



Benton – Franklin Workforce Development Council (BFWDC)

Executive Committee Meeting

Tuesday, March 21st, 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

AGENDA

- I. Call to Order & Welcome- Todd Samuel
 - a. Board Member/BFWDC Staff Roll Call & Excused Absences – Tiffany Alviso
 - b. Visitor/Presenter Welcome – Tiffany Alviso
- II. Approval of Committee Minutes - Todd Samuel
 - a. Executive Committee – Tuesday, February 28th, 2023 (Needs a vote)
- III. Motion to award the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023. – Becky (Needs a vote)
- IV. Motion to award RFP #2023-01 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1, 2023, to June 30th, 2024 – David (Needs a vote)
- V. January Finance Reports - Jan Warren
- VI. BFWDC CEO Report - Tiffany Alviso
- VII. Liaison Report - David
- VIII. Executive Member Round Table – All
- IX. Next Meeting
 - a. Executive Committee Meeting – Tuesday, April 25th, 2023, at 3:15 p.m. on Zoom
 - b. Board Meeting – Tuesday, April 25th, 2023, at 4:00 p.m. on Zoom

Attachments

1. 2023.02.28 Executive Committee Minutes
2. 2023.03 Memo EcSA Round 3
3. 2023.01 Finance Reports
4. 2023.02 Liaison Report
5. 2022.02 Liaison Report
6. 2023.02 WorkSource Operator Monthly Report
7. 2023.02 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 71



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

February 28th, 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

Dennis Williamson

Absent

Commissioner Didier

Guests

Crystal Bright

BFWDC Staff

Tiffany Alviso

Jan Warren

David Chavey-Reynaud

Jessie Cardwell

DeAnn Bock

Cynthia Garcia

Becky Tuno

Isaac Estrada

Cyndelle Howell

Carya Bair

Call to Order & Welcome

Todd Samuel called the meeting to order at 4:01 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

January 31st, 2023, Executive Committee meeting minutes were presented for a motion to approve.

Adolfo de Leon motioned to approve the January 31st Executive Committee meeting minutes, and Commissioner McKay seconded; the motion carried unanimously to approval.

Program Funding

Youth Programs Manager Cynthia Garcia provided that Washington State Employment Security Department State ESD is reallocating unspent PY21 (Program Year 2021) Youth program funds to local areas interested in receiving additional funds and in good standing with their expenditures. Our area's reallocation amount is \$30,799. These funds must be spent entirely by June 30, 2023.

BFWDC staff recommends a motion awarding our subrecipient, Career Path Services, an additional \$30,799, bringing the total contract amount to \$699,254, to continue serving youth and young adults in our community, effective February 15th, 2023.

Todd Samuel motioned to award subrecipient Career Path Services an additional \$30,799, bringing the total contract amount to \$699,254, to continue serving youth and young adults in our community, effective February 15th, 2023, and Adolfo seconded; the motion carried unanimously to approval.

Community Programs Manager Becky Tuno expressed that CPS (Career Path Services) has proposed utilizing a portion of OHDC funds to support a total of 3.25 FTE of direct staff, with 1.5 FTE committed to outreach event planning and execution and 1.75 FTE committed to front-end services at WorkSource Columbia Basin and TC Futures sites. Additionally, funds will support outreach event planning and

execution in partnership with community-based organizations (CBOs). CPS will collaborate closely with the WorkSource Columbia Basin outreach committee and TC Futures; CPS' Community Engagement team will cultivate partnerships with local CBOs that already serve these community groups across Benton and Franklin counties to more effectively and impactfully engage members of each respective community.

BFWDC staff recommends a motion to approve the contract for Outreach to Historically Disadvantaged Communities (OHDC) funds to Subrecipient Contractor, Career Path Services, in the amount of \$133,000, utilizing sole-source procurement, Effective February 1, 2023.

Adolfo de Leon motioned to approve the contract for Outreach to Historically Disadvantaged Communities (OHDC) funds to Subrecipient Contractor, Career Path Services, in the amount of \$133,000, utilizing sole-source procurement, Effective February 1, 2023, Todd Samuel seconded; the motion carried unanimously to approval.

Becky Tuno shared that the BFWDC staff recommends contracting with ESD (Employment Security Department) in the amount of \$20,000. These OHDC funds will enable our local SNAP BFET program to provide enough resources in support services to enroll a minimum of 15 additional new customers, with approximately \$1,300 in support services each. ESD will provide job-search training, supervised job-search assistance, case management services, life skills classes, and job retention services through existing resources.

