

**BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL**  
**QUARTERLY BOARD OF DIRECTOR'S MEETING**  
**Tuesday, July 28, 2020, 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. Quarterly Board Meeting Call to Order – Todd Samuel**
  - Welcome/Introductions – Board, Visitors & Staff
  - Excused Absences
- II. Consent Agenda (Needs a Vote)**
  - **Approval of Board Minutes**  
To approve April 28, 2020, Quarterly Board Meeting Minutes as presented.
  - **Finance Reports**  
To adopt the BFWDC Finance Reports as submitted for the period ending May 2020.
  - **Board Membership**  
To approve Jamie Rasmussen of Department of Vocational Rehabilitation as a board member with a term through June 30, 2023.
- III. BFWDC Annual Leave Adjustment – Tiffany Scott**
- IV. BFWDC Update – Tiffany Scott**
- V. Strategic Plan Goal Team #1 – P-ROC Update – Adolfo de Leon**
- VI. Strategic Plan Goal Team #2 – Keys to Success Update – Mary Mills**
- VII. Strategic Plan Goals Team #3 and #4 – Tiffany Scott**
- VIII. Member Updates & Business Engagement – All**
  - **COVID-19 Impacts**
- IX. Next Meeting**
  - Quarterly Board Meeting – Tuesday, October 27, 2020, at 4:00 p.m. at TBD
- X. ADJOURNMENT**

**Attachments:**

1. April 28, 2020, Quarterly Board Meeting Minutes
2. Finance Reports, May 2020
3. Jamie Rasmussen Membership Application
4. Memo: BFWDC Annual Leave Adjustment
5. Public Relations Plan
6. Keys to Success Survey
7. Youth Committee Quarterly Report
8. Adult & Employer Linkage Committee Quarterly Report
9. Liaison Report, June 2020
10. WorkSource Operator Monthly Report, June 2020

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

# Benton-Franklin Workforce Development Council

## Quarterly Board Meeting

Tuesday, April 28, 2020

4:00 PM – Microsoft Teams

### Present

#### **Board Members**

Adolfo de Leon  
Bob Legard  
Carol Moser  
David Phongsa  
Dennis Williamson  
Janet Booth  
Jennie Weber  
Karl Dye  
Kate McAteer  
Lynn Ramos-Braswell  
Mary Mills  
Melanie Olson  
Michael Bosse  
Michael Lee  
Richard Bogert  
Todd Samuel

#### **Ex-Officio**

Clint Didier,  
Commissioner

### Excused

#### **Board Members**

Amanda Jones  
Carl Martinez

#### **Ex-Officio Members**

James Beaver,  
Commissioner  
Paul Randall

### Absent

#### **Board Members**

Alicia Perches  
Jim Smith  
Lori Mattson

#### **Ex-Officio Members**

Darryl Banks

### Staff

Tiffany Scott  
Jan Warren  
Cynthia  
Garcia  
Diana  
Hamilton  
Jamilet Nerell  
Becky Smith

### Guests

Crystal Bright, WSO  
Erin Williams, CPS  
Heather Woodruff, CPS  
Israel Delamora, OIC  
Kayci Loftus, CPS

### Call to Order

Todd Samuel called the meeting to order at 4:00 p.m. and welcomed everyone. Todd called for a roll call while everyone introduced themselves.

### Consent Agenda:

Todd presented the items on the Consent Agenda.

- **Approval of Board Minutes**  
To approve the January 28, 2020 Quarterly Board Meeting Minutes as presented.
- **Finance Reports**  
To adopt the BFWDC Finance Reports as submitted for the period ending February 2020.
- **2020-2024 Local/Regional Plan**  
To approve the 2020-2024 Local/Regional Plan as presented.
- **Board Membership**  
To approve Lynn Ramos-Braswell of Lineage Logistics as a board member with a term through June 30, 2023.
- **Board Member Re-appointment**  
To approve Re-Appointment to the listed Board Members for a three-year Appointment ending June 30, 2023.

**Adolfo de Leon moved to approve the items on the Consent Agenda as presented, second by Mike Bosse. Motion carried.**

### Workforce Changes Due to COVID-19 – Tiffany Scott

Tiffany shared the following:

- TC Futures closed its doors to the public on March 17 followed by the BFWDC and WSCB on March 18 due to the COVID-19 Virus. Although the doors are closed, all employees are teleworking and meeting the needs of customers virtually through all kinds of various technology. Teams are currently working on plans for when the doors will be re-opened on how to safely transition back to work at the various locations.
- The strong foundation of partnership has allowed for nimble movement and the ability to adapt to the changes this crisis has presented. Tiffany expressed her gratitude to the Benton-Franklin Workforce Consortium, The WorkSource Columbia Basin Trio, The WorkSource Columbia Basin Supervisory Team and The TC Futures Steering Committee and their staff for their unwavering dedication to workers and businesses in Benton and Franklin Counties.
- The BFWDC staff have been diligent in their roles as advocates for local flexibility during COVID-19. As a result, much has been accomplished in just 5 weeks. Through partnership with the Washington State Workforce Training and Education Board and The Washington State Employment Security Department we are pleased to report the release of several Workforce Information Notices (called WINS) supporting local flexibility for the Workforce Innovation and Opportunity Act during this crisis.
  - **WIN #0103:** The distribution of unobligated PY19 Statewide Rapid Response funds resulted in \$27,792 to BFWDC.
  - **WIN#0104:** The temporary suspension of the 80% Title 1 formula obligation rate.
  - **WIN#0105:** The temporary suspension of the state's enforcement of the 20% work experience expenditure requirement.
  - **WIN#0107:** The temporary suspension of the CASAS basic skills assessment.
  - **WIN#0108:** The temporary suspension of the transferability percentage between Title 1 Adult and Dislocated Worker programs.
  - Expected out later this week is **WIN#0110:** Flexibility for Title 1 eligibility documentation.
- Staff has also been focused on grant writing to secure resources that can support recovery efforts.
  - The BFWDC is a player in the, 53-million-dollar National Disaster Dislocated Worker Emergency Grant that has been submitted to the Department of Labor. Once awarded to the state a formula will be used to determine the allocation for our two counties.
  - The BFWDC is submitting a grant this week for CARES ACT Funding with our statewide partners of about 60-million-dollars. Locally we have prepared a budget reflecting a specific ask of 2.9 million dollars.
- Several task forces have begun bringing together subject matter experts throughout the 12 workforce development areas and state agencies to collaborate on topics such as virtual job fairs, creation of action centers and virtual workshops.
- The Department of Labor has released an Employment Guidance Letter containing the allocation amounts for each state in the nation. The Washington State allocations for PY20 (July 1-June 30) WIOA Title 1 programs are as follows: Youth is up 20%, Adult also has a 20% increase and the Dislocated worker program a 1% increase. Title III – Wagner Pyser

is up an additional 5.5%. We do not know exactly how these state percentages will be adjusted to locals.

- The BFWDC received a Monitoring Entrance letter from the state monitoring unit. They will be conducting our annual programmatic monitoring virtually the week of May 11<sup>th</sup>. The fiscal monitoring will be conducted on-site in Kennewick this fall with the caveat that it is safe to do so.
- We are hiring a Chief Operations Officer at the WDC. The position opening has been extended to May 15<sup>th</sup>. The job description is available on our website.

