



Benton – Franklin Workforce Development Council (BFWDC)

## Executive Committee Meeting

Tuesday, June 27<sup>th</sup>, 2023, at 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*

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### AGENDA

- I. Call to Order & Welcome- Todd Samuel
  - a. Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Howell
  - b. Visitor/Presenter Welcome – Todd Samuel
- II. Approval of Committee Minutes - Todd Samuel
  - a. Executive Committee – Tuesday, May 30<sup>th</sup>, 2023 (Needs a vote)
- III. Motion to award PY23 WIOA Youth Contract to Career Path Services in the amount of \$628,933 (Needs a vote) – Jessie Cardwell
- IV. Motion to award PY23 WIOA Adult Contract to Career Path Services in the amount of \$481,791, with a Quarter One Cap not to exceed \$118,629 (Needs a vote) – Jessie Cardwell
- V. Motion to award PY23 WIOA Dislocated Worker Contract to Career Path Services in the amount of \$623,100, with a Quarter One Cap not to exceed, \$145,971 (Needs a vote) – Jessie Cardwell
- VI. Motion to award PY23 One-Stop Contract to Benton-Franklin Workforce Consortium in the amount of \$160,000 (Needs a vote) – David Chavey-Reynaud
- VII. Motion to nominate new Board of Directors member – Tiffany Alviso (Needs a vote)
  - a. Representing Business: Sonny Virakpanyou, Sonar Insights
- VIII. Finance Reports - Jan Warren
- IX. Liaison Report – David Chavey-Reynaud
- X. BFWDC CEO Report – Tiffany Alviso
- XI. Executive Member Round Table – All
- XII. Next Meeting
  - a. Executive Committee Meeting – Tuesday, July 25<sup>th</sup>, 2023, at 3:15 p.m. Hybrid Zoom/WSCB
  - b. Board Meeting – Tuesday, July 25<sup>th</sup>, 2023, at 4:00 p.m. Hybrid Zoom/WSCB

#### Attachments

1. 2023.05.30 Executive Committee Minutes
2. PY23 WIOA Contracts Memorandum
3. PY23 OSO Contract Memorandum
4. 2023.04 Finance Reports
5. 2023.05 Liaison Report
6. 2022.05 Liaison Report
7. 2023.05 WorkSource Operator Monthly Report
8. 2023.05 TC Futures 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 (BFWDC)**

**Executive Committee Minutes**  
 May 30<sup>th</sup>, 2023, 4:00 p.m. Zoom

**Local Elected Officials**

Commissioner McKay

**Executive Members**

Todd Samuel  
 Adolfo de Leon  
 Amanda Jones

**Board Members**

Jennie Weber

**Excused**

Lynn Ramos – Braswell

**Absent**

Commissioner Didier

**Guests**

Crystal Bright

**BFWDC Staff**

Tiffany Alviso	DeAnn Bock
Jan Warren	Carya Bair
David Chavey-Reynaud	Isaac Estrada
Jessie Cardwell	Cyndelle Howell
Cynthia Garcia	Becky Tuno

**Call to Order & Welcome**

Todd Samuel called the meeting to order at 4:00 p.m. Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle Howell conducted a roll call of Board members and staff to the Board – a quorum was present.

Cyndelle welcomed guests, presenters, and system partners, asking that they communicate their names and organization using the Zoom chat feature.

**Minutes**

April 25<sup>th</sup>, 2023, Executive Committee meeting minutes were presented for a motion to approve.

*Todd Samuel motioned to approve the April 25<sup>th</sup>, 2023, Executive Committee meeting minutes, and Commissioner McKay seconded; the motion was carried unanimously to approval.*

**April Board of Directors Re-Elections eVote Follow-up**

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

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.

BFWDC CEO Tiffany Alviso recommended a motion to re-elect BFWDC Board of Directors members via eVote as a voting member recused from the motion at the April Executive Committee meeting.

On April 25, the motion below was disseminated electronically to the voting Executive Committee members of the BFWDC.

