



Executive Committee Meeting

March 29, 2022, at 4:00 PM

Zoom

*Please note – This meeting is being recorded for record-keeping and quality assurance purposes.
Promoting a prosperous community by providing a progressive
workforce system*

AGENDA

1. **Call to Order & Welcome** - Todd Samuel
2. **Roll Call & Excused Absences** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
 - Executive Committee – February 22, 2022 (Needs a vote)
4. **Finance Reports as of 1/31/22** - Jan Warren
5. **Motion to Approve Worksource System Policy (WSP)-01 Rapid Response** - Tiffany Scott (Needs a vote)
6. **Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Adult Service Provider Extension to Career Path Service** - Tiffany Scott (Needs a vote)
7. **Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Dislocated Worker Service Provider Extension to Career Path Services** - Tiffany Scott (Needs a vote)
8. **Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Youth Service Provider Extension to Career Path Services** - Tiffany Scott (Needs a vote)
9. **Motion to Approve EcSA Subrecipient Contract in the amount of \$245,372 to Career Path Services, Effective April 1, 2022 – June 30, 2023, Utilizing Sole Source Procurement** - Tiffany Scott (Needs a vote)
10. **Motion to Approve WIOA One-Stop Operator Service Provider Extension to the Benton-Franklin Workforce Consortium (BFWC) Effective July 1, 2022 – June 30, 2023)** – David Chavey (Needs a vote)
11. **Liaison Report Presentation** – David Chavey
12. **CEO Report** - Tiffany Scott
13. **CEO Performance Expectations (February 1, 2022 – February 1, 2023)** – Todd Samuel

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



14. Executive Member Round Table – All

15. Next Meeting

- Tuesday, April 26, 2022, at 3:15 PM

Attachments

- a. 2022.2.22 Executive Committee Minutes
- b. 2022.01 Finance Reports
- c. 2022.03 WSP-01 WorkSource Rapid Response
- d. 2021.02 Liaison Monthly Report
- e. 2022.02 Liaison Monthly Report
- f. 2022.02.01 – 2023.02.01 CEO Performance Expectations
- g. 2022.02 WorkSource Operator Monthly Report
- h. 2022.02 TC Futures Monthly Report

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

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



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

February 22, 2022

4:00 p.m.

Zoom

Executive Members

Commissioner McKay
Commissioner Didier
Dennis Williamson
Amanda Jones

Excused Absence

Todd Samuel
Adolfo de Leon

BFWDC Staff

Tiffany Scott
Jan Warren
David Chavey-Reynaud
Diana Hamilton
Jessie Cardwell
DeAnn Bock
Jamilet Nerell

Board Members

Jennie Weber

Excused Absence

Cynthia Garcia

Call to Order

Dennis Williamson called the meeting to order at 4:04 p.m. Dennis thanked all for attending the Executive Committee Meeting of the BFWDC.

Roll Call

Tiffany Scott reported excused absences and conducted a roll call of Board Members and BFWDC Staff.

Tiffany welcomed guests and asked that they communicate their name and organization using the Zoom chat feature.

Minutes

Dennis provided the minutes from January 25, 2022, Executive Committee Meeting for members to review.

Will McKay moved to approve January 25, 2022, Executive Committee Meeting Minutes as presented, seconded by Amanda Jones. Motion carried.

Financial Reports as of 12/31/21

Jan Warren presented the BFWDC December 31, 2021, Financial Reports. She highlighted pertinent activities for members. The balance sheet for the corporate entity account, there is not much change from the previous month. The interest has been posted for the two interest-bearing accounts, which have increased. The accrued vacation payable has been updated to reflect the second quarter adjustment. The pending transfer under the liability section is the amount of the second quarter adjustment. The revenue and expenditure statement for the corporate entity account reflects the year-to-date income solely from interest. The expenditures are expenses that federal funds cannot pay.

In the BFWDC main account balance sheet, you will see the AR transfer from corporate entity; the actual transfer takes place in January. The other receivables are for the block grant, which is defined on its line, then the December portions of ESD grants. The revenue and expenditure report for the main account, we are at the halfway point in the program year. You would expect the percent of expenditures to be at 50%. Overall, that is pretty much the case. Although, some expenses are primarily paid at the beginning of the year, like the liability insurance. The professional services include the audit in the first quarter of the program year—dues and fees, with WWA being the most significant fee that we pay for our dues. For the travel line item, the higher expenses will come in the second quarter of the year because BFWDC staff participate in annual conferences.

