD Policy 5602, Rev. 3)
- All other policies and/or procedures, memos, technical assistance guides, etc. developed for the implementation of your WIOA formula and/or discretionary grants edited or published since the last state review

WIOA Adult and Dislocated Worker Program

- Eligibility
- Priority of Service (Adult Program Only)
- Supportive Services
- MIS/ETO – Data Element Validation

WIOA Youth Program

- Eligibility
- Supportive Services
- MIS/ETO – Data Element Validation

COVID-19 Disaster Recovery Dislocated Worker Grant; and COVID-19 Employment Recovery Dislocated Worker Grant

- Eligibility
- Program Enrollment

- Basic and Individualized Services
- Supportive Services
- Training Services
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO
- Case Notes
- Data Element Validation

WIOA Title I Formula Administrative and Fiscal Review

- Design and governance of the LWDB including sunshine provisions
- MOU/IFA/RSA
- One-Stop Operator, if applicable
- Policies/Procedures
- Administrative controls and monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal controls
- Cash and financial management
- Procurements & Contracts
- Cost allocation plan or rate
- Property & Inventory
- Single audit
- Personnel
- Grievance and complaint
- Support services & needs related payments
- Incumbent Worker, if applicable

Statewide Discretionary Contracts Compliance Review

Economic Security for All (EcSA); Increased Employment (Rapid Response); COVID-19 Disaster Recovery Dislocated Worker Grant & COVID-19 Employment Recovery Dislocated Worker Grant

Administrative and Fiscal

- Cash and financial management/A19 reimbursements
- Administrative controls (Sub-recipient monitoring)
- Procurements & Contracts
- Personnel Activity Reports and Cost Allocation

If applicable, the monitoring review included any elements from the PY20 monitoring cycle, identified in your PY20 Daily Observation Reports, required to be included in your next round of monitoring.

There were no findings. Disallowed costs, questioned costs and items to address that were identified during the review are listed below with their status.

On behalf of ESD's Monitoring Unit, I would like to thank you and your staff for the courtesy you showed us during our review. Please let me know if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Greg Ferland", with a stylized, cursive script.

Greg Ferland
Director, Workforce Monitoring

cc: Dan Zeitlin, Director of Employment System Policy and Integrity, Employment Security
Department



PY21 BFWDC Subrecipient Annual Monitoring Report

WIOA Programs & Service Provider		Findings	Disallowed Costs	Comments & Noted Practices	
Adult Career Path Services				<p>Throughout PY21, the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipients, Career Path Services (CPS) and the Benton-Franklin Workforce Consortium (BFWC). CPS is the service provider for the Adult, Dislocated Worker, PY19 Rapid Response Increase Employment (PY19 RRIE) and Employment Recovery programs. The BFWC is the service provider for the Disaster Recovery Program. The monitoring team reviewed participant files focusing on Eligibility, Program Enrollment, Basic and Individualized Services, Outcomes, Program Completion, Individual Employment Plans, Follow-up Services, Self-Attestation, Support Services, Case Notes, and Management Information Systems/Efforts to Outcomes entries. There were no findings identified in all programs, but two disallowed cost were identified, one in the Adult program, and one in the Disaster Recovery program. A participant from the Adult program received jeans for training, but the item of clothing waws inappropriate for the type of training they were enrolled in. CPS repaid the cost of the jeans (\$164.00) out of non-WIOA funds. A participant received rent assistance but the appropriate back up documentation was not provided, CPS repaid this cost (\$495) out of non-WIOA funds as well.</p> <p>Noted Program Practices:</p> <p><u>-Support Service Spending Plan</u> - Ongoing low support service expenditures prompted leadership to implement a Plan of Action to identify participants who had not received supportive services to ensure their needs were being met. Leadership had one-on-one conversations with employment specialists to help them identify the types of support services that might assist participants actively participating in employment recovery activities. Staff contacted these participants to discuss the wrap-around services available and identify potential needs. Leadership conducted a support service refresher training in October 2021 to ensure newly hired and seasoned staff educates participants on support services available to help them successfully participate in disaster relief employment.</p> <p><u>-CQI Worksheet Training</u> - Quarterly CQI worksheets are used as a training tool to give staff a holistic picture of compliance issues occurring within all programs. During staff meetings, the WIOA Programs Manager reviews each area of concern identified on the CQI. This practice allows case managers to learn from each other’s mistakes, discuss strategies to stop issues from re-occurring, and provide staff the opportunity to ask questions to increase their understanding of compliance requirements.</p> <p><u>-Back to Basics Refresher Training</u> - Leadership implemented Back to Basics Training and required staff employed for one year or less to attend, and it was voluntary for tenured staff. All staff chose to participate, and tenured staff shared their best practices with new team members.</p> <p><u>-Ready-to-Hire Tracking Tool</u> - A tracking tool was created in Microsoft Teams for employment specialists to share information on ready-to-hire participants who have completed training, have a resume in hand, and are looking for employment. The Business Services team refers to this tool for qualified candidates when employment opportunities arise while conducting outreach to employers.</p>	
11 Files Reviewed	0	1			
Dislocated Worker Career Path Services					
12 Files Reviewed	0	0			
PY19 Rapid Response Increase Employment Career Path Services					
4 Files Reviewed	0	0			
Employment Recovery Career Path Services					
7 Files Reviewed	0	0			
Disaster Recovery Benton-Franklin Workforce Consortium					
4 Files Reviewed	0	1			
Definitions					
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.					
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.					
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.					