BFWDC staff recommends a motion to approve the Employment Security Department (ESD) Outreach to Historically Disadvantaged Communities (OHDC) contract for SNAP Basic Food, Education & Training (BFET) Program in the amount of \$20,000 utilizing sole-source procurement.

Adolfo de Leon motioned to approve the Employment Security Department (ESD) Outreach to Historically Disadvantaged Communities (OHDC) contract for SNAP Basic Food, Education & Training (BFET) Program in the amount of \$20,000 utilizing sole-source procurement, seconded by Todd Samuel; the motion carried unanimously to approval.

Becky Tuno communicated that during the BFWDC's subrecipient monitoring of the CDBG Hunger Relief contract, conducted in late 2022, it was determined that spending performance was an area of concern. As a result, CPS determined that \$84,887 would be left unspent by the end of the contract term of June 30, 2023. This program experienced significant challenges getting additional food bank host sites and, thus, employee placements despite efforts by both CPS and BFWDC staff efforts.

BFWDC staff recommends a motion to approve reducing the CDBG Hunger Relief contract with Subrecipient Contractor, Career Path Services, by \$84,887 for a revised contract total of \$363,831, Effective February 9, 2023.

Todd Samuel motioned to approve the CDBG Hunger Relief contract with Subrecipient Contractor, Career Path Services, by \$84,887 for a revised contract total of \$363,831, Effective February 9, 2023, seconded by Commissioner Will McKay; the motion carried unanimously to approval.

Financial Reports December 2022 – 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 12/31/22 for the corporate entity account. Quarterly, they adjust the accrued vacation that is kept in reserves in the event they need to pay out that vacation to staff. Jan will update that entry and iterated that the total adjustment was insignificant, totaling \$975. The 12-month CD is scheduled for renewal in February 2023. If they don't act, it will automatically renew at the 12-month period. The market rate is presently higher than what Hapo is offering and will investigate other local options and rates to present to the Board. Jan also covered the year-to-date interest reflected in the money market account. Jan shared the year-to-date interest and any expenses not covered by WIOA or other funding sources.

Main WDC: The balance sheet and the statement of revenues and expenditures ending 12/31/22 for the main WDC account were reviewed. This is a summary of the assets and liabilities of the main entity account. The QUEST and EcSA grants will be added over the next few months. Jan shared that the QUEST funds are available. This will include an increase to their sub-recipient reimbursements and to their salaries as it added an FTE – Business Engagement Manager. Jan has reclassified OHDC outreach expenses to avoid distorting the WDC supplies line item, so they stay within the rest of their operating budget. She clarified that the OHDC admin fee is an expense of the grant, not the WDC. This is listed under revenue and offsetting within expenses (OHDC Admin fees) as requested by the Department of Commerce.

WSCB: Lastly, Jan discussed the WSCB Partnership and the statement of revenues and expenditures ending 12/31/22. The accounts receivable line reflects a balance as some partners are experiencing turnover in their fiscal departments. The fiscal team continues working with them to ensure they have all the necessary information and are working through this transition. Jan shared that they are just under 50% of their annual budget halfway through the program year.

Board Chair Todd Samuel asked a clarifying question about the business/community expenses line item.

Jan disclosed that this is a line item that the partners requested. This purchasing is left to the partners' discretion for enhancing and assisting their services to the community.

WorkSource System Coordinator Crystal Bright communicated that they are looking to repurchase pre-loaded USBs, which are extremely popular with their customers and within community partnerships. They are preloaded with resume information as well as their menu of services. They are also looking into outreach items and for the Business Service Team to attend events through the end of the year.

BFWDC CEO Report – Tiffany Alviso, CEO

The BFWDC are members of the National Association of Workforce Development Professionals (NAWDP). NAWDP developed the Certified Workforce Development Professional (CWDP) certification using research based on the job requirements of a wide range of workforce development roles. The results have been validated by professionals across the nation in various settings as representative of the skills and competencies required for success in the industry. Tiffany announced that they received communication today that the Youth Programs Manager, Cynthia Garcia, has been certified as a Workforce Development Professional (CWDP). The BFWDC staff will be celebrating Cynthia's achievement.