Tiffany expressed her appreciation to board members for their willingness to meet via Microsoft Teams. We appreciate our board members and the knowledge they bring to the table.

Todd emphasized how the unemployment rate in our counties has gone up as a result of COVID-19. More than ever, the activities we do through the BFWDC, WorkSource Columbia Basin and TC Futures is very important to our community. He recognized all the staff members for the work they are doing to help the community find employment and help employers find workers. Our team has been nimble and has adjusted services and resources to meet the needs of our community and make a difference in lives.

#### **Strategic Plan Goad #1 – P-ROC Update** – Adolfo de Leon

Adolfo reported that the PROC has been tasked with increasing the visibility of the BFWDC. They have drafted a Public Relations plan. They are currently working through the plan and collecting feedback.

#### **Strategic Plan Goad #2 – Keys to Success Update** – Mary Mills

Mary shared that their goal is to meet the workforce needs of our employers and community. They will be creating a comprehensive evaluation tool addressing workforce needs. They are working on narrowing down and clarifying this goal. We want to make sure that the training and resources being provided are meeting the true needs of the community. They have some local resources willing to donate time to help.

#### **Other Business:**

- Todd encouraged everyone to read through the attachments. Please review the Liaison Report and give feedback on how to improve this report back to Becky Smith by the end of the week.
- **WorkSource**: Crystal reported that the provided Operations Report is a small piece of what we are seeing right now. So much of what we are providing has shifted based on customer need. Many people don't have WorkSource accounts and therefore are not captured. The majority of what we have seen since we have closed our doors are people being laid off and looking to meet their basic needs first. They need financial support, help with filing for unemployment and feeding and caring for their children. The team has actively rallied to meet the needs of the community. Only 5% of the calls coming in are looking for job search. Leadership is working on a plan for re-opening as soon as allowed. They are working to set up virtual workshops and a virtual job fair.
- **TC Futures**: Cynthia encouraged everyone to read the Youth Report in the meeting packet. The staff at TC Futures continue to provide virtual services. Prior to COVID-19 a

pre-apprenticeship cohort completed in partnership with LiUNA. This interest continues to grow. Heather shared that they have quickly transitioned to virtual services in partnership with the BFWDC and ESD123. They are creating a work readiness video series that should be available next week. Watch the TC Futures Facebook page for updates.

**Member Updates & Business Engagement:** None

**Next Meeting**

Quarterly Board Meeting - Tuesday July 28, 2020 at 4:00 p.m. at TBD

**Adjournment**

With no further business, Todd adjourned the meeting at 4:38 p.m.

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Todd Samuel, Chair

Date

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Becky Smith, Office Manager

Date

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
10 - Corporate Entity  
As of 5/31/2020

		Current Period Balance
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Asset		
Cash (Checking Acct - CE)	1110	652.77
Corporate Entity MM Account	1111	45,942.44
CE 12 month CD	1112	51,629.18
Total Asset		<u>98,224.39</u>
 Liabilities		
Accounts Payable (AP System)	2000	40.00
Accrued Vacation Payable	2500	50,475.76
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>38,515.76</u>
Net Assets		59,708.63
Total Liabilities and Net Assets		<u>98,224.39</u>

**Benton Franklin Workforce Development Council**  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
10 - Corporate Entity  
From 7/1/2019 Through 5/31/2020  
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	997	0	0.00%	0	0.00%
Total Revenue	997	0	0.00%	0	0.00%
Expenses					
Supplies, Furniture and Equipment	6	0	0.00%	0	0.00%
Communications (Telephone, Postage and Internet)	43	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	50	0	0.00%	0	0.00%
Total Expenses	99	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	898	0	0.00%	0	0.00%

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
20 - WDC Main  
As of 5/31/2020

		Current Period Balance
<hr/>		
Asset		
Cash (Bank Acct - WDC)	1120	(41,690.71)
Accounts Receivable	1200	23,674.31
Receivable (Grants)	1300	271,912.86
Total Asset		<u>253,896.46</u>
Liabilities		
Accounts Payable (AP System)	2000	232,844.56
Due to/from other funds	2990	12,000.00
Total Liabilities		<u>244,844.56</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u>253,896.46</u>



Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2019 Through 5/31/20  
(In Whole Numbers)  
Excel spreadsheet with Budget

	<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					
Grant/Contract Revenue	2,777,212	3,304,302	84.05%	3,614,034	76.85%
Interest	4	0	0.00%	0	0.00%
Misc/Other Revenue	300,572	314,557	95.55%	339,600	88.51%
Total Revenue	<u>3,077,789</u>	<u>3,618,859</u>	<u>85.05%</u>	<u>3,953,634</u>	<u>77.85%</u>
Expenses					
Sub-Recipient Reimbursements	2,294,126	2,749,777	83.43%	3,008,932	76.24%
Rent and Facilities	50,632	71,874	70.45%	76,208	66.44%
Salaries and Wages	407,114	415,816	97.91%	460,179	88.47%
Payroll Taxes and Benefits	121,608	129,003	94.27%	142,096	85.58%
Professional Services and Contracts	39,052	58,213	67.08%	63,500	61.50%
TC Futures	49,593	54,950	90.25%	58,900	84.20%
Travel and Training	30,650	56,695	54.06%	57,995	52.85%
Supplies, Furniture and Equipment	14,377	12,667	113.50%	13,500	106.50%
Equipment and Software - Rental and Maintenance	24,254	24,159	100.39%	26,292	92.25%
Communications (Telephone, Postage and Internet)	4,900	3,130	156.56%	3,037	161.34%
FFW Outreach	19,635	21,500	91.33%	21,500	91.33%
Insurance	7,582	7,600	99.76%	7,600	99.76%
Dues, Fees and Subscriptions	14,264	13,475	105.86%	13,895	102.66%
Total Expenses	<u>3,077,787</u>	<u>3,618,859</u>	<u>85.05%</u>	<u>3,953,634</u>	<u>77.85%</u>
Net Surplus/ (Deficit)	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00%</u>

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
30 - WSCB Partnership  
As of 5/31/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	87,330.05
Accounts Receivable	1200	<u>657.08</u>
Total Asset		<u><u>87,987.13</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>26,841.81</u>
Total Liabilities		<u><u>26,841.81</u></u>
Net Assets		61,145.32
Total Liabilities and Net Assets		<u><u>87,987.13</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/19 Through 5/31/20  
(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	193,736	193,738	100.00%	211,350	91.67%
IFA Adjustments	(17,019)	0	0.00%	0	0.00%
Sub-Lease Revenue	134,674	134,674	100.00%	146,917	91.67%
Employee Recognition Non-Operating Income	670	0	0.00%	0	0.00%
Total Revenue	<u>312,061</u>	<u>328,411</u>	<u>95.02%</u>	<u>358,267</u>	<u>91.67%</u>
Expenses					
Rent and Facilities	287,722	302,027	95.26%	333,429	86.29%
Supplies, Furniture and Equipment	9,069	10,032	90.40%	10,950	82.82%
Employee Recognition	175	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	0	0.00%	1,200	0.00%
Outreach	754	4,583	16.46%	5,000	15.09%
Dues, Fees and Subscriptions	5,987	7,047	84.96%	7,688	77.88%
Total Expenses	<u>303,706</u>	<u>323,690</u>	<u>93.83%</u>	<u>358,267</u>	<u>84.72%</u>
Net Surplus/ (Deficit)	<u>8,355</u>	<u>4,722</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Category of Nomination (Please check one)

☐ Education ☐ Public Assistance ☐ Economic Dev.  
☐ Labor ☐ Employment Service ☒ Voc. Rehab.