PY21 State Annual Monitoring Report

WIOA Programs	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>The Employment Security Department’s Workforce Monitoring Unit conducted a virtual monitoring review of the Benton-Franklin Workforce Development Council (BFWDC) during the period of May 23, 2022-June 9, 2022. They evaluated internal controls and performed audit procedures on the employment and training activities of the BFWDC and our Workforce Innovation and Opportunity Act (WIOA) program subrecipients, Career Path Services (CPS) and the Benton-Franklin Workforce Consortium (BFWC). The State monitoring team reviewed Adult and Dislocated Worker participant files focusing on eligibility, supportive services, case notes, WIOA program policies and program monitoring reports. The Disaster Recovery and Employment recovery programs were monitored comprehensively. This year, Data Element Validation was added to the monitoring scope, which added an additional week to the monitoring. They determined the BFWDC complied with the requirements of WIOA and it regulations, federal rules and Washington State policies, as well as Data Element Validation requirements. In all areas reviewed, the BFWDC and our WIOA programs service providers, CPS and the BFWC, complied with federal, state and local requirements. There were no findings, or disallowed costs identified. There was one questioned cost, a supportive services was found to be disallowed during the BFWDC’s monitoring of the Disaster Recovery files. The support service was reimbursed to the wrong program, Dislocate Worker. The correction was made to reimburse the Disaster Recovery program and this item was resolved.</p> <p>Noted Practices identified by State Monitors:</p> <p>-BFWDC staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year to their service provider. This is a great strategy and noted practice.</p> <p>-Benton-Franklin WDC staff have also provided one on one file reviews with the Disaster Recovery case managers to provide customized technical assistance and an interactive training environment.</p> <p>-Benton-Franklin WDC staff maintain a Q/A spreadsheet for their service provider to use as a tool to reference back on all technical assistance guidance.</p>
10 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
10 Files Reviewed	0	0	
Employment Recovery Career Path Services			
5 Files Reviewed	0	0	
Disaster Recovery Benton-Franklin Workforce Consortium			
5 Files Reviewed	0	0	
Definitions			
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization’s control systems and ability to meet the requirements of federal and state grants and contracts.			
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.			
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.			



