



**Benton – Franklin Workforce Development Council (BFWDC)  
QUARTERLY BOARD OF DIRECTOR'S MEETING  
Tuesday, October 26, 2021, 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 and Welcome – Todd Samuel**
  - Excused Absences and Roll Call – Tiffany Scott
  - Public Comment – Todd Samuel
- II. Consent Agenda (Needs a Vote)**
  - **Approval of Board Minutes**  
To approve July 27, 2021, Quarterly Board Meeting Minutes as presented
  - **Finance Reports**  
To adopt the BFWDC Finance Reports as submitted for the period ending August 2021
  - **Local Policy #2021-01 Data Element Validation**
  - **Local Policy #2021-02 Measurable Skills Gain**
- III. BFWDC Officers Election – Todd Samuel (Needs a Vote)**
- IV. Chief Executive Officer Presentation – Tiffany Scott**
- V. Regional Labor Market Economist Presentation – Ajsa Suljic**
- VI. WorkSource Columbia Basin Business Customer Spotlight – Crystal Bright (introduction)**
  - Premera
- VII. One-Stop Certification Update – Crystal Bright**
- VIII. Member Updates & Business Engagement – All Board and Ex-Officio Members**
- IX. Next Quarterly Board Meeting – Tuesday, January 25, 2022, at 4:00 p.m. on Zoom**
- X. ADJOURNMENT**

**Attachments:**

- 1. July 27, 2021, Quarterly Board Meeting Minutes
- 2. Finance Reports - August 2021
- 3. Data Element Validation Policy 2021-01
- 4. Measurable Skills Gain Policy 2021-02
- 5. Officer Election Memo
- 6. Youth Committee Quarterly Report
- 7. EcSA, CDBG AEL Committee Quarterly Report

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



8. AD, DW, RR, NDWG AEL Committee Quarterly Report
9. Liaison Report - September 2021
10. TC Futures Report - September 2021
11. WorkSource Operator Monthly Report - September 2021

***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)**  
**Quarterly Board Meeting**  
July 27, 2021  
4:00 p.m. – Zoom

**Present**

Commissioner Clint Didier  
Todd Samuel  
Adolfo DeLeon  
Dennis Williamson  
Michael Bosse  
Michael Lee  
Richard Bogert  
Bob Legard  
Carlos Martinez  
Carol Moser  
Alicia Perches  
David Phongsa  
Jamie Rasmussen  
Jennie Weber  
Jim Smith  
Karl Dye  
Kate McAteer  
Lori Mattson  
Mary Mills

**Excused**

Commissioner Will McKay  
Amanda Jones  
Lynn Ramos-Braswell

**Ex-Officio Excused**

Darryl Banks  
Paul Randal  
Cinthia Alvarez

**Absent**

N/A

**BFWDC Staff**

Tiffany Scott  
Jan Warren  
Diana Hamilton  
Cynthia Garcia  
Jamilet Nerell  
Jessie Cardwell  
DeAnn Bock

**BFWDC Staff Excused**

David Chavey-Reynaud

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**Call to Order**

Todd Samuel, Chair, called the meeting to order at 4:00 p.m.

Tiffany Scott presented a land tribute acknowledging the traditional, ancestral territories of the Cayuse, Walla Walla, and Palouse 1<sup>st</sup> Nations.

Tiffany Scott reported excused absences and conducted roll call of the Benton-Franklin County Commissioners, BFWDC Board Members, and BFWDC Staff.

Tiffany Scott welcomed guests, who then introduced themselves using the Zoom chat feature.

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

Todd Samuel asked if there was any public comment. There was none.

Todd Samuel referred members to the board packet filled with valuable information.

**Consent Agenda**

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

- Approval of Board Minutes

To approve April 27, 2021, Quarterly Board Meeting Minutes as presented

- Finance Reports  
To adopt the BFWDC Finance Reports as submitted for the period ending May 2021
- Program Year (PY) 21 Budget  
To approve the PY21 Budget as presented
- Policy 2015-62 – Acceptable Use Policy  
To approve Policy 2015-62 - Acceptable Use Policy
- One-Stop Operator Certification  
To approve the three-year Certification of WorkSource Columbia Basin as the One-Stop Center

*Todd Samuel called for a motion to approve the consent agenda as presented. Motion moved by Moser, then second by Bosse and carried to approval. One member, Weber, abstained.*

### **Chief Executive Officer Presentation**

Tiffany Scott presented a slide deck that covered the progress of the BFWDC. The following was highlighted.