The balance sheet for the WorkSource account shows not much change from the month prior. The IFA credit, because of the reconciliation, to actuals from the last program year will continue to decrease until it is thoroughly utilized. The revenue and expenditure statement, the most significant expense, is the facilities rent and maintenance is on budget. Some of the trimmer line items have been impacted due to the facility previously being closed.

Approval for BFWDC CEO to Authorize the Expansion of Tri-Cities (TC) Futures to include Suite A and Sign Lease Agreement

Tiffany Scott reviewed the request summarized by a memorandum in the Executive Board meeting packet. Since July 2019, TC Futures has grown in customers and staff. TC Futures houses 12 Out of School Youth (OSY) and Open Doors staff. On average, TC Futures serves 300 customers per month. Due to the rapid growth and increased need for services to youth and young adults in our community, TC Futures has explored the square-foot expansion of the facility. The additional real estate space will be used for current and future staff to have one-on-one appointments in a private environment, workshops, management and operations meetings, further GED testing, and many other needs. The TC Futures Director has worked diligently with ESD123 to support this expansion. The square footage of suite A is 2,502. It is a triple net lease with a cost of \$4,332. The BFWDC will not be contributing financially as the agreement with our fiscal agent and partner, ESD123, is already \$5,000 per month for Program Year 2021.

Amanda Jones moved to approve authorization for BFWDC, CEO Tiffany Scott to sign the TC Futures, Suite A Lease Agreement, seconded by Will McKay. Motion carried.

CEO Updates

Tiffany Scott shared that the Outreach to Historically Disadvantaged Communities Contract has been fully executed with the Department of Commerce for \$500,000. Service Delivery related to the scope of work has a start date of March 1, 2022; however, administratively, the BFWDC can begin charging the fund source now. One of the first items to develop is the job description for the new full-time BFWDC staff member who will be working on the "Together We Rise" project.

During the February BFWDC Committee Meetings (Youth Committee & Adult and Employer Linkage), members discussed the BFWDC staff strategy to align all Workforce Innovation and Opportunity Act (WIOA) Title 1 programs procurement schedule by releasing a Request for Proposal (RFP) in February of 2023 for Program Year (PY) starting July 1, 2023. Administratively this approach streamlines lean resources and effective use of board members' time as they will be the individuals participating on the committee that reviews/approve the bids.

Tiffany communicated that the BFWDC Op-Ed piece ran in the Sunday edition (February 20, 2022) of the Tri-City Herald. The article focused on additional state legislature investments for the local public workforce system via a flexible statewide Workforce Innovation Fund.

Highlighted within was also the impact that resources have on job seekers and businesses with challenges and just how effective Workforce Development Councils (WDCs) serve our communities. Tiffany has a meeting scheduled with 8th Legislative District Representative Boehnke to discuss further the ask for support.

Tiffany pointed to a draft letter contained within the board packet. The Washington Workforce Association (WWA) will send correspondence to the National Association of Workforce Boards (NAWB) regarding the proposed Wagner-Peyser Rule Change, RIN No. 1205-AC02. Discussion ensued that it is important for the Department of Labor not to bring back silos. The role of Employment Security merit staff is crucial for the success of American Job Centers. However, they are part of an integrated, collaborative system that requires all partners to be part of the service delivery efforts.

Liaison Report Presentation

David shared details of the Liaison Report. WorkSource Columbia Basin, job seekers, and business services are up compared to last month. We see Unemployment Insurance (UI) traffic come into the center. We are up 90% in total staff-assisted job seekers, 351% in staff-assisted services to job seekers, and staff-assisted business services is up 7%. TC Futures the entire youth served is up 33% for the center; it is up 70% for the Out of School Youth program. WIOA programs are at 98% of the total served monthly participant target and 87% employed monthly exit target.

David explained a new table on the report that a more accurate snapshot of what is happening locally. Unemployment is down to 4.2% in Benton County and 5.5% in Franklin County, lower than comparable times in 2021 and 2020. He shared that he had learned when working in economic development that 4% unemployment is an ideal rate for creating competition in the market and ensuring a healthy economy for the workforce and businesses.

BFWDC Donation Page Status

David Chavey-Reynaud pulled up the BFWDC website. He reviewed a page he created for donation purposes. The technology has been stood up, but the process has not been finalized as the BFWDC has a few additional items to clarify with PayPal before a hard launch. David wanted Executive Board Members to have a sneak peek with the entire board getting a demonstration at the next quarterly board meeting. The idea for the development of donation functionality at the BFWDC was a specific goal set by the board at their last board retreat.

Executive Member Round Table

Dennis Williamson debriefed members on his meeting with the new TC Futures Director, Melanie Olson. Overall, he is impressed with what is happening at the Youth and Young Adult Center and is looking forward to what is in store as Melanie has a strong vision.