Motion to approve the re-election of:

- Representing Business: Lori Mattson, Tri-City Regional Chamber
- Representing Business: Lynn Ramos – Braswell, Gesa.

A quorum of the voting membership of the BFWDC participated with four yeas, zero nays, and one abstention recorded; the motion was carried unanimously to approval.

### **BFWDC Board of Directors Strategic Priority & Planning**

Tiffany shared the progress being made on the BFWDC Strategic Priority development. During the board retreat in February, the key areas of outreach, funding, and board engagement were identified as growth areas, and they have developed strategies underneath. They have been scoping out how to move the needle as a team. They have received positive feedback from the board of directors, with 20% of board members providing constructive feedback. The document is almost in its final draft form. As a team, they will identify the team members responsible for action items and timeframes. The identified priority areas and actions will be presented to the Board of Directors, starting with the Executive Committee, and finalized afterward. To practice under these identified priorities, this new strategic plan will be in place for two years (07/01/2023 – 06/30/2025).

### **Financial Reports March 2023**– Jan Warren, CFO

Jan Warren reviewed the BFWDC cumulative financial reports with members, which were included in the meeting materials.

Corporate: Jan highlighted the balance sheet and the statement of revenues and expenditures ending 03/31/23 for the corporate entity account. The balance sheet shows little activity; money market interest earned.

Main WDC: The balance sheet and the statement of revenues and expenditures ending 03/31/23 for the main WDC account were reviewed. This is a summary of the assets and liabilities of the main entity account.

WSCB: Lastly, Jan discussed the WSCB Partnership balance sheet and the statement of revenues and expenditures ending 03/31/23. Jan presented the balance sheet and reflected that these are very consistent expenses, which usually don't fluctuate monthly. WSCB was impacted by the end-of-year reconciliation with Goodwill for capital upgrades (parking lot and sidewalks), but as a percentage, it wasn't as significant. Jan shared that they are at 75% of their annual budget this program year and are on target and where expected.

### **Liaison Report** – David Chavey-Reynaud, COO

David covered the Liaison report included in the meeting packet. He provided an overview of the traffic at WorkSource Columbia Basin and TC Futures and WIOA program outcomes. Cumulative participants served for federal and state EcSA were discussed. Community Development Block Grant (CDBG) and Outreach to Historically Disadvantaged Communities (OHDC) outcomes, including site placements, referrals, and program targets, were reviewed. David asked members to review the information in the meeting materials and to reach out if there were any questions.

### **BFWDC CEO Report** – Tiffany Alviso, CEO

HAPO Signature Authority

In place of Dennis Williamson retiring from the BFWDC Board of Directors, Lynn Ramos-Braswell has agreed to be the WDC's third authorized check signer. The Hapo account changes have been updated and made officially.

State ESD Monitoring

Tiffany reported that state monitoring had been underway and is now wrapping up for this year. This monitoring season has been positive, and the monitoring team expressed their gratitude for the quick turnaround on requested documents and information throughout the three-week process.



## MEMORANDUM

DATE: June 27, 2023

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

FROM: Cynthia N. Garcia Youth Programs Manager/EO Officer  
Jessie Cardwell, Workforce Programs Manager

**SUBJECT: PY23 WIOA Contracts (Youth, Adult & Dislocated Workers)**

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The WIOA programs improve the quality of the workforce and enhance the productivity and competitiveness of the Benton-Franklin workforce. Job seekers often require help in accessing employment, education, transitioning skills, training, and support services to successfully obtain employment that offers upward mobility.

The purpose of the PY23 WIOA contracts is to help Youth, Adults, and Dislocated Workers to receive services, obtain credentials and find employment that pays family-supporting wages.

### **WIOA Youth Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Youth Contract to Career Path Services in the amount of \$628,933 to serve 177 youth in our community. This contract is effective July 1, 2023, through June 30, 2024.

### **WIOA Adult Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Adult Contract to Career Path Services in the amount of \$481,791 with a Quarter 1 Cap not to exceed \$118,629, to serve 138 adults in our community. This contract is effective July 1, 2023, through June 30, 2024.