**Name: Jamie Rasmussen** \_\_\_\_\_

Address: 500 N. Morain St., Ste. 2104, Kennewick, WA 99336 \_\_\_\_\_

Phone: (509) 374-2157 \_\_\_\_\_

E-Mail: [rasmuj@dshs.wa.gov](mailto:rasmuj@dshs.wa.gov) \_\_\_\_\_

Your Job Title: Vocational Rehabilitation Supervisor \_\_\_\_\_

### **Background**

**What education or skills could you contribute to our board? Please check all that apply.**

☐ Accounting ☐ Management ☐ Public Relations  
☐ Investment ☐ Marketing ☒ Education  
☐ Personnel ☐ Fund Raising ☒ Policy Development

### **Availability**

**Can you regularly attend board meetings?** ☒ Yes ☐ No ☐ Conflicts  
Preferences on meeting times: ☒ Day ☒ Evening

**How many hours per month, in addition to board meetings, could you serve this organization?**  
Five initially as I'm learning my new role within DVR. This can be reassessed at a later date.

**How did you hear about our organization or who referred you?** Janet Booth and Teresa Kutsch

**Please describe your reasons for wanting to serve on the Workforce Development Council:**

I am excited for the opportunity to collaborate with this group to have a positive impact on the economic growth and the workforce system within the community. This is a great opportunity for different sectors of the workforce to work together to ensure coordination and a seamless delivery of services for employers and job seekers. As a representative from Vocational Rehabilitation, I would bring a background in understanding the systematic and access barriers faced by individuals with disabilities when it comes to entering the workforce and navigating services.

  
\_\_\_\_\_  
**Applicant Signature**

05/11/20  
\_\_\_\_\_  
**Date**



Benton-Franklin Workforce Development Council  
Board of Directors

## Nomination Certification

Whereas the Benton-Franklin Workforce Development Council (BFWDC) is required by federal statute (Workforce Innovation and Opportunity Act), in conjunction with rules established by the Workforce Training and Education Coordinating Board per gubernatorial directive, the following individual(s) are hereby certified and nominated to serve a term of three (3) years as a voting member of the WDC Board of Directors.

The nominee has been vetted by the nominating agency/entity and is authorized to represent its interest in matters under the purview of the WDC Board of Directors.

_____ Jamie _____ First Name	_____ Rasmussen _____ Last Name	_____ VR Supervisor _____ Position/Title
_____ First Name	_____ Last Name	_____ Position/Title
_____ First Name	_____ Last Name	_____ Position/Title

Sectors Required Representation (Please check one)	Nominating Agency/Entity
<input type="checkbox"/> Business – Large (at least 51 employees)	
<input type="checkbox"/> Business – Small (50 or less employees)	
<input type="checkbox"/> Economic Development	
<input type="checkbox"/> Education (Post Secondary)	
<input type="checkbox"/> Labor/Community Based Organization	
<input type="checkbox"/> Public Employment Service	
<input checked="" type="checkbox"/> State Vocational Rehabilitation	DSHS/Division of Vocational Rehabilitation

Submitted by:

Name: Teresa Kutsch Title: Regional Administrator Date: 5/11/2020



## **Code of Conduct**

The Benton-Franklin Workforce Development Council (BFWDC) is committed to maintaining the highest of standards of ethical conduct. All BFWDC representatives are expected to read, understand and apply this policy.

The BFWDC recognizes that by its very composition conflicts of interest and issues concerning the appearance of fairness may arise. Therefore, it is essential for BFWDC representatives to be sensitive and err on the side of caution when potential or real conflict or fairness matters occur.

The BFWDC recognizes that many members of the board are selected because of their expertise and involvement in youth, adult and dislocated worker services, training, education, employment, and employer services. Members should have every opportunity to share their talent, knowledge, and experience within the parameters of fairness. The BFWDC representatives may have professional and/or personal associations which could lead to conflicts of interest or unfairness – real or apparent.

The BFWDC is required to guard against problems arising from real, perceived, or potential conflicts of interest and to maintain an appearance of fairness. To accomplish these purposes, the following guidelines have been established for problem resolutions.

### **Guidelines:**

During the performance of duties, your actions are a reflection upon the BFWDC as well as a reflection upon you. It is extremely important that all BFWDC representatives act in a courteous, friendly, helpful and prompt manner in dealing with the public, customers, other employees, supervisors, officials, and members of both internal and external organizations.

No board member shall cast a vote on the provision of services by that member (or by any organization with which that member is directly affiliated) or vote on any matter which would provide direct or indirect financial benefit to that member or their immediate family (or to any agency with which that member is affiliated).

Whenever a board member or staff is in doubt about a possible problem with appearance of fairness, he/she will disclose the association from which the problem arises. Disclosure of association(s) does not prohibit a board member from voting or participating in other BFWDC business unless prohibited by the Board of Directors. Associations are those which pertain to memberships in organizations or contractual agreements such as those between partners, stockholders, or employers and employees as well as those which arise out of custom, shared interests, friendships, or other relationships.

## **Ethical Principles:**

All BFWDC representatives will conduct themselves in an honest and ethical manner, including the ethical handling of perceived, potential and actual conflicts of interest between BFWDC interests and the personal or financial interests of a BFWDC representative.

1. **Compliance with the Law:** It is the BFWDC's policy to be knowledgeable of and comply with all applicable laws and regulations of the United States and the State of Washington in a manner that will reflect a high standard of ethics. Compliance does not comprise one's entire ethical responsibility; rather it is a minimum, and an essential condition for adherence to mission and duties.
2. **Professional Standards:** It is the BFWDC's policy that its representatives be knowledgeable of emerging issues and professional standards in the field and conducts themselves with professional competence, fairness, efficiency and effectiveness.
3. **Responsibility to BFWDC Staff:** BFWDC is committed to treating staff with honesty and respect, and to provide a safe and healthy work environment. The BFWDC fully supports all relevant laws to protect and safeguard the rights and opportunities of all people to seek, obtain, and hold employment without regard to race, religion, sexual orientation, marital status, disability, age, national origin or other protected status. The intent to provide an environment free of unlawful harassment and discrimination.

## **Standards of Policy:**

Areas of concern are those actions or lack of actions which may lead to conflict of interest or the appearance of conflict of interest or to a perception of unfairness related to BFWDC business or the actions of BFWDC representatives outside meetings. Specific areas which may pose problems include, but are not limited to, comments made in public, information sharing, and disclosure of associations.