Tiffany Scott recognized those involved with the BFWDC National Dislocated Worker Grants (NDWG) as our fund source. The State of Washington Employment Security Department had recognized our area as leading expenditures and performance compared to other WDCs across the state.

Executive Session

Due to timing, the BFWDC CEO Annual Appraisal Closed Executive Session did not occur. Once BFWDC Chair Todd Samuel is back in the state, he will facilitate communication with BFWDC Executive Board Members on the subject.

Next Meeting

Executive Committee Meeting – Tuesday, March 29, 2022, at 4:00 p.m. – Zoom

Adjournment

The meeting of the Executive Committee adjourned at 4:58 p.m.

Respectfully Submitted:

Dennis Williamson, Board Vice-Chair Date

Tiffany Scott, CEO Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 1/31/2022

		Current Period Balance
<hr/>		
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	77,179.62
CE 12 month CD	1112	52,496.78
Total Asset		<u>130,239.17</u>
Liabilities		
Pending transfer	2001	101.23
Accrued Vacation Payable	2500	83,730.24
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>71,831.47</u>
Net Assets		58,407.70
Total Liabilities and Net Assets		<u>130,239.17</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2021 Through 1/31/2022
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	176	0	0.00%	0	0.00%
Total Revenue	176	0	0.00%	0	0.00%
Expenses					
Non WIOA Expenses	2,283	0	0.00%	0	0.00%
Total Expenses	2,283	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	(2,107)	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 1/31/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	19,637.52
Accounts Receivable	1200	101.23
CDBG Receivable	1201	6,933.32
Receivable (Grants)	1300	301,816.76
Total Asset		<u>328,488.83</u>
Liabilities		
Accounts Payable (AP System)	2000	307,436.93
Due to/from other funds	2990	12,000.00
Total Liabilities		<u>319,436.93</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u>328,488.83</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2021 - 1/31/2022
(In Whole Numbers)
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	2,483,008	2,703,376	91.85%	4,595,768	54.03%
Interest	7	0	0.00%	0	0.00%
Misc/Other Revenue	14,749	33,500	44.03%	101,161	14.58%
Total Revenue	2,497,764	2,736,876	91.26%	4,696,929	53.18%
Expenses					
Sub-Recipient Reimbursements	1,826,158	2,023,486	90.25%	3,485,368	52.39%
Rent and Facilities	36,044	50,030	72.04%	72,280	49.87%
Salaries and Wages	394,579	391,235	100.85%	674,615	58.49%
Payroll Taxes and Benefits	113,739	125,485	90.64%	220,007	51.70%
Non-WIOA reimbursement	(2,283)	0	0.00%	0	0.00%
Professional Services and Contracts	43,182	40,360	106.99%	52,010	83.03%
TC Futures	36,276	40,000	90.69%	70,000	51.82%
Travel and Training	9,623	14,520	66.27%	50,115	19.20%
Supplies, Furniture and Equipment	2,601	8,850	29.39%	13,900	18.71%
Equipment and Software - Lease and Maintenance	12,798	15,720	81.41%	26,075	49.08%
Communications (Telephone, Postage and Internet)	2,453	4,440	55.25%	7,544	32.52%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	14,987	15,144	98.96%	17,409	86.09%
Total Expenses	2,497,763	2,736,876	91.26%	4,696,929	53.18%
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 1/31/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	54,365.17
Total Asset		<u>54,365.17</u>
Liabilities		
Accounts Payable (AP System)	2000	3,438.46
IFA Credit Adjustment	2650	840.28
Total Liabilities		<u>4,278.74</u>
Net Assets		50,086.43
Total Liabilities and Net Assets		<u>54,365.17</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2021-1/31/2022

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	128,565	128,574	99.99%	220,413	58.33%
IFA Adjustments	(20,952)	0	0.00%	0	0.00%
Sub-Lease Revenue	91,291	91,292	100.00%	156,500	58.33%
Employee Recognition Non-Operating Income	252	0	0.00%	0	0.00%
Total Revenue	199,156	219,866	90.58%	376,913	58.33%
Expenses					
Rent and Facilities	198,534	197,074	100.74%	338,018	58.73%
Supplies, Furniture and Equipment	5,593	10,350	54.04%	15,375	36.38%
Employee Recognition	462	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	43	3,920	1.10%	6,720	0.64%
Business/Community	132	2,975	4.44%	5,000	2.64%
Dues, Fees and Subscriptions	1,535	5,975	25.69%	10,600	14.48%
Total Expenses	206,299	221,494	93.14%	376,913	54.61%
Net Surplus/ (Deficit)	(7,143)	(1,628)	0.00%	0	0.00%

Subject: WorkSource Rapid Response Policy

Policy No: WSP-01

Effective Date: 03/xx/22

Purpose:

This policy informs the WorkSource system of the rapid response team's roles and responsibilities when providing rapid response services to workers and employers. Rapid response activities should be provided in a coordinated and timely manner, tailored to the circumstances surrounding each dislocation event.