Tiffany shared that the Washington Workforce Association has been focused on gaining additional funds in our local area and has partnered with the Employment Security Department, which asked for a decision package that was put before the state legislature. As an association, they identified that additional

funding was needed and was able to develop a budget proviso that is currently being considered for an increase of \$5.6 million. If the provision does get passed, it will bring the total to \$13.8 million. Tiffany provided a short debrief on the Board Retreat held on 02/23/23 and asked that Board members reach out if they would like to schedule a one-on-one to debrief further. Six questions were asked that needed additional follow-up during the convening divided among the staff members. This included clarification of committee membership, funding verbiage to be used when speaking with partners and community members, updates on telework and business needs being met at BFWDC, attendance to in-school and out-of-school youth events, and touring WorkSource and TC Futures. Three board priorities for strategic planning were identified – Outreach, Funding, and Board Engagement – these were specific affirmations of the future state of where they want to be as a board and staff to the board. Tiffany shared that they will be looking at these strategies as a team and scoping out how they will move the needle in these identified areas. Tiffany expressed gratitude to those able to join as this work will be relative to future state workforce board requirements, beginning in early spring 2024.

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.

Executive Member Round Table

Jennie Weber shared a good of the order item and wanted to add to the customer count. The Employment Security staff have called in and served over 1200 claimants on reemployment services. That volume of claimants entering the system has helped advance their customer counts.

Tiffany Alviso provided a WIOA RFP update and said one bid was received during their RFP process. An additional bid was acquired outside the deadline that they will not accept.

Adjournment

Todd adjourned the executive committee meeting at 5:02 p.m.

Next Meeting

Executive Committee Meeting – Tuesday, March 21st, 2023, at 4:00 p.m. on ZOOM

Quarterly Board Meeting – Tuesday, April 25th, 2023, at 4:00 p.m. on ZOOM

Respectfully Submitted:

Todd Samuel, Board Chair

Date

Cyndelle Howell, Administrative Assistant

Date

MEMORANDUM

DATE: March 13, 2023

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

FROM: Becky Tuno, Community Programs Manager

SUBJECT: Motion to award the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023.

Background: The Economic Security for All (EcSA) program was designed for building and testing locally developed approaches for streamlining access to existing services and benefits, helping more low-income families move out of poverty. With a goal of replicating and expanding successful approaches, the EcSA program is funded by the Workforce Innovation and Opportunity Act (WIOA) statewide activities funds and general funds from the governor's budget.

Due to excellent performance with our EcSA Program, the BFWDC has been awarded an additional \$25,000 of State EcSA dollars reallocated from two other areas to support our local EcSA program. The funds will be utilized to support direct client training, support service needs, and staffing/CPS overhead.

BFWDC staff recommends increasing Career Path Services' PY 22 State EcSA contract in the amount of \$25,000 beginning April 1, 2023, to be expended by June 30, 2023.

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 12/31/2022

| | | Current Period Balance |
|----------------------------------|------|---------------------------|
| Asset | | |
| Cash (Checking Acct - CE) | 1110 | 641.06 |
| Corporate Entity MM Account | 1111 | 46,269.80 |
| CE 12 month CD | 1112 | 52,707.09 |
| Total Asset | | 99,617.95 |
| Liabilities | | |
| Pending transfer | 2001 | (975.29) |
| Accrued Vacation Payable | 2500 | 74,556.90 |
| Due to/from other funds | 2990 | (32,000.00) |
| Total Liabilities | | 41,581.61 |
| Net Assets | | 58,036.34 |
| Total Liabilities and Net Assets | | 99,617.95 |

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 1/31/2023

| | | Current Period Balance |
|----------------------------------|------|---------------------------|
| Asset | | |
| Cash (Checking Acct - CE) | 1110 | 1,616.35 |
| Corporate Entity MM Account | 1111 | 46,277.66 |
| CE 12 month CD | 1112 | 52,707.09 |
| Total Asset | | 100,601.10 |
| Liabilities | | |
| Accrued Vacation Payable | 2500 | 74,556.90 |
| Due to/from other funds | 2990 | (32,000.00) |
| Total Liabilities | | 42,556.90 |
| Net Assets | | 58,044.20 |
| Total Liabilities and Net Assets | | 100,601.10 |