1. **Comments Made in Public:** BFWDC representatives are encouraged to act in a public relations capacity. This includes public speaking engagements and comments in a public forum. BFWDC representatives should differentiate between descriptive comments, which relate to actions already taken by the BFWDC, and statements, which imply future decision-making, or the ability to influence decision-making.
2. **Information Sharing:** BFWDC representatives are encouraged to share information with the community about BFWDC activities. It is important to protect against implying that actions taken by a specific interested party may result in favorable consideration by the BFWDC. To the extent possible, access to information regarding procurement of services should be available at the same time and under the same circumstances to all parties. Such information includes the Strategic and Operations Plans, Requests for Proposals, Notice of Meetings, Meeting Minutes and Policies.
3. **Disclosure of Associations:** BFWDC representatives have professional and personal associations throughout the community. Such associations have been and will continue to be of significant benefit. Where a direct or indirect financial conflict of interest exists, a BFWDC representative may not vote or serve on a rating team. BFWDC representatives must disclose all such associations. When associations raise appearance of fairness as an issue, BFWDC representatives should qualify statements in public by disclosing the association: minutes of the meeting should

reflect the disclosure. BFWDC staff shall not serve on boards of directors or advisory boards of organizations which are sub-recipients of BFWDC funds.

### **Procedures for Resolution:**

The BFWDC recognizes that the above guidelines do not address all areas of possible interpretation of conflict of interest and appearance of fairness. BFWDC representatives are encouraged to seek further guidance as the need arises. The goal is to resolve such issues informally whenever possible as outlined in the following procedures.

1. **Verbal Concern:** Any concerns about the actions of a BFWDC representative should be expressed verbally to the CEO. The CEO will interpret these guidelines or offer other resolution as appropriate. If no acceptable resolution is found, a written concern may be addressed to the CEO.
2. **Written Concern:** The CEO will review the written concern and may elect to offer a verbal resolution, a written recommendation for resolution, or convene an ad hoc committee to study and resolve the concern. If an ad hoc committee is convened, it will issue a written resolution. If no acceptable resolution is reached, or if the concern is regarding the CEO, the matter will be referred to the Executive Committee.
3. **Executive Committee's Concern:** If the matter is referred to the Executive Committee, the Executive Committee shall have responsibility for taking steps to achieve resolution which may include mediation or other action as appropriate. If no resolution is achieved, the matter will be referred to the Board of Directors for consideration and resolution.

### **Sanctions:**

1. Willful violations by a board member may result in removal from the Board.
2. All violations by staff shall be subject to the Personnel Policies and Handbook after a determination by the Executive Committee that the violation was willful.

Signature: \_\_\_\_\_

*Jamie Rasmussen*

Date \_\_\_\_\_

*05/11/20*

Printed Name: \_\_\_\_\_

*Jamie Rasmussen*





## MEMORANDUM

DATE: June 30, 2020

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

FROM: Tiffany Scott, Chief Executive Officer (CEO)

**SUBJECTS: Temporary Increase of Accruable Vacation Limit due to COVID-19**

**Permanent Adjustment Removing 90 Day Annual Leave Extension Denial Requirement**

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The Benton-Franklin Workforce Development Council (BFWDC) currently allows for a maximum accruable annual leave limit of 300 hours. The amount may not be exceeded at the turn of each individual employee's anniversary date.

The BFWDC offers employees increased annual leave amounts as a reflection of their time committed to the company. With multiple staff employed at the BFWDC for over 5 and even over 10 years it is common that an employee will reach the 300 hours during their year of service.

The mental, emotional and physical health of the BFWDC employees is always of the utmost importance. Employees are consistently encouraged to take annual leave at their convenience.

With the current COVID-19 crisis, the concern for public health has caused many to postpone or cancel plans including travel associated with vacations. Not knowing what the future holds it is important for employers to look at the big picture and adjust policy to support their employees.

Upon careful analysis, the BFWDC will modify the BFWDC annual leave accrual policy maximum from 300 to 450 hours temporarily, effective July 1, 2020 and ending June 30, 2021. The change will be reflected in the BFWDC Employee Handbook.

In addition, effective July 1, 2020 the language contained within the BFWDC Employee Handbook will be modified to read, employees can submit a request via e-mail to the BFWDC CEO in writing asking for a 90-day extension to go past their anniversary date in order to utilize annual leave that is above the 450 threshold. This action will remove the denial requirement currently imbedded within policy.

## **Public Relations & Outreach Plan (PROP)**

### **1.0 Introduction**

The Benton-Franklin Workforce Development Council (BFWDC) is designated by the Governor as one of 12 local/regional workforce development areas in our state. The BFWDC is responsible for convening and coordinating local workforce development programs and activities through a certified American Job Center called WorkSource Columbia Basin (WSCB). In addition, they oversee TC Futures, a Youth and Young Adult Reengagement Center, in partnership with the local Educational Service District 123. These centers are a focal point for developing community prosperity, one business, and one job seeker at a time. The Workforce Innovation and Opportunity Act (WIOA) authorizes the BFWDC to provide leadership and engagement with community/regional partners and stakeholders. The BFWDC supports efforts to help businesses find qualified workers and assist job seekers in obtaining employment and training services to enhance their careers. The BFWDC Board of Directors is made up of 21 members who represent business, labor, education, government, and economic development in our community. The BFWDC board members, along with the staff are a team of professionals and volunteers dedicated to the development of a strong workforce system that supports business, industry, and all levels of employment for job seekers.

### **2.0 Purpose & Objectives**

The BFWDC understands how important it is that our community/region have an awareness and understanding of the services we can provide and the resources we have available to support workforce development.

This Public Relations & Outreach Plan (PROP) describes how businesses, community/regional partners, and stakeholders will be reached out to and engaged with during the next three years. The PROP serves as a guide for community/regional involvement and is subject to change as opportunities for additional participation arise.

Goals and objectives of our public relations and outreach process:

- Effectively communicate with community/regional partners, stakeholders, potential customers, and the general public about available services and resources;
- Obtain feedback from the community/regional partners, stakeholders and potential customers regarding needed services and support;
- Identify new/additional community/regional partners that would benefit from greater knowledge and engagement;
- Integrate early outreach to community/regional partners and stakeholders to serve as the foundation for public engagement;
- Identify preliminary issues and opportunities within the community; and
- Establish the goals and objectives of outreach.

### **3.0 Target Audiences**

Listed below are the target audiences that we have identified that we would like to raise their awareness of our services and resources and increase our engagement:

#### **3.1 Community Stakeholders**

- Chambers of Commerce
  - Tri-Cities Chamber of Commerce
  - Pasco Chamber of Commerce
  - West Richland Chamber of Commerce
  - Hispanic Chamber of Commerce
  - Prosser Chamber of Commerce
  - Connell Chamber of Commerce
- Tri-Cities Development Council
- Communities
  - Connell
  - Kennewick
  - Pasco
  - Prosser
  - Richland
  - West Richland

#### **3.2 Community Partners**

- Goodwill
- School Districts
- Colleges\Universities
- Libraries
- Temp Job Agencies

#### **3.3 Businesses**

- Seeking additional employees
- Laying off employees
- Employee retention services

#### **3.4 Adult Job Seekers**

- Adult & Dislocated Job Seekers

#### **3.5 Youth Job Seekers**

- Youth who are currently not attending Highschool
- Young adults (under age of 24) wanting to re-engage in workforce and education opportunities

### **4.0 Outreach Channels/Tools**

- Print/Social Media
  - Tri-City Herald
  - Tri-City Journal of Business
  - Facebook (announcements, follow Community/Regional Businesses)
  - BFWDC Website
  - LinkedIn
- Quarterly/Monthly Highly Connected Meetings (Lunch)
- Regional Chamber Educational Series Meetings
- TRIDEC Meetings