Background:

The Workforce Innovation and Opportunity Act (WIOA) requires the implementation of rapid response activities to assist employers and impacted workers as quickly as possible following the announcement of a permanent closure, layoff, or natural or other disaster resulting in a mass job dislocation ([Employment Security Department \(ESD\) WIOA Policy 5603, Rev. 2](#)).

POLICY

1. In collaboration with the Benton Franklin Workforce Development Council (BFWDC), the designated local Rapid Response Coordinator is responsible for planning and coordinating rapid response activities in Benton and Franklin Counties to quickly meet the needs of employers and impacted workers. Four circumstances trigger initial rapid response activity:
 - A Worker Adjustment and Retraining Notification Act (WARN) notice.
 - The filing of a Trade Adjustment Assistance (TAA) petition.
 - Employers notifying the ESD Rapid Response Team of impending layoff events.
 - Outreach to employers in need of Rapid Response services based on local business intelligence in the form of news stories, information from potentially impacted workers, labor market information, etc.
2. The designated local Rapid Response Coordinator will establish, maintain and direct the local Rapid Response Team to provide resources and services to assist laid-off workers. The Rapid Response Team should include representatives from:
 - ESD Unemployment Insurance (UI) Claims Center;
 - TAA;
 - Worksource System Partners;
 - Community and Technical Colleges;
 - Community Action Agencies;
 - WIOA Dislocated Worker Program;
 - Veterans Program Services;
 - Organized Labor and/or Washington State Labor Council, if applicable;
 - Other stakeholders and interested parties.
3. BFWDC will provide the name and email address of the designated local Rapid Response Coordinator to the ESD Rapid Response Coordinator.
4. The Rapid Response Coordinator will oversee the planning and coordination of Rapid Response events. Rapid Response events should be conducted at the worksite of impacted workers or at locations or venues that are reasonably accessible by impacted workers, to include dates and times that do not conflict with the working hours of impacted shift workers. When it is not feasible or safe to meet in person, Rapid Response events will be conducted virtually.
5. The Rapid Response Coordinator will consult with ESD, state and local economic development organizations, and other entities to explore and deliver layoff aversion services when appropriate and timely.
6. The Rapid Response Coordinator is the main point of contact for employers and worker representatives (if applicable) to do the following:

- Identify layoff schedules and employer plans to assist dislocated workers, including the status of collective bargaining negotiations that might affect layoff benefits.
 - Obtain (as possible) information related to severance, separation pay, retirement incentives, and voluntary layoffs and provide it to ESD UI Claims Center so the department can review and assess impacts, if any, on UI eligibility and provide appropriate guidance to impacted workers when they file UI claims.
 - Inquire as to the role of foreign trade, if any, in precipitating layoffs or closures. If trade impacts are cited, provide that information to the ESD TAA Program Operator so the department can independently or in coordination with the Washington State Labor Council follow up with employers to determine if the events warrant the filing of TAA petitions with the U.S. Department of Labor.
7. The Rapid Response Coordinator will organize the delivery of Rapid Response layoff orientations for affected workers through the Rapid Response team. Required topics for orientations include:
- Unemployment Insurance
 - Training Benefits program
 - Commissioner Approved Training
 - Wagner-Peyser Employment Services
 - WIOA Title I Dislocated Worker program
 - Veteran's Priority of Service
 - Community and Technical College programs and resources for dislocated workers
 - TAA and Trade Readjustment Allowance, if it is established that the layoff or closure is trade-related and regardless of whether a TAA petition is filed.
 - Other WorkSource (One-Stop) partner programs deemed necessary and appropriate
- The Rapid Response Coordinator will arrange for participation by local service providers in these sessions.
8. The Rapid Response Coordinator will assess the needs of the impacted workers as quickly as possible through surveys or other instruments that identify affected workers' skills, education, and potential assistance needs.
- Note:** The U.S. Department of Labor requires survey results if closures or layoff events are of a magnitude that compels the state to pursue National Dislocated Worker Grants (NDWGs).
9. The Rapid Response Coordinator will determine the need for and promote a voluntary labor-management committee or a workforce transition committee comprised of representatives of employers, affected workers or their representatives, and other community entities as necessary. This committee will

assist in planning and overseeing event-specific strategies that support the reemployment of affected workers.