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2022 Through 1/31/2023
(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 | 163 | 0 | 0.00% | 0 | 0.00% |
| Donations/Contributions (unrestricted) | 0 | 0 | 0.00% | 0 | 0.00% |
| Total Revenue | <u>163</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% |
| Donation fees | 0 | 0 | 0.00% | 0 | 0.00% |
| Dues, Fees and Subscriptions | 118 | 0 | 0.00% | 0 | 0.00% |
| Non WIOA Expenses | 0 | 0 | 0.00% | 0 | 0.00% |
| Total Expenses | <u>142</u> | <u>0</u> | <u>0.00%</u> | <u>0</u> | <u>0.00%</u> |
| Net Surplus/ (Deficit) | <u><u>21</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 1/31/2023

| | | Current Period Balance |
|----------------------------------|------|---------------------------|
| Asset | | |
| Cash (Bank Acct - WDC) | 1120 | 15,233.45 |
| CDBG Receivable | 1201 | 44,508.31 |
| AR OHDC | 1202 | (1,630.54) |
| Receivable (Grants) | 1300 | 251,598.51 |
| Total Asset | | 309,709.73 |
| Liabilities | | |
| Accounts Payable (AP System) | 2000 | 268,657.83 |
| Due to/from other funds | 2990 | 32,000.00 |
| Total Liabilities | | 300,657.83 |
| Net Assets | | 9,051.90 |
| Total Liabilities and Net Assets | | 309,709.73 |

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2022 - 1/31/2023
(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 | 2,351,234 | 2,305,384 | 101.99% | 3,952,086 | 59.49% |
| Interest | 8 | 0 | 0.00% | 0 | 0.00% |
| OHDC Admin revenue | 16,650 | 0 | 0.00% | 0 | 0.00% |
| Misc/Other Revenue | 261,953 | 487,320 | 53.75% | 845,691 | 30.98% |
| Total Revenue | 2,629,843 | 2,792,703 | 94.17% | 4,797,777 | 54.81% |
| Expenses | | | | | |
| Sub-Recipient Reimbursements | 1,803,476 | 1,879,393 | 95.96% | 3,221,817 | 55.98% |
| Rent and Facilities | 34,401 | 35,589 | 96.66% | 61,122 | 56.28% |
| Salaries and Wages | 458,579 | 465,255 | 98.57% | 786,590 | 58.30% |
| Payroll Taxes and Benefits | 122,153 | 129,130 | 94.60% | 245,791 | 49.70% |
| Non-WIOA reimbursement | 0 | 0 | 0.00% | 0 | 0.00% |
| Professional Services and Contracts | 56,626 | 171,403 | 33.04% | 299,504 | 18.91% |
| TC Futures | 35,870 | 37,500 | 95.65% | 65,000 | 55.18% |
| Travel and Training | 26,938 | 27,800 | 96.90% | 46,320 | 58.16% |
| Supplies, Furniture and Equipment | 21,729 | 11,250 | 193.15% | 13,900 | 156.32% |
| Equipment and Software - Lease and Maintenance | 8,197 | 7,985 | 102.65% | 28,685 | 28.58% |
| Communications (Telephone, Postage and Internet) | 1,443 | 2,310 | 62.47% | 3,960 | 36.44% |
| Insurance | 7,679 | 7,679 | 100.00% | 7,679 | 100.00% |
| OHDC Outreach | 16,355 | 0 | 0.00% | 0 | 0.00% |
| OHDC Admin fees | 16,650 | 0 | 0.00% | 0 | 0.00% |
| Dues, Fees and Subscriptions | 19,748 | 17,409 | 113.44% | 17,409 | 113.44% |
| Total Expenses | 2,629,843 | 2,792,703 | 94.17% | 4,797,777 | 54.81% |
| 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 1/31/2023

| | | Current Period Balance |
|---|------|---------------------------|
| Asset | | |
| Cash (Bank Acct - WSCB) | 1130 | 53,237.60 |
| Accounts Receivable | 1200 | 5,682.42 |
| Total Asset | | 58,920.02 |
| Liabilities | | |
| Accounts Payable (AP System) | 2000 | 3,366.19 |
| Total Liabilities | | 3,366.19 |
| Net Assets | | 55,553.83 |
| Total Liabilities and Net Assets | | 58,920.02 |