PY21 State Annual Monitoring Report

WIOA Programs	Findings	Disallowed Costs	Comments & Noted Practices
Out-of-School Youth Program Career Path Services			<p>The Employment Security Department's (ESD) Workforce Monitoring Unit conducted a virtual monitoring review of the Benton-Franklin Workforce Development Council (BFWDC) during the period of May 23, 2022-June 9, 2022. They evaluated internal controls and performed audit procedures on the employment and training activities of the BFWDC and our Workforce Innovation and Opportunity Act (WIOA) program subrecipient, Career Path Services (CPS). The State monitoring team reviewed the Out-of-School Youth participant files focusing on Eligibility, Supportive Services, Management Information Systems/Efforts to Outcomes entries and Data Element Validation. This year, Data Element Validation was added to the monitoring scope, which added an additional week to the monitoring. They determined the BFWDC complied with the requirements of WIOA and it regulations, federal rules and Washington State policies, as well as Data Element Validation requirements. In all areas reviewed, the BFWDC and our WIOA programs service provider, CPS, complied with federal, state and local requirements. There were no findings, questioned cost or disallowed costs identified.</p> <p>Noted Practices identified by State Monitors</p> <p>Quarterly Continuous Quality Improvement Monitoring: BFWDC staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year to their service provider. This is a great strategy and noted practice.</p> <p>One-on-One File Reviews: Benton-Franklin WDC staff have also provided one on one file reviews with the youth case managers to provide customized technical assistance and an interactive training environment.</p> <p>Q&A Spreadsheet: Benton-Franklin WDC staff maintain a Q/A spreadsheet for their service provider to use as a tool to reference back on all technical assistance guidance.</p>
10 Files Reviewed	0	0	
Definitions			
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization’s control systems and ability to meet the requirements of federal and state grants and contracts.			
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.			
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.			

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- Board members approved the PY22 Subrecipient Monitoring Schedule- a comprehensive summary of all the contracts the BFWDC must monitor throughout the program year.
- WIOA Title 1-B Contracts have been reviewed and signed by the Chief Deputy Benton County Attorney, BFWDC CEO, CPS CEO, and Franklin County Commissioners office. They are now at the Benton County Commissioners' office for the last signature.
- Board members approved the motion of Sole Source Procurement for PY22 WIOA Title 1-B Youth Contract, utilizing Career Path Services (CPS) as the sub-recipient.
- BFWDC Staff completed PY22 OSY Qtr. 1 program review. There were no findings or disallowed costs identified.

TC Futures Highlights

- TC Futures has a fully executed Memorandum of Understanding for the next three years. The goals set on the MOU are the following: Expand community reach within the community; Be responsible for the basic needs of youth and young adults in the community; Reduce year-over-year dropout rates; Decrease youth and young adults' unemployment rates; Increase participation and completion of meaningful credentials, such as but not limited to General Education Development (GED), certifications, and Degrees.
- TC Futures Leadership Team (Melanie, Heather, and Cynthia) submitted a proposal to present at the Washington Workforce Association (WWA) conference in November 2022. The proposal was accepted.
- TC Futures have added Computer Essentials to their Essential Education software. This online, self-paced digital literacy course teaches computer and internet skills.

WIOA Program Participant Success Story

Andrew, a 19-year-old, faced employment barriers due to transportation and background issues. Andrew was assisted with work readiness skills building, provided labor market information and job search techniques, and coached on addressing his offender background. Through his time in the program, Andrew worked with TC Futures staff on goal setting, job search, employment referral, and obtaining his driver's license, eliminating his transportation barrier. Andrew gained full-time employment at Simplot as a forklift operator, making \$18.00 per hour with full benefits. Andrew is well on his way to self-sustainability.