10. The Rapid Response Coordinator will determine the need for peer worker outreach to connect dislocated workers with services in conjunction with labor-management committees or their equivalents.
11. The Rapid Response Coordinator will consult and coordinate with appropriate labor representatives when planning Rapid Response activities for those impacted workers covered by a collective bargaining agreement. Rapid Response teams must be cautious and avoid any actions that might impact collective bargaining negotiations and be aware of the impact that the offer of services and resources may have on the negotiation process, especially with respect to financial arrangements related to the provision of severance benefits.
12. The Rapid Response Coordinator will initiate contact with employers to offer Rapid Response services if notified of a layoff or closure that does not meet the WARN threshold or is unrelated to a TAA petition filing to explore the need for and interest in Rapid Response services, and to determine if there are trade impacts that might warrant the filing of a TAA petition.
13. The Rapid Response Coordinator will notify and coordinate with the WorkSource System Operator when Rapid Response events are completed so local WorkSource sites can assume responsibility for service delivery to laid-off workers who are interested in accessing career, training, supportive, and other relevant services available through the one-stop system.

DEFINITIONS

Local Rapid Response Coordinator – The individual designated by the BFWDC as the lead contact for affected employers and dislocated workers and responsible for coordinating rapid response activities.

REFERENCES

- [Training and Employment Guidance Letter \(TEGL\) 4-20](#) - Integrating Services for TAA & WIOA
- [Public Law 113-228, Workforce Innovation and Opportunity Act of 2014, Section 134\(a\)\(2\)\(A\)](#)
- [WIOA Final Rule, 20 CFR 682, Subpart C, 682.300-370](#)
- [TAA Final Rule 20 CFR 618, Subpart C](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16, Section 18](#)
- [Training and Employment Notice \(TEN\) 23-14](#) - How-to-Guide for completing a petition for TAA
- [Training and Employment Notice \(TEN\) 09-12](#) - Layoff Aversion in Rapid Response Systems

- [Training and Employment Notice \(TEN\) 32-11](#) - Rapid Response Self-Assessment Tool
- [Training and Employment Notice \(TEN\) 31-11](#) - Rapid Response Framework

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 2021 Liaison Report

Program Year July 2020-June 2021



A proud partner of the AmericanJobCenter network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 419
Total Staff Assisted Services to Job Seekers: 763
Unique Number of Businesses Served: 163
Staff Provided Business Services: 192

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): 299
Out-of-School Youth (OSY) Program: 140
Open Doors Program: 163
Co-enrolled in Both Programs: 41
Youth Attained General Education Development (GED): 25
Total OSY Employed and/or Post-Secondary Exits: 31
Average Wage: \$14.18
Placement Rate: 73.17%

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 * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 456

Monthly-to-Date Target: 538

Total Employed Exits (YTD): 141

Monthly-to-Date Target: 256

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 31 Total Employed Exits: 6
Monthly-to-Date Target: 24 Monthly-to-Date Target: 5

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 52

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 to job seekers and businesses. Please visit WorkSourceWA.com or TCFutures.org for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

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)

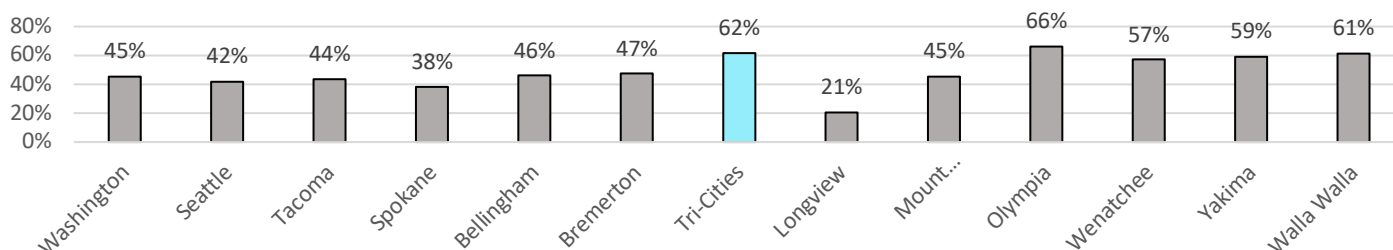
Employment Security Department Labor Market Information