### **WIOA Dislocated Workers Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Dislocated Worker Contract to Career Path Services in the amount of \$623,100 with a Quarter one cap not to exceed \$145,971 to serve 143 dislocated workers in our community. This contract is effective July 1, 2023, through June 30, 2024.

**MEMORANDUM**

DATE: June 27, 2023  
TO: Benton - Franklin Workforce Development Council (BFWDC) Board of Directors  
FROM: David Chavey-Reynaud, Chief Operations Officer  
**SUBJECT: PY23 One-Stop Operator Contract**

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WorkSource Columbia Basin (WSCB), our Comprehensive One-Stop Center, serves as a convenient and recognizable public access point to the public workforce system in Benton and Franklin Counties. The purpose of the PY23 One-Stop Operator Contract is to facilitate and coordinate operations, communication, and partnership at our One-Stop Center.

**One-Stop Operator Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the One-Stop Operator Contract to the Benton-Franklin Workforce Consortium in the amount of \$160,000 to facilitate and lead partnership operations at WorkSource Columbia Basin. This contract is effective July 1, 2023, through June 30, 2024.

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 10 - Corporate Entity  
 As of 4/30/2023

		Current Period Balance
<b>Asset</b>		
Cash (Checking Acct - CE)	1110	1,317.19
Corporate Entity MM Account	1111	58,167.25
CE 12 month CD	1112	52,794.63
Total Asset		112,279.07
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	40.00
Accrued Vacation Payable	2500	87,202.41
Due to/from other funds	2990	(32,000.00)
Total Liabilities		55,242.41
Net Assets		57,036.66
Total Liabilities and Net Assets		112,279.07

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
Corporate Entity  
From 7/1/2022 Through 4/30/2023  
(In whole numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Interest/Program Income	273	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	0	0	0.00%	0	0.00%
Total Revenue	<u>273</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Supplies, Furniture, Equipment	24	0	0.00%	0	0.00%
Advertising and Outreach	279	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	178	0	0.00%	0	0.00%
Non WIOA Expenses	779	0	0.00%	0	0.00%
Total Expenses	<u>1,260</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u><u>(986)</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>



**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 20 - WDC Main  
 As of 4/30/2023

		Current Period Balance
<b>Asset</b>		
Cash (Bank Acct - WDC)	1120	(5,604.52)
CDBG Receivable	1201	47,231.87
AR OHDC	1202	26,651.86
Receivable (Grants)	1300	279,940.55
Total Asset		348,219.76
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	307,167.86
Due to/from other funds	2990	32,000.00
Total Liabilities		339,167.86
Net Assets		9,051.90
Total Liabilities and Net Assets		348,219.76

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2022 - 4/30/2023  
(In Whole Numbers)  
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
<b>Revenue</b>					
Grant/Contract Revenue	3,398,101	3,357,848	101.20%	4,202,875	80.85%
Interest	11	0	0.00%	0	0.00%
OHDC Admin revenue	25,758	0	0.00%	0	0.00%
Misc/Other Revenue	455,912	566,853	80.43%	755,804	60.32%
<b>Total Revenue</b>	<b>3,879,781</b>	<b>3,924,701</b>	<b>98.86%</b>	<b>4,958,679</b>	<b>78.24%</b>
<b>Expenses</b>					
Sub-Recipient Reimbursements	2,583,546	2,790,448	92.59%	3,348,537	77.15%
Rent and Facilities	52,519	46,815	112.18%	61,122	85.92%
Salaries and Wages	687,272	681,255	100.88%	818,675	83.95%
Payroll Taxes and Benefits	181,901	196,130	92.75%	252,888	71.93%
Non-WIOA reimbursement	(779)	0	0.00%	0	0.00%
Professional Services and Contracts	49,480	56,400	87.73%	75,650	65.41%
TC Futures	50,870	53,750	94.64%	65,000	78.26%
Travel and Training	50,875	44,800	113.56%	46,320	109.83%
Supplies, Furniture and Equipment	11,832	13,250	89.30%	13,900	85.12%
Equipment and Software - Lease and Maintenance	9,887	13,465	73.43%	28,685	34.47%
Communications (Telephone, Postage and Internet)	2,346	3,300	71.09%	3,960	59.24%
Insurance	7,679	7,679	100.00%	7,679	100.00%
OHDC Outreach	149,117	0	0.00%	218,854	68.14%
OHDC Admin fees	25,758	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	17,478	17,409	100.40%	17,409	100.40%
<b>Total Expenses</b>	<b>3,879,781</b>	<b>3,924,701</b>	<b>98.86%</b>	<b>4,958,679</b>	<b>78.24%</b>
<b>Net Surplus/ (Deficit)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>	<b>0.00%</b>