- Execution of Formula Grants
- Completion of Infrastructure Funding Agreement for WorkSource Columbia Basin Partnership
- Community Development Block Grant from the Department of Commerce
- Conclusion of Professional Accounting Services Agreement
- Certified Workforce Development Professional, Jamilet Nerell
- State Equal Opportunity Monitoring
- Programmatic and Fiscal Monitoring of Sub-Recipients
- Internal Security Policy Development and Audit
- Washington Workforce Association, Tiffany Scott Elected Chair
- Conclusion of Families Forward Washington
- One-Stop Operator Procurement and Certification
- Presentation to Governor Inslee on local Economic Security for All (EcSA) success
- Statewide Economic Symposium Presentation on Inclusive Best Practices, Jamilet Nerell, and Cynthia Garcia
- Final Program Year 2020 Employment Security Department Monitoring Unit Report reflected no findings, no questioned costs, and no disallowed costs
- Tri-Cities COVID-19 Economic Recovery (March 2020 – May 2021) featured data on nonfarm, government, retail trade, trade/transportation/warehousing/utilities, education/health services, manufacturing, professional/business services, leisure/hospitality, mining/logging/construction employment
- COVID-19 Job Recovery, Washington State 70%, Tri-Cities 102%
- 55 youth and young adults at Tri-Cities (TC) Futures attained their General Education Development (GED)
- Virtual Job Fairs continued to be held throughout our local Workforce Development System
- WorkSource Columbia Basin physically opened its doors to 25% capacity (by appointment) on July 1, 2021

Commissioner Didier, members (Moser, Bosse, Samuel, Dye, Olson), and chair (Samuel) engaged in conversation with Tiffany Scott throughout the presentation resulting in the action item for her to explore

strategic convening to address industry needs (both current and future) in the areas of healthcare, housing, workforce talent pipeline and manufacturing.

Todd Samuel thanked Tiffany Scott for the detailed presentation.

Karl Dye thanked Tiffany Scott for her responsiveness and coordination of AutoZone's employee needs.

### **WorkSource Columbia Basin Customer Spotlight**

Crystal Bright, WorkSource Columbia Basin, took a moment and thanked each of the board members for creating the space on the schedule to highlight the vital work that's being done alongside customers and the opportunity to showcase that. Crystal introduced Marissa Cox, Case Manager at WorkSource Columbia Basin.

Marissa Cox thanked everyone for inviting her to share Maria's story. Maria Gomez was working as an Endoscopy Technician in Vancouver, Washington, before relocating to the Tri-Cities. She came to WorkSource Columbia Basin after being unemployed for the first time in her career. She was looking for a new job that would be more accommodating and flexible because she was a single parent to a disabled son. She had been on unemployment on and off for about six months during the peak of the COVID-19 health crisis. Maria was directed to WorkSource through unemployment and first enrolled in the Workforce Innovation and Opportunity Act (WIOA) adult program with Sandra Douglas-Russell. Later, Maria was referred to and co-enrolled in the Reemployment Services and Eligibility Assessment (RESEA) program. Through coaching and support services, the professional staff was able to help Maria with retraining in medical coding and billing, auto repair assistant, clothing for work, and transportation assistance.

Maria was hired full-time with Ideal Options as a Patient Care Representative. Maria later moved on from that role to a position with Homecare Solutions as a Recruiter. Maria reached out to WorkSource this year, looking to see how she could go about advertising positions that she had open with the WorkSource Business Services.

Maria's story is an excellent example of how impactful WorkSource services can be when all partners do their best to serve job seekers and employers.

A video was shared of Maria discussing her positive experience.

Todd Samuel commented, what a great example of how the BFWDC, through our partners at WorkSource Columbia Basin, are making a difference in our community by helping people who want that next training and employment opportunity.

### **Strategic Goal Progress**

Karl Dye reported that the strategically targeting and aligning relationships for systems success committee or STARSS held their last meeting in June.

The STARSS committee not only met the strategic goal of establishing five new partnerships but exceeded it by 100% by codifying ten professional relationships that will benefit the BFWDC for years to come. After doing an inventory of current business organization contacts, the STARSS committee used the sector approach to deploy committee member resources efficiently to address existing gaps.

The partners that were identified through this process included Terragraphics, Boys and Girls Club, Association of Washington Business, West Richland Chamber of Commerce, City of West Richland, Benton-Franklin Health District, Kennewick Police Department, Port of Kennewick, Port of Benton, and Port of Pasco.

As a result of business needs, the STARSS committee developed an information sheet for board members to use that identifies the subject matter expertise of the BFWDC staff. The idea is to have a reference guide that can be utilized when specific questions arise while board members represent the BFWDC and need assistance. Karl pointed out that the final document is in the board packet.

Karl thanked the STARSS committee members for participating, David Phongsa, Kate McAteer, Bob Legard, Dennis Williamson, Jessie Cardwell, and Tiffany Scott.

Todd Samuel thanked Karl for the fantastic report out and recognized the success of STARSS.