- Chamber Monthly Meetings
- WDC Board of Directors
- Sponsor Businesses (businesses willing to partner/sponsor)

## 5.0 Communication Priorities

The key messages that we want to communicate to our stakeholders, community partners, and the general public are the following:

- WorkSource Columbia Basin (WSCB) offers no-cost services to support ***Job Seekers*** that include:
  - Job Search
    - Resume Assistance
    - Interview Preparation
    - Networking Support
    - One-on-One coaching/mentoring
    - Job Search/Job Match
    - Job Search Workshops
  - Job Seeker Resources
    - Translation/Interpretation Services
    - Veteran Services
    - Referrals to healthcare, housing, transportation, and food assistance
  - Career Planning & Training
    - Counseling, coaching & assessment tools
    - Labor market & wage information
    - Career exploration
    - GED preparation
    - Training, certification, and apprenticeship opportunities
  - Hiring Events
    - Job Fairs
    - Employer Hiring Events
    - Mock Interviews
    - Employer Panels
  - Technology
    - Computers, internet access, copiers, printers, phones, & faxes
    - Americans with Disabilities (ADA) accessible
- WSCB offers no-cost services to support ***Businesses*** that include:
  - Recruitment Assistance
  - Hiring Events
  - Worker Training Resources
  - Layoff Assistance & Aversion
  - Labor Market Data & Forecasts
  - Tax Incentive Assistance
  - Space (when available) for Training/Meeting/Hiring
- TC Futures Offers the following services to youth ages 16-24:
  - GED completion
  - career counseling

- employment opportunities and support services
- on-the-job training
- internships
- apprenticeships,
- other employment-related services.

## **6.0 Public Relations & Outreach Coordinator**

In order to provide the necessary leadership and administration of the BFWDC Public Relations & Outreach efforts described in this plan, it is necessary for one of the BFWDC staff members to be identified as the Public Relations & Outreach (PRO) Coordinator. The PRO Coordinator will be selected by the BFWDC CEO and will have the following responsibilities:

- Execute and administer the actions described in this plan
- Obtain any additional support from staff/contractors necessary to execute the actions described in this plan
- Track and report monthly to the BFWDC Executive Committee on the activities performed in support of the PRO Plan and any issues, concerns, or barriers encountered
- Update the PROP on annual basis and present for approval to the BFWDC Executive Committee and Board of Directors

## **7.0 Public Relations & Outreach Plan (PROP)**

Based on the purpose and objectives of the BFWDC Public Relations & Outreach (PRO) efforts together with the identification of our target audiences, outreach channels & tools, and our communication priorities, described previously in this document, the following is our plan:

### ***Objective #1 Effectively Communicate BFWDC Available Services & Resources***

- Target Audience – Community Stakeholders
- Outreach/Communications
  - Direct Email Notification of Special Event (PRO Coordinator)
  - Monthly Social Media/Website Post of BFWDC Update One-Pager (PRO Coordinator)
  - Monthly Update to BFWDC Website Highlighting Accomplishment/Impact (PRO Coordinator)
  - Monthly Email Highlighting One or More of Our Communication Priorities (PRO Coordinator)
  - Monthly BFWDC Update One-Pager Distributed to Board Members (PRO Coordinator)
  - Every Other Month Publish Article in Tri-Cities Chamber of Commerce Newsletter (PRO Coordinator)
  - Quarterly Article in Tri-City Herald/Tri-City Journal of Business (PRO Coordinator)
  - Annual BFWDC Overview Presentation at Regional Chambers (CEO/COO/Chairman)
  - Annual BFWDC Overview Presentation at TRIDEC Meeting (CEO/COO/Chairman)
  - Annual City Council Meeting Presentations (CEO/COO/Chairman)
- Target Audience – Community Partners
- Outreach/Communications
  - Email Notification of Special Event (PRO Coordinator)
  - Monthly Email Highlighting one or more of our communication priorities and sending the BFWDC Update One-Pager (PRO Coordinator)

- Monthly Update to BFWDC Website Highlighting Accomplishment/Impact (PRO Coordinator)
- Annual meeting with each community partner to discuss services/opportunities to collaborate/identify issues/concerns (CEO/COO/Chairman)
- Target Audience – Businesses
- Outreach/Communications
  - Email Notification of Special Events (PRO Coordinator)
  - Monthly Email Highlighting one or more of our communication priorities and sending the BFWDC Update One-Pager (PRO Coordinator)
  - Monthly Update to BFWDC Website Highlighting Accomplishment/Impact (PRO Coordinator)
  - Every other Month publish an article in Tri-Cities Chamber of Commerce Newsletter (PRO Coordinator)
  - Quarterly Article in Tri-City Herald/Tri-City Journal of Business (PRO Coordinator)
  - Annual BFWDC Open House (Overview of Services/Tour of Facilities) (CEO/COO/Chairman)
  - Annual BFWDC Overview Presentation at Regional Chambers (CEO/COO/Chairman)
  - Annual BFWDC Overview Presentation at TRIDEC Meeting (CEO/COO/Chairman)
- Target Audience – Job Seekers (Adult & Youth)
- Outreach/Communication
  - Assure that the WSCB & TC Futures have a communications plan and are successfully executing their plans.

**Objective #2 Obtain Feedback Regarding Needed Services and Support**

- Target Audiences – Community Stakeholders & Partners
- Outreach/Communications
  - Quarterly Video Conference Meeting with Selected Participants (CEO/COO/Chairman)
  - Annual Email Survey Requesting Feedback (PRO Coordinator)
- Target Audience – Businesses
- Outreach/Communications
  - Quarterly Video Conference Meeting with Selected Participants (CEO/COO/Chairman)
  - Annual Email Survey Requesting Feedback (PRO Coordinator)

**Objective #3 Identify new/additional community/regional partners that would benefit from greater knowledge and engagement**

- Target Audiences – Community Stakeholders & Partners
- Outreach/Communications
  - Quarterly Discussion with BFWDC Board of Directors (CEO/COO/Chairman)
  - Quarterly Discussion with WorkSource Columbia Basin/TC Futures Staff (CEO/COO/Chairman)
  - Annual Discussion with Current Primary Community Stakeholders & Partners (CEO/COO/Chairman)

**Objective #4 Establish a Partnership with One Stakeholder, Partner or Business Who Will Sponsor the BFWDC**

- Target Audiences – Community Stakeholders, Partners, Businesses
- Outreach/Communications
  - Develop a Value Proposition (CEO/COO/PRO Coordinator/Executive Committee)
  - Develop an Outreach Strategy (CEO/COO/PRO Coordinator/Executive Committee)

## **8.0 Measurement of Public Relations & Outreach Plan Success**

The PRO Coordinator will report monthly on the activities performed in support of this plan. The monthly report will include a summary of the planned activities (as described in the plan) vs. the actual activities performed and an assessment by the PRO Coordinator on the effectiveness/impact of the activities and any issues or barriers encountered during the planning or execution of the activities.



## **Keys to Success Survey**

### **Benton-Franklin Workforce Development Council Keys to Success Survey**

For those of you who don't know us, the Benton-Franklin Workforce Development Council is responsible for coordinating workforce development programs and activities of the local employment and training One-Stop center. The programs we oversee are designed to assure that businesses remain competitive and grow jobs, that workers have the opportunities to obtain skills that will help them become or remain self-sufficient, and our community is economically resilient.