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 30 - WSCB Partnership  
 As of 4/30/2023

		Current Period Balance
<b>Asset</b>		
Cash (Bank Acct - WSCB)	1130	55,284.26
Total Asset		55,284.26
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	5,214.48
Total Liabilities		5,214.48
<b>Net Assets</b>		50,069.78
<b>Total Liabilities and Net Assets</b>		55,284.26

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30-WSCB Partnership From 7/1/2022-4/30/2023

(In Whole Numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
<b>Revenue</b>					
Partner Revenue	190,894	190,904	99.99%	229,085	83.33%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	130,823	130,823	100.00%	156,987	83.33%
Employee Recognition Non-Operating Income	903	0	0.00%	0	0.00%
<b>Total Revenue</b>	<u>322,620</u>	<u>321,727</u>	<u>100.28%</u>	<u>386,072</u>	<u>83.33%</u>
<b>Expenses</b>					
Rent and Facilities	291,769	292,034	99.91%	352,177	82.85%
Supplies, Furniture and Equipment	7,233	13,375	54.08%	16,200	44.65%
Employee Recognition	862	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	4,887	1,200	407.25%	1,200	407.25%
Managed Print	80	5,600	1.43%	6,720	1.19%
Business/Community	3,873	4,250	91.13%	5,000	77.46%
Dues, Fees and Subscriptions	3,337	3,975	83.95%	4,775	69.88%
<b>Total Expenses</b>	<u>312,042</u>	<u>320,434</u>	<u>97.38%</u>	<u>386,072</u>	<u>80.60%</u>
<b>Net Surplus/ (Deficit)</b>	<u>10,578</u>	<u>1,293</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

## 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

# May 2023 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: 772 (-18)  
Total Staff Assisted Services to Job Seekers: 1853 (+83)  
Unique Number of Businesses Served: 86 (+36)  
Staff Provided Business Services: 152 (+41)

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



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

TC Futures Total Youth Enrolled (YTD): 684 (+77)  
Out-of-School Youth (OSY) Program (YTD): 222 (+17)  
Co-enrolled in Both Programs: 61 (+6)  
Total Youth attained GED: 65 (+14)  
Total OSY Employed and/or Post-Secondary Exits: 95 (+7)

For more information contact 509-537-1710 or visit [TCFutures.org](http://TCFutures.org)

## Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth \* Adult \* Dislocated Worker/Rapid Response \* QUEST*

Total Participants Served (YTD): 601  
Monthly-to-Date Target: 511 (118%)

Total Employed Exits (YTD): 232  
Monthly-to-Date Target: 281 (83%)

## Additional BFWDC Programs

### Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 160 Monthly-to-Date Target: 148  
Total Employed Exits: 54 Monthly-to-Date Target: 85

### Economic Security for All (STATE EcSA)

Participants Served (YTD): 71 Monthly-to-Date Target: 51  
Total Employed Exits: 33 Monthly-to-Date Target: 33

### Community Development Block Grant (CDBG)

Site Placements: 9 Program Target: 12  
Low/Middle Income Served: 119,569 Program Target: 40,000

### Outreach to Historically Disadvantaged Communities

Referrals Made: 1171 Monthly-to-Date Target: 750  
Customers Reached: 6936 Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit [WorkSourceWa.com](http://WorkSourceWa.com) or [TCFutures.org](http://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 (April)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.1%