PY22 1st QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY

	<u>Actual</u>	<u>Goal</u>
Youth Served	121	110
Total Employed Exits	18	24
Total Post-Secondary Exits	1	0
Individual Training Accounts (ITA)	7	4
On-the-Job Training (OJT)	1	1
Work Experience (WEX)	6	9
Pre-Apprenticeships	0	N/A
Credentials Earned	3	N/A
General Equivalency Diploma	8	6
Median Wage	\$16.63	\$16.00

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- Adolfo agreed to remain the Committee Chair for the Adult and Employer Linkage (AEL) committee. The AEL committee put forward a motion for him to continue as Chair for PY22. We are grateful for his leadership and dedication to the AEL committee.
- The state was awarded the \$15 million in QUEST funding it was applied for, which should result in approximately \$706,000 for our local area to serve those who lost their job due to the pandemic. The goal of QUEST will be to help those from marginalized populations who lost their jobs due to the pandemic find quality jobs. The end date for these funds is September 30, 2024.
- After participating in a pilot program for LinkedIn Learning at the beginning of 2021, licenses were made available statewide, including to our system, for PY21 (July 2021 through June 2022). Of the 10,000 licenses made available to WDCs, 700 were allotted for Benton-Franklin. Over the year, we activated 122, which may not seem like a lot, but compared favorably as a rate (1 in 7) against other WDAs. ESD and LinkedIn learning have agreed to another contract for PY22, with an option to extend for up to 3 years. Assigned licenses from the previous year may have expired in June but have now been reactivated. Locally we've used the licenses for job seekers, business customers to utilize for incumbent workers, and staff for professional development.
- Nine bidders submitted a notice to bid for the state contract for the new Management Information System (MIS). Three were chosen to provide demonstrations to individuals from ESD, WDCs, and WS system partners. Two were chosen to move forward to a technical review, and one was chosen as the front-runner. Cynthia Garcia and Jessie Cardwell will be involved in testing the capabilities and functionality of this system and will provide feedback. If the system meets the needs of our state, they will move forward with a contract; if it does not meet the needs, they will revisit previous bidders.
- We received fully executed contracts for the WIOA Title IB Adult, Dislocated Worker, and Youth programs on October 13, 2022.

WIOA Program Participant Success Story

Pedro (38) entered the Adult and EcSA2 programs in May 2022. Pedro requested financial assistance to eliminate a barrier to becoming a heavy tractor trailer-truck driver, an in-demand occupation in Benton-Franklin Counties. Pedro requested assistance from both programs with his tuition cost for his occupational training and other reemployment services. While participating in the programs, he received support help with employment referrals, support services, and training support. Pedro attended H&R Elite Trucking School and successfully acquired a CDL Class A with Hazmat certification on September 1, 2022. Pedro started looking for employment right after he received his CDL license and found unsubsidized employment within the first few weeks. Pedro is employed at AmeriGas as of September 19, 2022, working 40 hours a week as a Driver. He earns \$27.62 an hour, and benefits are available after 45 days of employment.

PY22 1st 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	145	223	Adults Served	79	82
Employed Exits	78	134	Employed Exits	18	10
On-the-Job Trainings (OJT)	0	4	Work Experiences (WEX)	0	0
Individual Training Accounts (ITA)	47	50	On-the-Job Trainings (OJT)	0	0
Median Wage	\$22.20	\$19.00	Individual Training Accounts (ITA)	8	5
			Median Wage	\$28.04	\$18.00

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

September 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: 502 (-202)
Total Staff Assisted Services to Job Seekers: 1484 (-270)
Unique Number of Businesses Served: 173 (-28)
Staff Provided Business Services: 279 (-202)

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



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

TC Futures Total Youth Served (YTD): 196 (-7)
Out-of-School Youth (OSY) Program: 122 (+10)
Open Doors Program: 131 (-12)
Co-enrolled in Both Programs: 57 (+5)
Youth Attained General Education Development (GED): 15 (+3)
Total OSY Employed and/or Post-Secondary Exits: 13 (+1)
Average Wage: \$14.60 (\$0.00)
Placement Rate: 86% (-14)

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): 403

Monthly-to-Date Target: 406 (99%)

Total Employed Exits (YTD): 107

Monthly-to-Date Target: 130 (82%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 63

Monthly-to-Date Target: 80

Total Employed Exits: 13

Monthly-to-Date Target: 50

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.