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

Top Occupations	Top Licenses and Certifications
<ul style="list-style-type: none">Registered NursesTeacher AssistantsLaborers and Freight, Stock, and MoversMaintenance and Repair WorkersManagers, All OtherRetail SalespersonsHeavy and Tractor-Trailer Truck DriversCustomer Service Representatives	<ul style="list-style-type: none">Driver's LicenseFirst Aid CPR AEDRegistered NurseAdvanced Cardiac Life Support CertificationCertified TeacherCDL Class A
Unemployment Rates	
Benton: 7.9% Franklin: 6.2%	
Other News	

- The February 2021 Customer Satisfaction survey had 29 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.
- The Business Services Team hosted a Virtual Healthcare Career Fair on 2/24/21. 160 individuals registered and 109 attended (68% of registrants.) Over 25 local employers attended, in addition to training providers. The event resulted in 69 employment referrals for 68 job seekers.
- During February, WSCB provided 79 group services to 53 individuals through our local workshops and group sessions. One highlight of our group services is Job Club, which featured a speaker series on employment and training related topics of interest to our job seeker customers.
- WSCB team members continue to provide services 100% virtually at this time. Preparation for return to office is in progress in alignment with CDC guidance and the Governor's Roadmap to Recovery plan.

COVID-19 Recovery (May through December)



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

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988
Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com
Contact us at 509-734-5980



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February 2022 Liaison Report

Program Year July 2021-June 2022



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

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 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.

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: 6.3%

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.

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988
Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com
Contact us at 509-734-5980



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Benton-Franklin Workforce Development Council Chief Executive Officers Performance Goals & Expectations February 1, 2022, thru February 1, 2023

Performance Expectations

1. Effectively communicate to the BFWDC Board of Directors, WorkSource, and TC Futures leadership key policy issues, concerns, and opportunities to provide information, recommendations, guidance, and support that leads to effective and impactful planning and policy-making efficient and impactful Local Workforce System operations.
2. Successfully identify and encourage qualified, passionate, and engaged individuals from the public and private sectors to serve on the BFWDC Board of Directors such that the board follows Federal and State requirements for composition.
3. Responsible for working with BFWDC, WorkSource, and TC Futures leadership staff to ensure that the necessary resources and organizational structures are in place to enable the successful execution of the organization's mission and goals.
4. Develop and execute a communication strategy focused on successfully informing the citizens of Benton & Franklin Counties of the resources and capabilities available to Job Seekers and Employers.
5. Responsible for the day-to-day management of the BFWDC office and staff, responsibilities include team leadership, recruitment, retention, recognition, and rewarding staff; coaching and developing individual staff members to their fullest potential.
6. Develop and maintain a strategic planning process that identifies the current, and emerging Workforce Development needs of local employers and job seekers, advocate for effective public policy that results in successful workforce development programs in our Workforce Development area.
7. Stay knowledgeable of opportunities for obtaining funding (state, federal and private) grants that will support job seeker development.
8. Interact strategically and communicate effectively with a wide variety of local, regional, and state business, government, and economic development representatives to champion workforce development and opportunity. Act as a lead champion in our community for Workforce Development.
9. Ensure that all business operations of the BFWDC are conducted in a manner consistent with all State and Federal requirements.
10. Actively work with the Board of Directors to successfully achieve the annual goals/priorities: For the Appraisal period, those goals/priorities are:

Goal 1 - Aggressively explore opportunities to expand and diversify the agency's revenue streams. Reduce the dependence on the Department of Labor (DOL) "Formula funds" as the agency's sole source of funding to underwrite the costs of executing the mission of the WDC and successfully pursue "Competitive funds."

- The CEO will actively pursue new funding sources and secure at least one new non DOL funded program.

Goal 2 - Ensure interested Benton-Franklin County youth can receive education, training, and the support they need for success in postsecondary education and work. Our work should be focused on measurable impact in supporting the employment of older youth and improving their career prospects.

- The CEO will support the development of partnership expansion at TC Futures, leading to the additional opportunity for youth within the internal and external service delivery pipeline.



Goal 3 - Provide adults with access to lifelong education, training, and employment services. Increase local workforce system referrals and encourage participation in Registered Apprenticeship (RA) as a component of the talent development strategy in Benton and Franklin counties.

- The CEO will actively pursue\communicate plans and progress for positively impacting adult employment in Benton & Franklin counties (particular emphasis on advancement in apprenticeships and on-the-job training).

Goal 4 - Meet the Workforce needs of employers by providing needed support services and preparing youth, adult, and dislocated workers with the skills using the multiple pathways approach. WorkSource and TC Futures will be the supplier of choice to provide the workers needed to meet current and emerging employer needs.