Franklin County Unemployment: 5.3%

Tri-Cities Employment (April 2023)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	126600	1,200	1.0%	4,500	3.7%	176%
Total Private	106700	1,100	1.0%	3,600	3.5%	180%
<b>Goods Producing</b>	20200	300	1.5%	1,000	5.2%	193%
Mining, Logging, and Construction	10800	300	2.9%	-	0.0%	118%
Manufacturing	9400	-	0.0%	1,000	11.9%	400%
<b>Service Providing</b>	106400	900	0.9%	3,500	3.4%	173%
Private Service Providing	86500	800	0.9%	2,600	3.1%	178%
Trade, Transportation, Warehousing and Utilities	21800	100	0.5%	200	0.9%	267%
Retail Trade	14400	100	0.7%	-	0.0%	181%
Financial Activities	4300	-	0.0%	-	0.0%	100%
Professional and Business Services	22700	200	0.9%	1,000	4.6%	333%
Administrative and Support Services	12400	100	0.8%	400	3.3%	533%
Educational and Health Services	20400	100	0.5%	800	4.1%	291%
Leisure and Hospitality	12900	300	2.4%	600	4.9%	123%
Food Services	10000	100	1.0%	400	4.2%	133%
<b>Government</b>	19900	100	0.5%	900	4.7%	136%
Federal Government	1200	-	0.0%	-	0.0%	100%
Total State Government	2900	-	0.0%	(100)	-3.3%	-50%
Total Local Government	15800	100	0.6%	1,000	6.8%	178%

### Other News

- The State Monitoring team visited the Tri-Cities the week of 5/22 for review of RESEA, MSFW, TAA, BFET, and Title 1b programs. We were honored to provide a facility tour and share how we provide services to our community. Several best practices were identified and formal results will be published shortly.
- The BFWDC presented at a Small Business Resources event hosted by the Washington State Small Business Liaison Team at TRIDEC. The Business Services Team (BST) also set up a booth for both the evening and afternoon sessions of the workshop and provided information about our local workforce system and supports to businesses in attendance.
- After collecting customer and staff feedback, WSCB is revising their phone tree for simplified and equitable access for our customers. This includes an option to choose Spanish as the preferred language without a wait time or redundancy in recorded information and elimination of and reordering of some options to connect customers with a live representative quickly.
- During the month of May, our Front End Services (FES) Team provided 556 staff assisted services and supported access to 617 customers seeking self-service, for a total of 1,173 (+16% over April 2023). FES provided 361 one on one appointments (+ 14% MoM) and had a show rate of 68%.

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](mailto:dchavey@bf-wdc.org)  
[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5988**



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# May 2022 Liaison Report

Program Year July 2021-June 2022



A proud partner of the American Job Center network

### Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 646 (+19)  
Total Staff Assisted Services to Job Seekers: 1640 (+27)  
Unique Number of Businesses Served: 100 (+26)  
Staff Provided Business Services: 180 (+83)

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



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

TC Futures Traffic: 453 (-41)  
TC Futures Total Youth Enrolled (YTD): 555 (+51)  
Out-of-School Youth (OSY) Program (YTD): 220 (+9)  
Co-enrolled in Both Programs: 77 (+0)  
Total Youth attained GED: 53 (+9)  
Total OSY Employed and/or Post-Secondary Exits: 87 (+8)

For more information contact 509-537-1710 or visit [TCFutures.org](http://TCFutures.org)

## Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth \* Adult \* Dislocated Worker \* Disaster Recovery \* Employment Recovery*

Total Participants Served (YTD): 660

Monthly-to-Date Target: 690 (96%)

Total Employed Exits (YTD): 283

Monthly-to-Date Target: 386 (73%)

### Additional BFWDC Programs

#### Economic Security for All (EcSA)

Participants Served (YTD): 96

Monthly-to-Date Target: 87

Total Employed Exits: 15

Monthly-to-Date Target: 15

#### Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

LMI Served: 18,263  
(Low-Moderate Income)

Program Target: 40,000

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

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# Benton-Franklin Workforce Development Council (BFWDC)