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2022-1/31/2023

(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 | | | | | |
| Partner Revenue | 133,626 | 133,633 | 99.99% | 229,085 | 58.33% |
| IFA Adjustments | 0 | 0 | 0.00% | 0 | 0.00% |
| Sub-Lease Revenue | 91,576 | 91,576 | 100.00% | 156,987 | 58.33% |
| Employee Recognition Non-Operating Income | 766 | 0 | 0.00% | 0 | 0.00% |
| Total Revenue | <u>225,967</u> | <u>225,209</u> | <u>100.34%</u> | <u>386,072</u> | <u>58.33%</u> |
| Expenses | | | | | |
| Rent and Facilities | 198,242 | 205,183 | 96.62% | 352,177 | 56.29% |
| Supplies, Furniture and Equipment | 3,928 | 9,775 | 40.18% | 16,200 | 24.25% |
| Employee Recognition | 862 | 0 | 0.00% | 0 | 0.00% |
| Equipment and Software - Rental and Maintenance | 4,887 | 1,200 | 0.00% | 1,200 | 407.25% |
| Managed Print | 64 | 3,920 | 1.63% | 6,720 | 0.95% |
| Business/Community | 0 | 2,975 | 0.00% | 5,000 | 0.00% |
| Dues, Fees and Subscriptions | 1,922 | 2,775 | 69.26% | 4,775 | 40.25% |
| Total Expenses | <u>209,905</u> | <u>225,828</u> | <u>92.95%</u> | <u>386,072</u> | <u>54.15%</u> |
| Net Surplus/ (Deficit) | <u>16,062</u> | <u>(619)</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

February 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: 919 (+10)
Total Staff Assisted Services to Job Seekers: 1943 (+27)
Unique Number of Businesses Served: 71 (+29)
Staff Provided Business Services: 143 (+59)

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 Enrolled (YTD): 508 (+59)
Out-of-School Youth (OSY) Program (YTD): 180 (+8)
Co-enrolled in Both Programs: 47 (+2)
Total Youth attained GED: 44 (+5)
Total OSY Employed and/or Post-Secondary Exits: 61 (+2)

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 * QUEST

Total Participants Served (YTD): 495
Monthly-to-Date Target: 418 (118%)

Total Employed Exits (YTD): 145
Monthly-to-Date Target: 194 (75%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 153 Monthly-to-Date Target: 135
Total Employed Exits: 46 Monthly-to-Date Target: 70

Economic Security for All (STATE EcSA)

Participants Served (YTD): 64 Monthly-to-Date Target: 38
Total Employed Exits: 21 Monthly-to-Date Target: 24

Community Development Block Grant (CDBG)

Site Placements: 8 Program Target: 12
Low/Middle Income Served: 85,553 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 747 Monthly-to-Date Target: 300
Customers Reached: 5713 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 (January)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 6.4%

Franklin County Unemployment: 8.6%

| Tri-Cities Employment (January 2023) | Jobs | MoM | % Change | YoY(21) | % Change | COVID Recovery |
|--|--------|---------|----------|---------|----------|----------------|
| Total Nonfarm | 123800 | (1,400) | -1.1% | 5,900 | 5.0% | 151% |
| Total Private | 104300 | (1,400) | -1.3% | 5,100 | 5.1% | 156% |
| Goods Producing | 19500 | (500) | -2.5% | 1,600 | 8.9% | 147% |
| Mining, Logging, and Construction | 10300 | (300) | -2.8% | 300 | 3.0% | 73% |
| Manufacturing | 9200 | (200) | -2.1% | 1,300 | 16.5% | 350% |
| Service Providing | 104300 | (900) | -0.9% | 4,300 | 4.3% | 152% |
| Private Service Providing | 84800 | (900) | -1.1% | 3,500 | 4.3% | 158% |
| Trade, Transportation, Warehousing and Utilities | 21500 | (500) | -2.3% | 500 | 2.4% | 247% |
| Retail Trade | 14100 | (300) | -2.1% | - | 0.0% | 163% |
| Financial Activities | 4300 | - | 0.0% | - | 0.0% | 100% |
| Professional and Business Services | 22500 | (200) | -0.9% | 1,500 | 7.1% | 300% |
| Administrative and Support Services | 12200 | (200) | -1.6% | 700 | 6.1% | 467% |
| Educational and Health Services | 19700 | - | 0.0% | 600 | 3.1% | 227% |
| Leisure and Hospitality | 12500 | (200) | -1.6% | 900 | 7.8% | 114% |
| Food Services | 9800 | (100) | -1.0% | 500 | 5.4% | 126% |
| Government | 19500 | - | 0.0% | 800 | 4.3% | 100% |
| Federal Government | 1100 | (100) | -8.3% | (100) | -8.3% | 100% |
| Total State Government | 3000 | 100 | 3.4% | 100 | 3.4% | 0% |
| Total Local Government | 15400 | - | 0.0% | 800 | 5.5% | 133% |