- The CEO will actively pursue\communicate plans and progress for positively impacting employer employment needs in Benton & Franklin counties (emphasizing that we understand employer needs and have strategies for addressing those needs).

Goal 5 - Increase the visibility of the BFWDC by executing the approved public relations plan and creating a method to measure the success of the implemented program.

- The CEO will work with the BFWDC Board to execute the approved public relations plan. Establish measurable metrics to determine progress and impact.

Goal 6 - Increase local service capacity by conducting strategic advocacy work with the Governor's office and the state legislature.

- The CEO will work towards a budget proposal or bill that will result in additional dollars being allocated to local workforce development councils to meet the needs of businesses and job-seekers in Benton and Franklin Counties. The strategies followed will be those agreed upon amongst peers at the Washington Workforce Association.

Supervisory Responsibilities

1. Demonstrate leadership skills using the team concept and appropriate empowerment skills to create a work environment that fosters productivity, teamwork, and dedication to the mission and vision of the organization.
2. Demonstrate ability to create and maintain a structure and team through honest and constructive performance feedback, leadership, and mentoring that consistently delivers exceptional service to clients at TC Futures and WorkSource through motivated and skilled staff.
3. Demonstrate the ability to plan, budget strategically, and allocate funding resources efficiently that enables maximum impact.



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WorkSource Operator Report

Benton Franklin Workforce Consortium

February 2022

February Highlights:

- WSCB hosted a site visit on February 22nd for two members of the state teamworking on ETO software replacement to research functionality needs. Their visit included one-on-ones with various team members to learn more about how the software is currently used, gaps in functionality, pain points, and what ideal state would look like.
- To support hiring needs of local businesses, the Business Services Team has been partnering with employers to boost promote hiring events through social media and networking.

WorkSource Site Operations:

Customer Counts 2/1-2/28/2022		
Total Staff Assisted Seekers	718	
Total Staff Assisted Services	1840	
<i>Basic Services</i>	1396	
<i>Individualized, Training & Support Services</i>	228	
Unique Number of Businesses Served	98	
Staff Provided Business Services	164	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	19	18
<i>Employee Training</i> Assessment, referral, enrollment, etc.	8	5
<i>Other</i> Employer outreach visit, marketing business services, etc.	63	42
<i>Recruitment</i> Hiring events, referrals, etc.	74	46
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (3/10/22).



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February 2021 Customer Feedback:

- 66 survey responses received via Survey Monkey and QTRAC (10% response rate):
 - Of the customers who responded, 98% would refer family and friends
 - Top 3 services received: job search, training, and workshop
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 10 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Sandy, I just wanted to take a minute to Thank you for all of your help. You advocated for me and have helped me along every step of the way to get me back on track. Worksource is lucky to have such a compassionate individual as yourself...”
 - “The workshop was informative and Michele was a great instructor.”
 - “Michelle Garnder-Bishop leads a great Navigating Career Paths workshop, with loads of really useful information...”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in February to be addressed in March:
 - “Make it a 2 day workshop and add more “How to do” to go with the “What to do”. I really liked the workshop. It was much more relevant to my situation than the ones that were geared towards the general population. I would like more training geared toward old geezers like me.” (Mature Worker workshop)

Service Delivery

Career Services:

- We are 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. Here are our current customer engagement numbers since the February launch:

	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 Workshop group completed a revamp of the workshop survey to continue collecting customer feedback which will allow them to shape workshop offerings. A sub-group completed a merge and rewrite of two workshops offered historically, creating a single session to support



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job seekers in engaging in job search and connecting with WSCB resources. This new workshop will be piloted during the month of March so that any needed changes can be made before adding to the WSCB workshop schedule.

- During February WSCB provided 122 group services to 74 individuals through our locally offered workshops and group sessions. Strategies for Success was our most attended workshop. Other services in high demand include deskside job seeker assistance, basic assessment, and provision of workforce information.
- We kicked off an 8-week LinkedIn Learning Challenge on our Facebook page this month. The campaign is designed to engage current customers, as well as community members who may not currently be receiving services from us. We are also promoting LinkedIn Learning with customers who would benefit from online learning to learn new skills or polish existing ones.