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Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.8%

Tri-Cities Employment (April 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
<b>Total Nonfarm</b>	121800	2,000	1.7%	5,000	4.4%	133%
Total Private	102800	1,900	1.9%	4,200	4.4%	142%
<b>Goods Producing</b>	19300	400	2.1%	800	4.4%	133%
Mining, Logging, and Construction	11300	400	3.7%	600	5.7%	164%
Manufacturing	8000	-	0.0%	200	2.6%	50%
<b>Service Providing</b>	102500	1,600	1.6%	4,200	4.4%	133%
Private Service Providing	83500	1,500	1.8%	3,400	4.4%	143%
Trade, Transportation, Warehousing and Utilities	21000	100	0.5%	500	2.5%	213%
Retail Trade	14300	-	0.0%	700	5.1%	175%
Financial Activities	4300	-	0.0%	500	13.2%	100%
Professional and Business Services	21700	900	4.3%	(100)	-0.5%	167%
Administrative and Support Services	11600	400	3.6%	(400)	-3.6%	267%
Educational and Health Services	19500	100	0.5%	800	4.3%	209%
Leisure and Hospitality	12500	300	2.5%	1,800	17.8%	114%
Food Services	9900	200	2.1%	1,200	14.8%	130%
<b>Government</b>	19000	100	0.5%	800	4.4%	55%
Federal Government	1200	100	9.1%	-	0.0%	100%
Total State Government	3000	100	3.4%	300	11.5%	0%
Total Local Government	14800	(100)	-0.7%	500	3.5%	67%

### Other News

- WSCB was one of six winners of the Jobs for Veterans State Grants (JVSG) Incentive Award, which is based on a whole staff's combined efforts with serving the Veteran population.
- Review: State EO monitoring was completed in April and an official report received in May. The team received an excellent review. A few facilities related items were identified for correction and will be completed by the end of June.
- The on-site component of Wagner-Peyser services, Trade Act Program, and Reemployment Services and Eligibly assessment (RESEA) service monitoring occurred the week of May 23rd. Results from all three final monitoring reports were very positive, with some need for minimal data corrections in ETO for all three programs. Some highlights of feedback include:
  - High quality customer-driven assessments and appointments (monitors observed both Front-End Services and RESEA appointments)
  - Front End Services - 1-1 Basic Career Service Appointments; Room Set-up; Identifying customer need for move from self-service to staff-assisted
  - Several customer files noted for best practices around informing claimants about WorkSource Services

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

Questions about this report?  
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**WorkSource Operator Report**

Benton Franklin Workforce Consortium

May 2023

**May Highlights:**

- WSCB hosted the state monitoring team the week of 5/22 for review of RESEA, MSFW, TAA, BFET, and Title 1b programs. We were honored to provide a facility tour and share how we provide services to our community. Several best practices were identified and formal results will be published shortly.
- In partnership with the BFWDC Business Engagement Manager, WSCB is deepening existing relationships and building new ones through tours and information sessions. More details below in “Community Connections.”

**WorkSource Site Operations:**

<b>Customer Counts 5/1-5/31/23</b>		
<b>Total Staff Assisted Seekers</b>	<b>772</b>	
<b>Total Staff Assisted Services</b>	<b>1853</b>	
<b>Unique Number of Businesses Served</b>	<b>86</b>	
<b>Staff Provided Business Services</b>	<b>152</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	7	7
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	12	5
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	52	34
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	80	61
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (6/9/23).



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### **May 2023 Customer Feedback:**

- 45 survey/interview responses were received:
  - Of the customers who responded, 88% will refer family and friends.
- We also received a 5-star review on Google Business (no comment included).
- Customer Feedback – *What we did well:*
  - “Edna was so helpful. Very astute as to what employers are looking for and how to arrange resumes. She made me feel confident in my job search.”
  - “Jasmine is doing a great job assisting me.”
  - “Cynthia was Awesome as always.”
  - “Customer service in general in today's world has really gone down hill. Somehow, WorkSource is doing something right because everyone I've been in contact with has been kind, helpful, and shows they actually care. Thank you for everything. You've brought back hope in this process when I was about to give up.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in May to be addressed in June:
    - “It'd be helpful to get automatic text reminders of appointments.”
    - “Push the tri-cities to open a trade school that has adult continuing education.”
    - “Have more job listings above minimum wage.”