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 (August)

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
- Supervisors of Retail Sales Workers
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Maintenance and Repair Workers

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	4.8%	5.2%
Average Wage (2019)	\$33.91	\$24.7

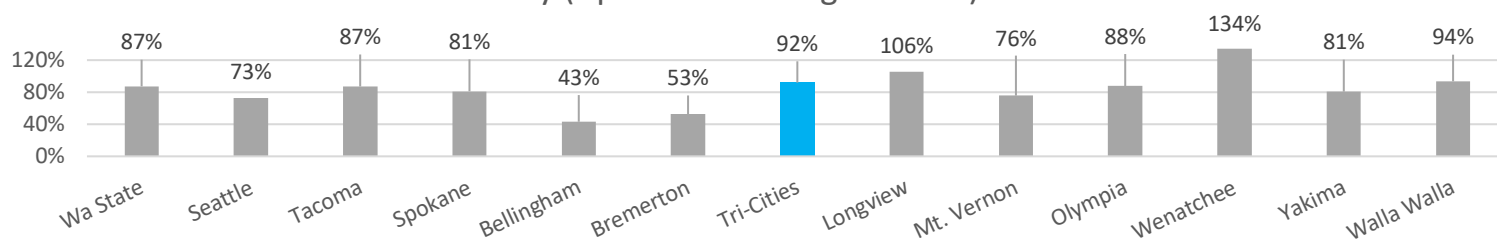
Other News

- WSCB relaunched LinkedIn Learning in August. The online learning platform will be offered to job seekers and business partners. Below is the engagement to date:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9-9/30/21	126	71	192	31	983	819

- We had 93 Customer Satisfaction Survey responses (19% response rate), 92% of whom would refer family and friends.
- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business.

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



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 509-734-5980



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

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Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

September 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: 650 (+63)
Total Staff Assisted Services to Job Seekers: 1469 (-31)
Unique Number of Businesses Served: 97 (-2)
Staff Provided Business Services: 189 (+0)

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): 345 (+52)
Out-of-School Youth (OSY) Program (YTD): 121 (+13)
Co-enrolled in Both Programs: 6 (+6)
Total Youth attained GED: 22 (+8)
Total OSY Employed and/or Post-Secondary Exits: 19 (+10)

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): 259
Monthly-to-Date Target: 262 (99%)

Total Employed Exits (YTD): 50
Monthly-to-Date Target: 49 (102%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 125 Monthly-to-Date Target: 110
Total Employed Exits: 34 Monthly-to-Date Target: 40

Economic Security for All (STATE EcSA)

Participants Served (YTD): 55 Monthly-to-Date Target: 22
Total Employed Exits: 3 Monthly-to-Date Target: 14

Community Development Block Grant (CDBG)

Site Placements: 6 Monthly-to-Date-Target: 10
Low/Middle Income Served: 60,002 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 224 Monthly-to-Date Target: 150
Customers Reached: 471 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 (August)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.3%

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

- WorkSource was featured in a September article in the Tri-Cities Journal of Business titled "WorkSource: Where Employers and Job Seekers Connect". You can read the article at tricitiebusinessnews.com
- On September 21st WorkSource Columbia Basin participated in the third of three live interviews on La Raza 100.1 to share information about Seasonal Employment 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. Data will be reviewed in October to determine the return on investment and whether additional radio shows will be contracted with La Raza.
- During September WSCB provided 96 group services to 52 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation continue to be our most attended group services. One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- 75 survey responses were received via Survey Monkey and QTRAC (12% response rate):
 - Of the customers who responded, 92% will refer family and friends
 - Top 3 services received: job search, training, and resume help.

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

September 2022

Total program (OSY/Open Door) enrollments: 345 (including carry-ins)

GED month-to-date: 8

GED YTD: 22

Co-enrollment month-to-date: 6

Co-enrollment YTD: 6

Did you know?