#### **Member Updates & Business Engagement**

Karl Dye shared that Reser's, a local food processing plant, has decided to stay in Franklin County and expand its operations. This will equate to additional, livable wage jobs for our community.

#### **Other Business**

None

#### **Next Meeting**

Quarterly Board Meeting – Tuesday, October 26, 2021, at 4:00 p.m. via Zoom

#### **Adjournment**

With no further business, Todd adjourned the meeting at 5:00 p.m.

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Todd Samuel, Chair

Date

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Tiffany Scott, CEO

Date

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
10 - Corporate Entity  
As of 8/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	80,245.15
CE 12 month CD	1112	<u>52,391.09</u>
Total Asset		<u><u>133,199.01</u></u>
Liabilities		
Accrued Vacation Payable	2500	84,664.18
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u>72,664.18</u>
Net Assets		60,534.83
Total Liabilities and Net Assets		<u><u>133,199.01</u></u>

**Benton Franklin Workforce Development Council**  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
10 - Corporate Entity  
From 7/1/2021 Through 8/31/2021  
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	20	0	0.00%	0	0.00%
Total Revenue	20	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	20	0	0.00%	0	0.00%



**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
20 - WDC Main  
As of 8/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	17,562.51
CDBG Receivable	1201	4,283.46
Receivable (Grants)	1300	<u>260,783.62</u>
Total Asset		<u><u>282,629.59</u></u>
Liabilities		
Accounts Payable (AP System)	2000	261,577.69
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>273,577.69</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>282,629.59</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 8/31/2021  
(In Whole Numbers)  
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	626,107	756,621	82.75%	4,595,768	13.62%
Interest	2	0	0.00%	0	0.00%
Misc/Other Revenue	4,283	5,000	85.66%	101,161	4.23%
Total Revenue	630,393	761,621	82.77%	4,696,929	13.42%
Expenses					
Sub-Recipient Reimbursements	425,005	550,364	77.22%	3,485,368	12.19%
Rent and Facilities	13,256	12,738	104.07%	72,280	18.34%
Salaries and Wages	115,438	113,960	101.30%	674,615	17.11%
Payroll Taxes and Benefits	32,364	36,534	88.59%	220,007	14.71%
Professional Services and Contracts	7,759	8,660	89.60%	52,010	14.92%
TC Futures	10,000	10,000	100.00%	70,000	14.29%
Travel and Training	1,472	2,790	52.76%	50,115	2.94%
Supplies, Furniture and Equipment	292	1,800	16.22%	13,900	2.10%
Equipment and Software - Lease and Maintenance	2,410	1,990	121.11%	26,075	9.24%
Communications (Telephone, Postage and Internet)	826	1,240	66.61%	7,544	10.95%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	13,967	13,939	100.20%	17,409	80.23%
Total Expenses	630,393	761,621	82.77%	4,696,929	13.42%
Net Surplus/ (Deficit)	0.00	0.00	0.00%	0.00	0.00%

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
30 - WSCB Partnership  
As of 8/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	<u>62,926.99</u>
Total Asset		<u><u>62,926.99</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,712.67</u>
Total Liabilities		<u><u>2,712.67</u></u>
Net Assets		60,214.32
Total Liabilities and Net Assets		<u><u>62,926.99</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2021-8/31/2021

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	36,733	36,732	100.00%	220,413	16.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	26,083	26,084	100.00%	156,500	16.67%
Employee Recognition Non-Operating Income	151	0	0.00%	0	0.00%
Total Revenue	62,967	62,816	100.24%	376,913	16.67%
Expenses					
Rent and Facilities	59,894	56,424	106.15%	338,018	17.72%
Supplies, Furniture and Equipment	35	2,900	1.21%	15,375	0.23%
Employee Recognition	47	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	7	1,120	0.63%	6,720	0.10%
Business/Community	0	850	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	0	1,600	0.00%	10,600	0.00%
Total Expenses	59,983	64,094	93.59%	376,913	15.90%
Net Surplus/ (Deficit)	2,984	(1,277)	0.00%	0	0.00%

**Subject: Data Element Validation Policy**

**Policy No: 2021-01**

**Effective Date: 8/XX/2021**

**Revised: N/A**

**Purpose:** This policy provides guidance regarding Data Element Validation (DEV) requirements specific to Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, Dislocated Worker, Trade Adjustment Assistance (TAA), and discretionary programs.

**Background:**

Data Element Validation is a federally mandated process. The state annually assesses the accuracy of prescribed data elements in randomly sampled participant files against source documents in program files for compliance with federal definitions (refer to [TEGL 07-18](#) and [TEGL 23-19](#)). DEV training, tutorials and frequently asked questions are located on the [DOLETA Data Validation website](#).