### **Service Delivery**

#### **Career Services:**

- During the month of May, our Front End Services (FES) Team provided 556 staff assisted services and supported access to 617 customers seeking self-service, for a total of 1,173 (+16% over April 2023). FES provided 361 one on one appointments (+ 14% MoM) and had a show rate of 68%.
- FES also answers incoming “general inquiry/option 7” calls. During the month of May, they handled 309 calls: 274 in English and 35 in Spanish.
- After collecting customer and staff feedback, we are revising the WSCB phone tree for simplified and equitable access for our customers. This includes an option to choose Spanish as the preferred language without a wait time or redundancy in recorded information and elimination of and reordering of some options to connect customers with a live representative quickly.
- To support the upcoming transition to a new data management system (ETO replacement) at WSCB, we continue to meet with Marissa Meyer, Product Manager, to collaborate. Conversations center around pain points, solutions, and identifying ways to engage customers and staff to inform the new system.
- LinkedIn Learning – Our team continues 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 – 6/1/23	245*	148	629	186	4,796	4,151

\*This includes staff and customers who have been offered access. Some may not have activated their license or no longer have access.

**Business Services:**

- The team hosted space for new hire orientation for JoAnn Fabric 5/16-5/18. This included in-person and virtual activities.
- Our Local Veterans Employment Representative attended a hiring event in partnership with the Seattle Seahawks on 5/23. There were 274 veteran/spouses of veterans in attendance and 17 individuals were hired on the spot.
- Event Outcomes –
  - 4/12: Boeing Hiring Event at WSCB: 4 attended; 1 applied; 1 interviewed – hiring decision pending.
  - 5/2-5/4: JoAnn Fabric (prescheduled & open) Interviews at WSCB – 45 attended & 30 new hires, 3 of whom were referred by WorkSource.
  - 5/15: Two Rivers Corrections Institute (TRCI) Hiring Event at WSCB – 1 attended; 0 interviews scheduled; hiring data pending.
  - 5/24: Aerotek Construction Hiring Event at WSCB – 11 attended; 11 applied in person, 9 interviews scheduled; 1 hired.
- Upcoming Events –
  - 6/1: BDI Hiring Event at WSCB from 10am-2pm – (cancelled; reschedule pending)
  - 6/8: US Department of Agriculture (USDA) Hiring Event at WSCB from 10am-4pm
  - 6/12: Two Rivers Corrections Institute (TRCI) Virtual Hiring Event on Brazen from 2-4pm

**Community Connections:**

- 5/2: The WSCB Business Services team attended a training program presentation to learn about new WSU TC courses tailored to local business need and received a campus tour with Joan Giese, Associate Professor of Marketing & Director of Lifelong Learning, and Kate McAteer, Vice Chancellor for Academic Affairs.
- 5/2: Attended the Project Management Program press conference at CBC, where they announced the accreditation of three project management tracks by the Project Management Institute (PMI) Global Accreditation Center (GAC). These accreditations are internationally recognized and CBC is the first in the nation to offer this trifecta.
- 5/3: Co-hosted an informational tour of WSCB in partnership with the BFWDC Business Engagement Manager (BEM) for Brooke Myrland of the Tri-Cities Regional Chamber of Commerce.
- 5/3: Connected with Sue Carter, Assistant Director of Grace Kitchen, to provide LinkedIn Learning access and a tutorial. This will allow direct issue of licenses to Grace Kitchen participants by administrative staff.