Your input is essential to helping us understand the impacts of COVID-19 has had on your business so we can connect you with the relevant services that best serve your needs. Please help us by completing this short survey.

1. Please indicate the industry option that most closely aligns with your company's primary line of business.
  - ☐ Transportation and Warehousing
  - ☐ Manufacturing
  - ☐ Construction
  - ☐ Professional and Business Services
  - ☐ Agriculture
  - ☐ Health Services and Social Assistance
  - ☐ Professional, Scientific and Tech Services (Hanford Contractors)
  - ☐ Other Services
  
2. Please indicate the impacts COVID-19 has had on your company. (select all that apply)
  - ☐ Layoffs
  - ☐ Furloughs
  - ☐ Increased Hiring
  - ☐ Hiring Freezes
  - ☐ Delayed Onboarding Activity
  - ☐ Transitioned Staff to Remote Work
  - ☐ Other (please specify below)



3. What labor force assistance do you need to be able to reopen or stay open? (select all that apply)
- ☐ Hiring Event
  - ☐ Recruitment Assistance
  - ☐ Staff Development and Training
  - ☐ Internship Opportunities
  - ☐ No Assistance is Required at This Time
  - ☐ Other (please specify below)
4. What workplace and process adaptations do you need immediately due to COVID-19?
5. What skill gaps have you identified that are necessary for teleworking or to bring employees back to work? (select all that apply)
- ☐ Time Management
  - ☐ Personal Computing, IT
  - ☐ Promoting a Team Environment while Working Remotely
  - ☐ Management/Supervisory Skills
  - ☐ Other (please specify below)
6. If you would like more information about the resources available to assist your business through the Benton-Franklin Workforce Development Council (BFWDC), please provide us with your contact information below so we can share more information.
- Name:
- Company Name:
- Email Address:
- 10 Digit Phone Number:



## YOUTH COMMITTEE BOARD REPORT July 28, 2020

### **Benton-Franklin Workforce Development Council (BFWDC) Highlights**

- The BFWDC board awarded the PY20 Youth Contract to Career Path Services (CPS) for \$718,485. The purpose of this contract is to serve 219 youth and young adults gain credentials, participate in paid career-related work experiences, develop soft skills, participate in job readiness training, explore career pathway opportunities, and become employed.
- The BFWDC announced Jan Warren was promoted to the Chief Financial Officer effective July 1<sup>st</sup>.
- The State Monitoring team conducted a virtual monitoring review of all programs, local policies, county agreements, Memorandum of Understanding, and Infrastructure Funding Agreement. The fiscal review was limited due to the inability to access documents virtually. No findings were identified. Some noteworthy practices were as follow:
  - “It is apparent Benton-Franklin prioritizes the communication of accurate and up-to-date WIOA programmatic policies through program notices, including their fast response to allowing flexibility due to COVID-19. BFWDC quickly implemented a program notice to address and guide their service provider during this time.
  - Benton-Franklin staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year. This is a great strategy and noted practice. Over the last program year, Benton-Franklin staff have implemented providing one on one file reviews with (newly hired) case managers to provide customized technical assistance and interactive training.”

### **TC Futures Highlights**

- TC Futures has been approved and certified as a General Educational Development (GED) Testing Center.
- BFWDC and TC Futures leadership are in the process of finalizing the TC Futures Facility Re-Opening Plan.
- Youth staff have created 20 work readiness videos. The intention of these videos is to increase engagement via social media and to inform the community about the services TC Futures has to offer. Please visit the [TC Futures Facebook](#) page to view all those work readiness videos.

### **WIOA Program Participant Success Story**

Thomas, 23, came to the Out-of-School Youth (OSY) program as a high school dropout who needed his GED and employment. Thomas was enrolled into the program before the “Stay Home, Stay Healthy” order was implemented. He had previous experience as a bartender and restaurant server and was interested in getting back into that field after completing his GED. He also had a goal of enrolling in college. After the Stay Home, Stay Healthy order was in effect, Thomas and Youth staff worked closely to evaluate the current job market after it was identified that restaurants and bars were not considered essential occupations. Together, they identified Thomas’ transferrable skills to other essential industries, provided career counseling, and job search assistance. Thomas accepted employment at FedEx, earning \$15/hour, working 40 hours per week. Benefits are not available at this time but will be in the future. Thomas is proud to serve the community in an essential industry and is continuing to work on his GED with the support of TC Futures and the OSY program.

### **PY19 4th QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY**

	<u>YTD Actual</u>	<u>YTD Monthly Goal</u>
Youth Served	176	200
Employed/ Postsecondary Exits	81	119
(employed 78/Postsecondary 3)		
Placement Rate	86.17%	85%
On-the-Job Training	3	9
Work Experience	23	30
Individual Training Accounts	20	24
Pre-Apprenticeships	12	15
Median Wage	\$13.58	\$13.75

## ADULT & EMPLOYER LINKAGE COMMITTEE BOARD REPORT July 28, 2020

### **Benton-Franklin Workforce Development Council (BFWDC) Highlights**

- The BFWDC board awarded the PY20 Adult Contract to Career Path Services (CPS) for \$694,352 to serve 193 adults and the PY20 Dislocated Worker Contract in the amount of \$746,066 to serve 186 dislocated workers.
- The BFWDC was awarded the National Disaster Recovery Grant to enable us to respond to the COVID-19 crisis by creating temporary employment opportunities to assist with recovery efforts and allow us to extend our capacity to serve Dislocated Workers. The BFWDC awarded this 2-year contract to the Benton-Franklin Workforce Consortium (BFWC) to work together utilizing their broad partnerships to quickly deploy these resources back into our community.
- The BFWDC announced Jan Warren was promoted to the Chief Financial Officer effective July 1st.
- The State Monitoring team conducted a comprehensive virtual review of all programs, local policies, county agreements, Memorandum of Understanding, and Infrastructure Funding Agreement. The fiscal review was limited due to the inability to access financial documents virtually. No findings were identified.
- The BFWDC worked with the Employment Security Department (ESD) to modify the Economic Security for All (EcSA) contract to serve a broader community. Three zip codes have been added to our area in North Franklin County, and Supplemental Nutrition Assistance Program (SNAP) eligibility has been removed as an enrollment requirement.
- The BFWDC requested an extension to the Family Forward Washington (FFW) contract to enable us to continue enrolling participants past June 30, 2020, to offset the impact COVID-19 restrictions have had on program enrollments.

### **WIOA Program Participant Success Story**

Kenny entered the Adult program after being released from long-term incarceration as he was interested in the Laborer's International Union of North American (LiUNA) Pre-Apprenticeship program. His employment before incarceration was a mix of construction/warehousing, and his goal was to earn a credential in the construction field to be more employable. Kenny's background and lack of driver's license were two major barriers to self-sufficient employment. Kenny applied for the LiUNA pre-apprenticeship program and was accepted after a rigorous interview and screening process. The program assisted Kenny with obtaining all the prerequisites for training, including his high school transcripts and payment for his restricted driver's license reissue fee. The program also assisted with tuition, housing, and hygiene expenses so he could successfully participate in training. Kenny completed the LiUNA pre-apprenticeship in February 2020 at the top of his class. After graduation, the program assisted with the cost of required work tools, work clothing and safety gear for employment as a Construction Laborer. In March, the construction industry shut down due to COVID-19. Kenny needed immediate employment and chose to accept a temporary position with Pasco Processing to pay bills while he waits for a call from the union. All construction apprenticeship laborers with LiUNA are on standby until approximately July/August. Kenny is earning \$14.84/hour working 40 hours per week with Pasco Processing as a Palletizer. Once the construction industry resumes, Kenny is expected to earn \$17+/hour with full benefits and union representation.