Other News

- Carya Bair has joined the BFWDC Team as our Business Engagement Manager. Her responsibilities will include the business components of our new QUEST Grant, such as expanding awareness of businesses services available within the Benton-Franklin Workforce System and further developing relationships with community based organizations, businesses, and municipalities.
- Career Path Services, the QUEST subrecipient for programmatic services, has begun offering services and reporting on activities. A Business Plan and Outreach Plan targeting businesses and job seeker participants respectively has been developed and submitted to the state.
- In preparation for a new phone system and to ensure ongoing CQI, a new group was stood up in December. The committee provides an opportunity to discuss what is working, what is not, and to coordinate planning for the transition to Jabber. A schedule has not been shared, however, as phones are a primary line of business for WSCB, transition planning and facilitated training are top of mind.
- Local EO Monitoring was conducted during the month of February. This includes interviews with customers and staff, in addition to a facility walk through. Results will be available in March.

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



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

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

February 2022 Liaison Report

Program Year July 2021-June 2022



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Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 718 (+42)
Total Staff Assisted Services to Job Seekers: 1840 (+71)
Unique Number of Businesses Served: 98 (+18)
Staff Provided Business Services: 164 (+28)

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: 471 (+131)
TC Futures Total Youth Enrolled (YTD): 322
Out-of-School Youth (OSY) Program (YTD): 179 (+12)
Open Doors Program: 211 (-28)
Co-enrolled in Both Programs: 68 (+2)
Total Youth attained GED: 35 (+9)
Total OSY Employed and/or Post-Secondary Exits: 62 (+6)

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 * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 428

Monthly-to-Date Target: 466 (92%)

Total Employed Exits (YTD): 211

Monthly-to-Date Target: 257 (82%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 81

Monthly-to-Date Target: 129

Total Employed Exits: 12

Monthly-to-Date Target: 85

Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 1

Program Target: 12

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

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (January)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 6.3%

Franklin County Unemployment: 8.1%

| Tri-Cities Employment (January 2022) | Jobs | MoM | YoY(21) | Jobs Lost (April 2020) | Jobs Gained (January 2022) | Recovery |
|--|--------|---------|---------|------------------------|----------------------------|----------|
| Total Nonfarm | 116700 | (2,100) | 6,000 | 11,200 | 9,800 | 88% |
| Total Private | 98000 | (1,900) | 4,700 | 10,100 | 9,500 | 94% |
| Goods Producing | 18100 | (100) | 500 | 1,500 | 800 | 53% |
| Mining, Logging, and Construction | 9900 | (100) | (200) | 1,100 | 400 | 36% |
| Manufacturing | 8200 | - | 700 | 400 | 400 | 100% |
| Service Providing | 98600 | (2,000) | 5,500 | 9,700 | 9,000 | 93% |
| Private Service Providing | 79900 | (1,800) | 4,200 | 8,600 | 8,700 | 101% |
| Trade, Transportation, Warehousing and Utilities | 20200 | (800) | 400 | 1,500 | 2,400 | 160% |
| Retail Trade | 13700 | (300) | 300 | 1,600 | 2,200 | 138% |
| Financial Activities | 4200 | 200 | 400 | 300 | 200 | 67% |
| Professional and Business Services | 21400 | - | 700 | 600 | 700 | 117% |
| Administrative and Support Services | 11400 | (300) | 400 | 300 | 600 | 200% |
| Educational and Health Services | 18400 | (700) | - | 1,100 | 1,200 | 109% |
| Leisure and Hospitality | 11500 | (300) | 2,700 | 4,300 | 3,900 | 91% |
| Food Services | 9500 | (200) | 2,400 | 2,700 | 3,100 | 115% |
| Government | 18700 | (200) | 1,300 | 1,100 | 300 | 27% |
| Federal Government | 1200 | - | - | - | - | 100% |
| Total State Government | 2900 | 100 | 500 | 200 | (100) | -50% |
| Total Local Government | 14600 | (300) | 800 | 900 | 400 | 44% |

Other News

| LinkedIn Learning | Invited | Activated Licenses | Courses Viewed | Courses Completed | Videos Viewed | Videos Completed |
|-------------------|---------|--------------------|----------------|-------------------|---------------|------------------|
| 8/9/21 – 3/7/22 | 150 | 91 | 450 | 107 | 2577 | 2181 |

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

- WSCB is now offering a “Grow with Google” Career Certificate pilot. This service is free of cost for customers and includes four learning paths: Project Management, UX Design, IT Support, and Data Analytics. Learners have a flexible study schedule and IT support is offered in both English and Spanish.

| GwG Feb 2022 | Project Management | UX Design | IT Support | Data Analytics |
|----------------------|--------------------|-----------|------------|----------------|
| Customer Enrollments | 4 | 2 | 5 | 2 |