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- 5/23: In partnership with the BFWDC BEM, co-hosted a tour and informational session for Rudell Crim, 21<sup>st</sup> Century Program Site Coordinator with River's Edge High School. This was an opportunity to identify ways we can support students and families in our community with self-sufficiency tools, such as career assessments, labor market information, and career pathway resources.
- 5/25: Provided a tour of WSCB for two members of the Columbia-Basin Chapter of Society of Human Resources (CBSHRM) Workforce Readiness Directors Myka Davis and Nisha Quick and shared our service catalog for business and job seekers. This tour and informational session were in partnership with the BFWDC BEM.
- 5/31: Hosted a booth at the Business Friendly Programs event in collaboration with TRIDEC. This was a multi session event with an early afternoon and evening option. It included informational presentations to support local business in connecting with resources and solutions for some of their most common pain points.

#### **Staff Training & Development:**

##### **Training/Development Attended:**

- 5/3: TradeUp! Construction Sector Resources; DEI Training: Cultural Awareness, April Customer Feedback Improvements, Business Updates
- 5/8-5/12: The WSCB Recognition Committee hosted daily huddles for the team to celebrate Public Service Appreciation Week.
- 5/17: Customer Kudos, Cross Training – BFET; May Data Review; Safety Training – Fire Extinguishers

##### **Upcoming Training/All Staff Meetings:**

- 6/7: BFWDC Quarterly Updates; Cross Training – Workfirst; May Customer Feedback Improvements
- 6/14: Cross Training – Department of Services for the Blind (DSB)
- 6/21: Customer Kudos, Cross Training – Career Assessments; June Data Review; Safety Training – De-escalation

##### **Facilities:**

- 5/6: Full center Spring cleaning completed by Squeaky Clean.
- 5/10: Wall maintenance inspection was completed by NWAP. No issues were identified.
- 5/15: IT inventory completed and submitted to ESD.
- 5/18: Cintas completed battery replacement in AED; new AED unit ordered due to ongoing battery issues.
- 5/20: Carpet cleaning completed by Zero Rez; full center vacuum completed by Squeaky Clean prior.
- 5/25: HVAC filter replacement completed by Jacob & Rhodes.

Respectfully submitted by C. Bright on 6/9/23

## May 2023

### Monthly Data-May 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=684 (including carry-ins)

GED month-to-date: 14

GED YTD: 65

Co-enrollment month-to-day: 6

Co-enrollment YTD (Includes carry over): 61

### Summary

May was an extremely busy month. There were several changes in school district leadership that affects the Open Doors side of TC Futures. We participated in community outreach events and had a very successful Future Fest.

### Student Learning

Fifty-four GED tests were proctored at a 79% pass rate. Fourteen GED completions in a month is a record for TC Futures! We are pursuing additional software to support learners who have not reached 9<sup>th</sup>-grade level in reading or math. In addition, we are investigating technology that will help with interpretation to better serve our non-English language learners.

### Continuous Improvement

We continuously strive to improve services for all youth. OSPI has presented two new opportunities for Open Doors to expand services. We are working with ESD 123, Migrant Education, and the School System Improvement with funding to identify migratory families and enroll them into TC Futures services. School System Improvement dollars will be spent on software to improve student learning and to partially fund a position to help rural communities with enrollment and Open Doors services.

### Qualified Case Management and Instruction

TC Futures continues to grow. An additional case manager was added to the staff in order to meet the demands of ever-increasing enrollment. In the month of May, Open Doors enrolled 41 new learners, with Career Path Services enrolling 17 new customers.

### Moving Forward

The Open Doors side of the house is preparing for compliance monitoring to ensure we have incorporated practices to meet regulatory requirements for administering programs. The actual monitoring will take place in early June, with results by the beginning of July.

### TC Futures Event

TC Futures staff hosted the TC Futures Future Fest event. Future Fest is an educational and career fair that features employers, non-traditional and traditional post-secondary schools and training providers, the trades industries, and military branches. Twenty-seven vendors were featured, and over 100 youth and young adults attended the event. Future Fest was sponsored by Gale Rew Construction, Hapo Credit Union, and the Community Health Plan of WA. Future Fest was a great success and will become an annual event at TC Futures.

For more information, please contact TC Futures Director, Melanie Olson by calling 509-537-1706 or emailing [molson@esd123.org](mailto:molson@esd123.org).