### **PY19 4<sup>th</sup> QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY**

<b><u>Dislocated Worker Program</u></b>			<b><u>Adult Program</u></b>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Dislocated Workers Served	161	188	Adults Served	242	189
Employed Exits	71	135	Employed Exits	122	121
On-the-Job Trainings (OJT)	0	15	Work Experiences (WEX)	1	10
Individual Training Accounts (ITA)	25	50	On-the-Job Trainings (OJT)	1	15
Median Wage	\$18.57	\$19.00	Individual Training Accounts (ITA)	28	45
			Median Wage	\$14.90	\$14.25

## 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.

## June 2020 Liaison Report



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

- Total Staff Assisted Job Seekers: 401
- Total Staff Assisted Services to Job Seekers: 691
- Unique Number of Businesses Served: 94
- Staff Provided Business Services: 122

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): 390

- 176 from Out-of-School Youth (OSY) program
- 244 from Open Doors Program
- 30 youth were enrolled in both programs
- 60 youth attained General Educational Development (GED)

Total OSY Employed and/or Post Secondary Exits: 81

Placement Rate: 86.17%

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, PY18 & PY19 Rapid Response Increase Employment

Total Participants Served (YTD): 673  
Monthly To Date Target: 667

Total Employed Exits (YTD): 306  
Monthly To Date Target: 438

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

EcSA Participants Served (YTD): 7  
Monthly To Date Target: 53  
Total Employed Exits: 0

FFW Participants Served (YTD): 50  
Total Employment Placement: 26  
Study Goal: 56

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID-19, staff continues to provide virtual services. Job seekers are still able to access assistance with job search, résumé and cover letter assistance, interview preparation, career counseling, labor market and wage information, online workshops and referrals to community resources as needed. For those who qualify, one-on-one case management services also are available. Businesses can still receive assistance with recruitment of qualified candidates, labor market data, tax incentives and layoff aversion, including Shared Work and Rapid Response services for temporary layoffs and/or permanent closures. As of June 29th, TC Futures started providing GED testing services by appointment only.

# Benton-Franklin Workforce Development Council (BFWDC)

## Local Business Demands

Source: Employment Security Department Labor Market Information

### Top 5 Occupations

- **Benton County:** Registered Nurses; Retail Salespersons; First-Line Supervisors of Retail Sales Workers; Software Developers; Managers.
- **Franklin County:** Registered Nurses; Laborers and Material Movers; Heavy and Tractor-Trailer Truck Drivers; Education Administrators (Elementary and Secondary School); Coaches and Scouts.

### Top 5 Employers

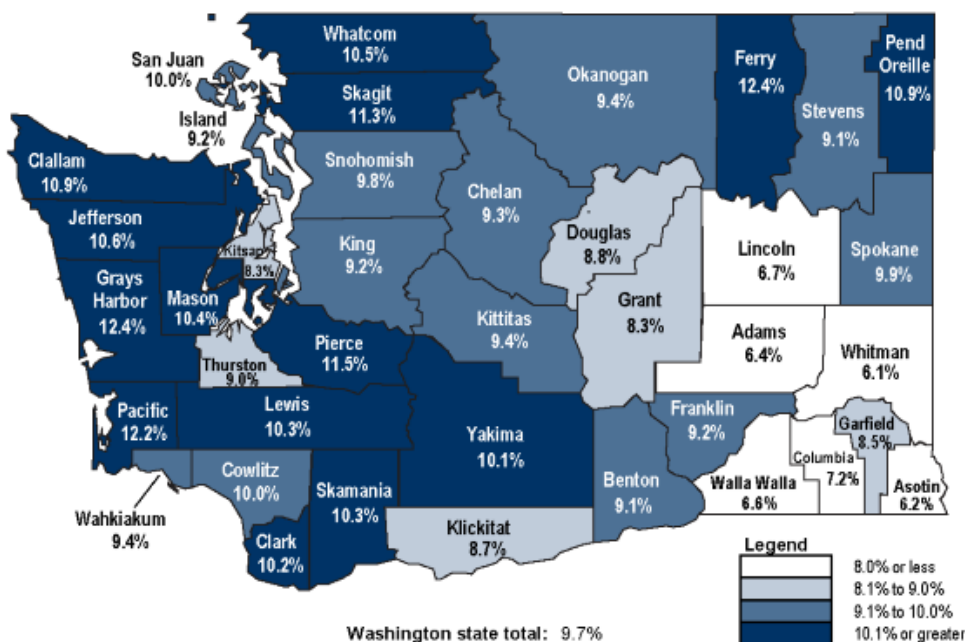
#### Benton County

1. Pacific Northwest National Lab
2. Kennewick School District
3. Kadlec Regional Medical Center
4. Brookdale Senior Living
5. Trios Health

#### Franklin County

1. Pasco School District
2. Simplot Company
3. Avalon Health and Rehabilitation Center
4. Lowe's Companies, Inc
5. Tyson Foods Incorporated

June 2020  
County unemployment rates, not seasonally adjusted



### June Unemployment Facts

- Washington's economy increased by 71,000 jobs in June
- 3,087 initial claims filed in Benton County
- 1,704 initial claims filed in Franklin County
- Total of 4,794 unemployment initial claims filed in both counties (last month 12,942 unemployment initial claims were filed)

Source: ESD Claims Reports  
<https://esd.wa.gov/labormarketinfo>

For a list of resources, guidance, and assistance available for the public, please visit our website at  
<https://www.bentonfranklinwdc.com/covid-19> for continuous updates.

### Questions about this report?

Contact Cynthia N. Garcia  
at 509-734-5986

[www.bentonfranklinwdc.com](http://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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## WorkSource Operator Report

Benton Franklin Workforce Consortium

June 2020

### June Highlights:

- The WorkSource Columbia Basin (WSCB) robust virtual service delivery plan launched.
- Business Services Team members exceeded their PY19 goal for new business engagements.
- A successful 1<sup>st</sup> ever Virtual Job Fair has resulted in the planning of a 2<sup>nd</sup> fair.
- WSCB team members continue to provide services virtually. The majority of customers seek to access basic needs related supports.