Below is a snapshot of staff/customer engagements in the Benton Franklin Workforce System:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 3/7/22	150	91	450	107	2,577	2,181

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

Business Services:

- Work is being done to refine the the referral process of qualified candidates from Employment Specialists to the Business Services Team.
- The team hosted a successful first WorkSource Open House, allowing local business to learn more about WorkSource services and to network.
- The Business Services Team also collaborated on two hiring events with the following employed outcomes:
 - TEAM – 15 individuals hired
 - Fred Meyer – 22 individuals hired
- To strengthen partnership and outreach efforts on behalf of employers who post H2A job openings, WSCB and WS Walla Walla have begun collaborating. Labor force is shared amongst the two areas, therefore working together will assist neighboring employers with workers and help MSFW Outreach Specialist showcase a united front.
- In preparation for the One Hanford event, the team has been highly involved in promoting the event through multiple means and has led out on advisory committee meetings. We are anticipating a large turnout, with attendees from in and out of state.
- Upcoming Events –
 - One Hanford Hiring Event: 3/2 from 10am-2pm
 - Whittier Seafood Hiring Event: 3/15 from 10am-2pm
 - Amazon call center Hiring Event 3/17 from 4-6pm
 - LiUNA Laborers Union Pre-Apprenticeship Workshop 3/29 from 8am-12pm



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Community Connections:

- 2/1: Attended the Virtual Services Collaborative, a group designed for information sharing about virtual service delivery options and resources. This is a blended group which includes WorkSource and WDC staff from across the state.
- 2/8: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 2/8: Connected with Melanie Olson, Director of TC Futures to share updates and discuss ways to increase communications and partnership between our teams.
- The Equity Committee met weekly in February to finalize details of radio, newspaper, and television campaigning designed to better engage Spanish speaking community members. Both the television and newspaper campaign will kick off in March. The radio campaign kickoff date is TBD.
- 2/17: Attended the LinkedIn Workforce Working Group to learn about strategies other areas are employing to engage customers with the learning platform, as well as new features which will be rolled out soon. This is a monthly meeting which has been attended since the new contract launch in August.
- 2/17: Met with Jim Bischoff, Board Chair of ACCESS Tri-Cities, to exchange organizational updates and identify new ways to partner. We discussed the possibility of collaborative workshops, as well as promotion of LinkedIn Learning for business to increase education and awareness of hiring/working with individuals with disabilities.
- WSCB continues engaging customers via weekly GovDelivery messaging, social media, PSAs, and networking to inform of event, workshop, and other service offerings available via WSCB and our community partners. Content varies based upon the target group being outreached to.

Staff Training & Development:

Training/Development Attended:

- 2/2: Cross training – Veteran's Services; February Customer Feedback Improvements
- 2/16: Cross training – Worker Retraining; February Data Review

Upcoming Training/All Staff Meetings:

- 3/2: Cross training – Veteran's Services; February Customer Feedback Improvements
- 3/9: Cross training – Worker Retraining; February Data Review
- 3/16: Complaint & Concern Training
- 3/23: Community Partner Cross Training: L&I Wage and Hour Regulations

Facilities:

- 2/8: Fire Alarm inspection
- 2/24: Brashear Electric completed final work to transition all facility lights to LED.

Respectfully submitted by C. Bright on 3/10/22



February 2022



Customer Profile

Profile/Challenges	Partners	Solutions
Special Education Student/No GED	New Horizons Open Doors	Work with SPED department on best approaches to learning and on goal setting
Homelessness	Housing Resource Center/Career Path Services/Open Doors	On-going emergency housing supports
Justice Involved	Juvenile Justice/Career Path Services/Open Doors	Coordinate supports to ensure the customer is meeting legal obligations
Aged out of Foster Care System	DCYF/Career Path Services/Open Doors	Assist with coordinating benefits for longer-term income support. Provided financial literacy help by assisting with opening a bank account. Assisting with tracking down current and past payments.
No work experience	Career Path Services	Currently enrolled in a paid work experience
No Independent Living Skills	Career Path Services Open Doors	Referring to workshops and higher level of care to address activities of daily living skills training
Childhood Trauma	Career Path Services/Open Doors	Referral to higher level of behavioral health services

Center Updates

- TC Futures Annex is open! We have the keys to Suite A!
- Still working on the Job Corps rental agreement and hope to have something drafted soon.
- Augie Gonzales has been hired as an addition to the Open Doors team. His first day was 2/7.
- LiUna Workshop, March 29th, 8am-Noon
- Graduation is scheduled for March 23rd 5:30-6:15pm, 6:30-7:15pm
- New orientation format to begin in March. Meetings will be held on Wednesdays in two sessions.

Community Reach

- Developing a partnership with Goodwill Industries to provide digital literacy programs and hardware for eligible customers
- Planning for an Open House to showcase our expansion and reach out to targeted population for recruitment. This effort is lead by TC Futures and ESD 123 with support from community partnerships. Open House is planned for April, 2022. A date is to be determined.