- TC Futures provides emergency housing funds to individuals who are experiencing homelessness.
- TC Futures provides food for people who come into the Center.
- TC Futures provides a place for people to shower and do their laundry.
- Through our partnership with the Community Health Plan of Washington, we connect people to healthcare.
- TC Futures offers math tutoring sessions for GED customers.

Customer Profile

A 20-year-old youth began services with TC Futures through Open Doors. At enrollment, the youth struggled with serious behavioral health issues and had difficulty engaging with her case manager. Initially, she would contact her case manager only through text. As trust developed, communication grew from video meetings to in-person, offsite meetings. As the relationship developed with the case manager, so too did the confidence of this young person. Eventually, this youth completed 3 of the 4 GED tests and is now co-enrolled with the OSY program preparing to enter the workforce! The journey has taken over two years, and many partners have been involved with wrap-around services. When this youth enrolled, she and her family struggled with food insecurity. She also had trouble viewing her computer screen. Her case manager recognized these issues and connected her with agencies that were able to provide food and a vision exam so she could get glasses. Community in Schools played a big role in assisting with needs beyond the reach of TC Futures. Work continues to prepare her for her last GED test and to develop work readiness skills. This is the embodiment of our mission. Transformation of her future through her transformation with the help of an amazing team and network of caring community organizations!

Community/Hiring Events/Workshops

- Staff participated in the Immigrant Resource Fair in Pasco. TC Futures had a booth for community members to receive information on TC Futures programs, resources, and services.
- Staff met with the Human Service Planning Transportation Committee to discuss peer review for Dial-a-Ride applications, lower cost of public transit, transportation to and from food banks, transit service to Burbank, and expanding door-to-door service for people with mobility issues. This could

help mitigate transportation barriers for youth and young adults in the Tri-Cities and surrounding areas.

- Staff has implemented a twice-weekly Financial Literacy workshop focusing on budgeting, saving money, and creating good spending habits.

Center Updates

- The Benton-Franklin Workforce Development Council (BFWDC) provided a Microsoft Surface Pro for self-check-in. We are preparing to test an application that will give us a better way to monitor Center traffic
- The entire team is certified to proctor GED exams. The number of testers and GED completions continues to rise.
- Construction continues in the suite between the main building and the annex. Minor disruptions occur with some accommodations for testers and those who need to study in a quiet environment.
- TC Futures has added Computer Essentials to our Essential Education software. Computer Essentials is an online, self-paced digital literacy course that teaches computer and internet skills. This teaches skills for testing on a computer, taking college-level courses, performing in today's workplace, and staying safe online. Using built-in assessments, the adaptive learning system creates a personalized learning plan, bypassing skills they have already mastered.

References: TC Futures Director/OSY Program Monthly Report

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

September 2022

September Highlights:

- The WSCB Business Services Team is collaborating with local law enforcement agencies for a hiring event in October. The event will be focused on careers as a police or correctional officer. In preparation, the team is leading community engagement efforts through development of media and networking strategies, such as PSAs, social media posting, etc.
- The WSCB Wagner Peyser Self Appraisal was submitted on September 28th following a collaborative team effort to complete and review the assessment.

WorkSource Site Operations:

Customer Counts 9/1 - 9/30/2022		
Total Staff Assisted Seekers	650	
Total Staff Assisted Services	1469	
Basic Career Services	1298	
Individualized, Training, and Support Services	100	
Unique Number of Businesses Served	97	
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.	9	5
Other Employer outreach visit, marketing business services, etc.	106	54
Recruitment Hiring events, referrals, etc.	63	47
Wage & Occupation Information Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED, & external partner MIS (DVR); & Business Services: ETO Staff Provided Business Services (10/8/22).