### WorkSource Site Operations:

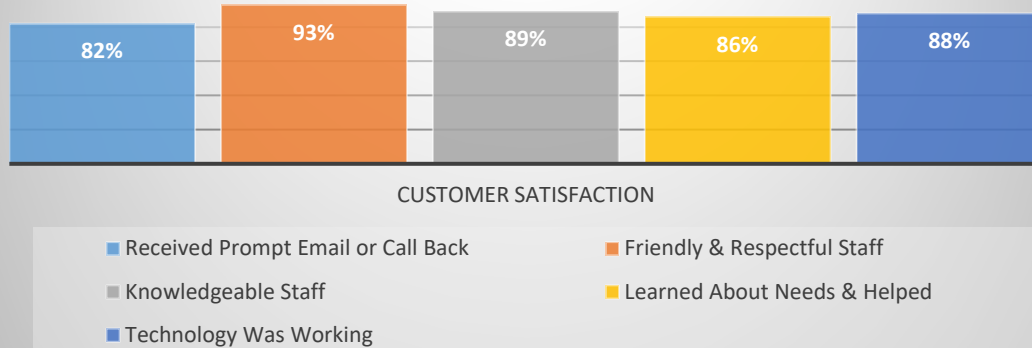
Customer Counts 6/1/20 to 6/30/20		
Total Staff Assisted Seekers	401	
Total Staff Assisted Services	691	
Basic Services	581	
Individualized, Training & Support Services	110	
Unique Number of Businesses Served	94	
Staff Provided Business Services	122	
	Services Provided	Businesses Served
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	13
<b>Employee Training</b> Assessment, referral, enrollment, etc.	5	3
<b>Other</b> Employer outreach visit, marketing business services, etc.	39	35
<b>Recruitment</b> Hiring events, referrals, etc.	61	51
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	2	2

**\*Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided. Also, individuals connected directly to an Unemployment Insurance (UI) Representative via a WSCB staff member supporting the toll free phone line are also not captured here as that is not defined as a meaningful service, in which an individual is connected to employment or training related resources/information.



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## June 2020 Customer Survey



56 survey responses received (14% response rate):

- Of the customers who responded, 92% received the assistance/information needed; 92% will refer family and friends.
- Positive feedback:
  - "I have been working with several of your employees over the last several months, Clarissa, Gena, Olivia, and Kellie.... My experience with all of them has been great they have all been very helpful!"
  - "Terri Martindale did a great job helping me she listened to my needs and made sure everything was taken care of properly and in a timely manner."
  - "Thanks to my Employer Specialist from WorkSource that practiced a mock interview over the phone with me. I felt confident at my job interview."
- Improvements made based on customer feedback:
  - Feedback regarding timely communication continues to reflect difficulties in filing a UI claim, reaching a representative to resolve claim issues, or failure to receive follow up in response to an inquiry about a claim. **Solution:** Outgoing calls from the UI call center to address pending claim issues have been increased. To create this capacity, incoming call volumes and specific claim assistance for callers have been temporarily decreased. Efforts have been successful and progress to date can be found on the [Employment Security Department website](#).
  - Some customers have answered "no" to survey questions as they felt they did not apply to them. **Solution:** Starting July 2020 survey respondents will be able to choose "N/A" for questions which do not apply to their experience.

### Service Delivery

#### **Career Services:**

- Robust local virtual services launched and includes one on one appointments and career assessments. Local workshops will be made available on demand in July and accompanied by a live weekly Q&A session for customer follow up with an Employment Specialist.





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- LinkedIn workshops, hosted by WSCB and facilitated by a member of the PNNL team, are scheduled to resume the 2<sup>nd</sup> Wednesday of every month starting in July. These workshops were available onsite pre COVID-19 and will be available virtually until further notice.
- An outreach campaign to reach over 1700 individuals who have received 20 weeks or more of UI has been launched and will run through the month of July. This is a pilot and we are testing multiple methods of communication to offer a variety of services. The desired outcome is to increase customer engagement to assist individuals in a return to gainful employment.
- WSCB staff continue to serve as part of a larger team across the state, facilitating virtual Job Hunter workshops in both English and Spanish. To date, the following number of customers have benefitted from this collaboration:

	April	May	June	Total Attendees
<b>Job Hunter Workshops (English)</b>	656	1043	813	<b>2512</b>
<b>Job Hunter Workshops (Spanish)</b>	N/A	13	25	<b>38</b>

#### Business Services:

- The Business Services Team exceeded their PY19 goal to contact 100 new businesses; they connected with 105 new businesses and re-engaged 22 between October 2019-June 2020.
- WSCB held its first virtual job fair on June 4<sup>th</sup>. Final results of the job fair include:
  - 184 job seekers attended
  - 27 employers (with a total of 54 recruiters) attended
  - 71% attendance rate (Considered high as the average is 50%)
  - Employer chat results:
    - 43 chats resulted in scheduling of next step interviews
    - 153 chats resulted in keeping job seeker in the pipeline for future opportunities
    - 72 chats resulted in wanting to do a bit more screening of the job seeker
    - 58 not a fit
    - Remaining attendees did not chat with recruiters and includes staff and other stakeholders who visited the platform to learn more
  - Due to the success of the first virtual job fair, a second is being planned and will be focused on the Energy sector. Planning committee members include the WSCB Business Services Team, CBC, TRIDEC, Mid Columbia Energy Partnership, and Department of Commerce. Date TBD.
  - Hosting of the virtual job fair is through the platform Brazen, in partnership with the ESD Communications team.
- Established monthly connection meeting with TRIDEC to strengthen communications and partner in economic development work as it relates to regional workforce needs.

#### Community Connections:

- 6/3: Collaboration call with Kristine Cody, Career & Internship Coordinator with WSU, to discuss a strategy for connecting job seekers with local, in demand industries who are currently hiring.





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Created draft outline of plan which includes live/recorded employer information sessions and promotional materials to educate job seekers.

- 6/12: Spoke with ACCESS Tri-Cities Board Chair, Jim Bischoff, to discuss impacts of COVID-19 and virtual partnership opportunities.
- 6/15: Connected with LoAnn Ayers, President of United Way, to provide mutual updates of COVID-19 related community needs and to discuss partnership in identifying potential disaster recovery needs to support our local economy.
- 6/24: Virtual meeting with Christine Lindgren, Director of Responding to Autism, to introduce ourselves, share the work we do, and extend an invitation to the WSCB Barriers and Access Solutions Committee.
- 6/29: Met virtually with Corina Thomas, Program Manager with Communities in Schools (CIS), to discuss next steps in strengthening our partnership to serve our mutual customers. We will convene in August to schedule cross training of our teams.

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

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

- 6/3: Thriving During Telework (Paul Casey)
- 6/10: Safety Spotlight: Home Ergonomics (WSCB Safety Committee) & Robust Local Virtual Service Delivery at WSCB
- 6/17: WSCB Data Updates & Customer Survey Review; Robust Local Virtual Service Delivery at WSCB
- 6/18 & 6/26: Mental Health – Secondary Trauma
- 6/22 & 6/23: Diffusing Emotional/Hostile Customers
- 6/24: Business Updates

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

- 7/1: Career Transitions (Spokane CC), WSCB Basic Assessments
- 7/7: Water Cooler (Roundtable updates) & COVID-19 Self Questionnaire/Contact Tracing Protocols
- 7/14: Safety Spotlight & LMI/UI Updates
- 7/21: Water Cooler (Roundtable updates)
- 7/28: WSCB Goals
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

#### **Facilities:**

- Installation of filtered water fountain with bottle filler completed by A1 Refrigeration.
- Return to Office preparations (return date TBD):
  - Research, bid work, and procurement of COVID-19 related personal protective equipment, service delivery products, supplies, and services.
  - Collaboration with ESD Facilities Planner to coordinate required work in preparation for return to office.
  - Contact tracing protocol created and implemented.

Respectfully submitted by: C. Bright on 7/10/2020