- The Front-End Services team continues to lead efforts with our new scheduling system, QTRAC. They have done so successfully, booking more appointments in the system than fellow WorkSource offices, and utilizing multiple software options such as custom reports and customer surveying. This has gained praise from state level leadership and resulted in other offices reaching out to learn more about how the system can be used to support customers.
- The Business Services Team also collaborated on two hiring events with the following employed outcomes:
 - TEAM – 15 individuals hired
 - Fred Meyer – 22 individuals hired

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

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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 February 2023

February Highlights:

- Local EO Monitoring was conducted during the month of February. This includes interviews with customers and staff, in addition to a facility walk through. Results will be available in March.
- In preparation for a new phone system and to ensure ongoing CQI, a new group was stood up in December. The committee provides an opportunity to discuss what is working, what is not, and to coordinate planning for the transition to Jabber. A schedule has not been shared, however, as phones are a primary line of business for WSCB, transition planning and facilitated training are top of mind.

WorkSource Site Operations:

| Customer Counts 2/1-2/28/23 | | |
|---|--------------------------|--------------------------|
| Total Staff Assisted Seekers | 919 | |
| Total Staff Assisted Services | 1943 | |
| <i>Basic Career Services</i> | 1649 | |
| <i>Individualized, Training, and Support Services</i> | 165 | |
| Unique Number of Businesses Served | 71 | |
| Staff Provided Business Services | 143 | |
| | Services Provided | Businesses Served |
| <i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc. | 15 | 14 |
| <i>Employee Training</i> Assessment, referral, enrollment, etc. | 8 | 5 |
| <i>Other</i> Employer outreach visit, marketing business services, etc. | 59 | 34 |
| <i>Recruitment</i> Hiring events, referrals, etc. | 60 | 43 |
| <i>Wage & Occupation Information</i> Labor Market Info, etc. | 1 | 1 |

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (3/10/23).



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February 2022 Customer Feedback:

- 16 survey responses were received via Jotform:
 - Of the customers who responded, 100% will refer family and friends.
 - Top 3 services reviewed: job search, unemployment assistance, and one-on-one career guidance.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 26 comments were collected to include areas we exceeded expectations and suggested improvements.
- The team also received a 5-star review on Google Business with the following comment: “Excellent service and help.”
- Customer Feedback – *What we did well:*
 - “You gave me hope.”
 - “The WorkFirst team is awesome, quick to return a phone call. Rapid response time.”
 - “(Ruby) exceeded expectations with a H2A referral. Migrant Seasonal Farm Worker (MSFW) customer was very thankful we were able to support with Reemployment Services & Eligibility Assessment (RESEA), Unemployment Insurance (UI), and H2A referral to get her back to work!”
 - “I was able to start my CNA program quickly with the help of Chante. She provided me with a laptop and scrubs to be able to start my online program!”
 - “Ric Valdez was really amazing! He listens and provides you the information needed so you understand. His patience and kindness is golden.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in February to be addressed in March:
 - “More help with the computers.”
 - “Transitioning process from one case manager to another but I understand this has expected challenging moments.”
- Note: After several years of using Survey Monkey as our primary customer satisfaction surveying tool we have transitioned to JotForm due to budgetary constraints.

Service Delivery

Career Services:

- One on one services highest in demand include deskside job seeker assistance, Reemployment Services & Eligibility Assessment (RESEA) Initial – Follow Up Scheduled, and Reemployment Services & Eligibility Assessment (RESEA) Follow Up. Translation/interpretation services were provided 183 times in February, or 9% of services offered. During February WSCB provided 36 group services to 36 individuals through our locally offered workshops and group sessions, including WorkFirst Orientation, LinkedIn, and Navigating Career Pathways (Career Assessments).



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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 – 3/10/23 | 221* | 138 | 605 | 179 | 4398 | 3875 |

*This includes staff and customers who have had access, however, no longer hold an active license.