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September 2022 Customer Feedback:

- 75 survey responses were received via Survey Monkey and QTRAC (12% response rate):
 - Of the customers who responded, 92% will refer family and friends
 - Top 3 services received: job search, training, and resume help.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 20 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “I’m totally impressed - you do amazing things for people! Unemployment was confusing at first, but Ashley clarified a lot of things for me.”
 - “I’m from an older generation and this job search is all new to me, I have had appointments with Brenda and your staff there is exceptional.”
 - “Worksource has been extremely helpful, my Workfirst coaches have all helped me a ton in returning to work and helping me navigate job search, they connected me to resources and guided me through each step.”
 - “You were helpful with everything, Lisandra was amazing she help me every step of the way and made sure I had all the help I needed to succeed with my new career change and receive the right training.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in September to be addressed in October:
 - “Branding policy for multiple agencies took too long. Any way WorkSource could use generic EEO clause?” (From a business regarding event materials)

Service Delivery

Career Services:

- One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- During September WSCB provided 96 group services to 52 individuals through our locally offered workshops and group sessions. Strategies for Success and WorkFirst Orientation continue to be our most attended group services.
- To increase staff knowledge of the Myer’s Briggs Type Indicator (MBTI) career assessment, staff had an opportunity to take the assessment and attend a training led by the WSCB Assessment Team. This experience increased awareness of what it is like to complete the assessment and the value of the results to our customers, including career pathway recommendations.



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- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 10/8/22	134	130	172	69	1205	1077

Business Services:

- The team continues to assist local businesses in assessing their current needs and to provide transformational service. This includes identifying services which are most value added, for example review of resumes to provide direct referral of qualified candidates and streamlining of hiring events to increase talent turnout.
- September Events (with outcomes where available) –
 - 9/6: Yakima Valley Farm Workers Clinic Job Fair at Miramar
 - 10 attended, applied, and were interviewed; 2 hired
 - 9/13 & 9/14: USDA Hiring Event
 - 11 attended and applied, 5 were interviewed, and 3 were hired
- Upcoming Events –
 - 10/6: Lamb Weston Hiring Event from 10am-4pm at TC Futures
 - 10/12: Local Police & Correctional Officers Hiring Event from 10am-2pm at Richland Public Library
 - 10/27: Brookdale Hiring Event from 10am-4pm at TC Futures

Community Connections:

- 9/14: Attended the Tri-Cities Regional Chamber Business Builders meeting to present on WSCB resources and to network.
- 9/15: WSCB was featured in the Tri-Cities Journal of Business. Read the article here: [WorkSource: where employers and job seekers connect \(tricitiebusinessnews.com\)](https://tricitiebusinessnews.com/worksource-where-employers-and-job-seekers-connect/)
- 9/15: Attended the annual Vista Elementary Open House to connect with families interested in employment/training resources.
- 9/21: We participated in the third of three live interviews on La Raza 100.1 to share information about Seasonal Employment 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. Data will be reviewed in October to determine the return on investment and whether additional radio shows will be contracted with La Raza.



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Staff Training & Development:

Training/Development Attended:

- 9/7: Getting to know the BFWDC; Cross training – Business Services; July Customer Feedback Improvements; WSCB Business
- 9/21: August Customer Kudos; Cross Training – Basic Career Services; September Data Review; Policy Training: WIN0090
- 9/21: Meyer's Briggs Type Indicator (MBTI) training following staff completion of the career assessment
- 9/28-9/29: Career Path Services Annual Staff Conference

Upcoming Training/All Staff Meetings:

- Week of 10/3-10/7: Human Centered Design (HCD), Bird Styles, Motivational Interviewing, and Navigating Change
- 10/12: Cross Training – MSFW Services, August Customer Feedback Updates, Inclement Weather Process
- 10/19: BFWDC Concern & Complaint Resolution Process
- 10/26: September Customer Kudos, Cross Training: Voc Rehab for Injured Workers (L&I); September Data Review, Ice/Cold Weather Safety

Facilities:

- 9/5: WSCB closed in observation of Labor Day
- 9/12: Onsite blue light alarm contractor switch from Stanley to ADT completed.

Respectfully submitted by C. Bright on 10/10/22