Business Services:

- The team is working with employers across the state to support recruitment needs. As a result, the team is assisting to promote positions and events, as well as to host space within WSCB for employers to provide job seekers help with their resume, recommend specific job openings based upon experience, and to ensure applications are complete.
- Upcoming Events –
 - Meet the Employers: Resume review for Veterans & Military Spouses – 4/11 from 2-4pm
 - Meet the Employer: Boeing – 4/12 from 10am-2pm
 - 2023 Spring Career & Internship Fair 4/25 from 10am-2pm

Community Connections:

- 2/7: Introductory meeting with Dave Nordman, Regional Director with SDI, a provider of Lifeline Phone Services. They recently acquired Assurance wireless contracts and will be providing Federal free phone resources at WSCB starting in March.
- 2/8: Our BST members attended the monthly Business Builder meeting which is hosted by the Tri-City Regional Chamber. The meeting focus was small business lending and a presentation by Port of Kennewick regarding their real estate development activities.
- 2/9: Connected with Sonee Kulaga, Mission Services Manager, with Goodwill to discuss temporary closure of the Pasco and Walla Walla ECs and how WSCB can support. We also talked about service delivery methodology based upon trending customer needs. This information was brought back to the team in consideration of our service offerings.
- 2/9: WSCB hosted the ACCESS Tri-Cities board meeting onsite. The mission of the ACCESS team is to create access to employment by building bridges between businesses and applicants with disabilities through education, recognition of best practices, and connection to disability and inclusion resources.
- 2/22: Spoke with Dave Nordman of SDI to make arrangements for a 3/7 service delivery start date at WSCB.
- 2/27: Met with Efrain Flores, Senior Account Representative with Telemundo/Fox to discuss an opportunity to promote WorkSource services via no-cost ad spots in March and April. This



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information was shared with the Outreach Committee for production planning to occur in March.

- WSCB is extending our front doors to provide services to customers within the community. We are currently doing so in partnership with the Pasco Library and the DSHS CSO. Staff are scheduled at each location part day each week.

Staff Training & Development:

Training/Development Attended:

- 2/1: Safety Training – Blue Lights, December Customer Feedback Improvements, WSCB Business Updates
- 2/8: Cross Training – CBC Workforce Education Center (WEC) Team
- 2/15: February Customer Kudos, Cross Training – Self Employment Resources (SEAP, small business loans, etc), February Data Review, WSCB Business
- 2/22: Cross Training – CBC Educational Programs & Updates

Upcoming Training/All Staff Meetings:

- 3/1: Cross Training: Veterans Services, January Customer Feedback Improvements, Safety Training – Ladders, WSCB Business Updates
- 3/8: Policy Training – Concern & Complaint Process
- 3/15: Customer Kudos, Cross Training – Rapid Response,

Facilities:

- 2/1: Unifirst installed new paper towel, soap, and sanitizer dispensers throughout the facility. Supply order and refresh has been added to our contract.
- 2/2: Brashear Electric repaired power receptacles within staff cubes that were no longer functioning due to normal wear and tear.
- 2/9: Yearly water tank inspection was completed by Traveler's as a part of property insurance protocols.
- 2/21: Site evacuation maps were updated to reflect new First Aid kit locations.

Respectfully submitted by C. Bright on 3/10/23

[Note: Job seeker services data is currently being researched with the WIT team as some discrepancies have been noted between reports. Future correction may be needed.]

February 2023

Monthly Data-February 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=508 (including carry-ins)

GED month-to-date: 5

GED YTD: 44

Co-enrollment month-to-day: 2

Co-enrollment YTD (Includes carry over): 47

Summary

TC Futures saw a significant number of enrollments in both programs. The OSY team enrolled 22 customers and the Open Doors team added 37 to its roster. Finley School District was added to the Open Doors consortium.

Student Learning

Co-enrollment for GED prep and testing has delivered 17 graduates, representing 38% of this year's total. Amazing work! Attendance at Independent Living Workshops has increased, with more customers returning week to week. HAPO enjoyed their previous workshop series so much that they asked to return.

Career Path Services has brought forth "Dignified Work" to TC Futures. Here, a person can learn to incorporate lived experience into the resume and present the information to employers through interviews or other job seeking tasks. This innovative technique empowers individuals who have lived through challenges highlight their skills and prepare for success in the workplace.

Continuous Improvement

Students identified as needing only 1 test to complete the GED have been the focus this month. We are working with case managers across the team to encourage attendance at the GED Prep sessions as well as engaging in on-on-one tutoring.

Qualified Case Management and Instruction

Gabby has been fully trained to take over part of Mitzy's caseload in her absence. She began her new role mid-February and is expected to continue until Mitzy's return in July.

Brian joined our team, representing "Dignified Work" at TC Futures. We are excited to have him aboard.

Moving Forward

Work continues for the WSAC Challenge Grant. The partnership is working together on responding to Round 11 of the Program Builder, Career Connected Learning Grant opportunity.

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