## Operational Procedure

Data Element Validation (DEV) ensures, to the maximum extent feasible, the accuracy of the data entered by WIOA Title-1B core and non-core programs into the state's Management Information System (MIS). Source documentation for required data elements can be found in the State's [Data Element Validation Policy- Attachment B](#).

- Non-core programs include National Dislocated Worker Grants (DWG) and others outlined in [TEGL 23-19](#). Non-core programs shall fully implement data element validation that aligns with this policy.
1. Data validation requires subrecipients to ascertain the validity, accuracy, and reliability of report and participant record data submitted and recorded in the Management Information System (MIS). Data validation consists of two separate functions:
    - **Report Validation** checks the accuracy of local calculations used to generate performance reports;
    - **Data Element Validation** checks the validity, accuracy, and reliability of the data used by the state to perform the calculations.
  2. DEV is a periodic activity conducted by the Benton-Franklin Workforce Development Council (BFWDC) to identify and resolve any errors compromising Data Validation and DEV. This includes periodic data element reviews to ensure that data entered and its supporting documentation is accurate and reliable:
    - Data reviews identifying and correcting errors to improve performance reporting, as well as ensuring the data accurately reflects the program participants, services, and outcomes;
    - Data reviews to maintain and demonstrate system integrity, assess the accuracy of submitted participant data, and identify and correct problems associated with data entry processes;
    - Review of results of data validation efforts and the effectiveness of the data validation process and revise as needed;
    - Data review for errors, missing data, and other anomalies, including missing documentation;
    - Selected samples of participant data reported are reviewed against source documentation in participant records for compliance with local, state, and federal definitions.
  3. Although DEV may verify the existence of source documentation for some eligibility criteria, the process does not validate participant eligibility. DEV should not be confused with WIOA and Trade Adjustment Assistance (TAA) eligibility verification requirements.
  4. Data element process and requirements:  
The state's [Data Element Validation - Attachment A](#) contains details of Washington's DEV process and requirements.

5. Approved data elements:  
Data elements identified for DEV review in each program year are found in the monitoring tools checklists posted annually on [ESD's Workforce Professionals Center](#) website.
6. Alignment of DEV and eligibility documentation:  
DEV does not validate participant eligibility, it is the policy of the BFWDC to use DEV documentation requirements outlined in [TEGL 23-19](#) as the foundation for WIOA program eligibility documentation for all eligibility components included under DEV requirements. The alignment of these requirements will increase efficiencies and ensure DEV requirements are met (for eligibility components) at the time of participant enrollment. In this way, DEV documentation will fulfill certain eligibility documentation requirements.
7. Allowable source documentation:  
[Data Element Validation Policy - Attachment B](#) details the allowable source documentation for data element validation in Washington. For data elements that allow self-attestation, self-attestation form can be found in the [BFWDC Eligibility Policy 2015-01](#). Additional guidance from the state's self-attestation forms can be found in the state's [Data Element Validation Policy - Attachment C](#).

#### **Definitions:**

**Data Validation** – A series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data.

**Data Element Validation (DEV)** – The federally mandated process by which the state annually assesses the accuracy of prescribed data elements in randomly sampled participant files against source documents in program files for compliance with federal definitions (refer to [TEGL 07-18](#)).

**Self-Attestation** – Self-attestation occurs when participants (applicants) state their status for a particular data element, such as pregnant or parenting youth, and then sign and date acknowledgment forms. The key elements for self-attestation are:

- (a) participants (applicants) identifying their status for a data element and;
- (b) signing and dating a form attesting to this self-identification. Self-attestation can also be in the form of a signed and dated WIOA eligibility application that is in paper format or either of two electronic formats (a scanned and uploaded copy of the paper document or an application in the state's case management system with the participants' date-stamped electronic signatures).

**Periodic Reviews** - An internal review undertaken at regular intervals (i.e., monthly, quarterly, annually).

#### **References:**

- [Data Element Validation State Policy](#)

## **Subject: Measurable Skills Gains Policy**

**Policy No: 2021-02**

**Effective Date: 8/XX/2021**

**Revised: N/A**

### **Purpose:**

The purpose of this policy is to provide guidance on Measurable Skill Gains (MSG) documentation requirements specific to Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, Out-of-School Youth programs, and discretionary programs.

### **Background:**

The MSG indicator is the percentage of participants who, during a program year, are in an education or training programs that lead to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.



## Operational Procedure

The MSG indicator measures the interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs. It also helps fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

### A. Types of Measurable Skill Gains and Documenting Progress

Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following:

#### 1. Documented achievement of at least one Educational Functioning Level (EFL) of a participant receiving instruction below the postsecondary level.

The Subrecipient shall measure EFL gain in one of three ways:

- Compare the participant's initial EFL, as measured by a pre-test, with the participant's EFL, as measured by a post-test. The approved pre-and post-tests must be based on the list of tests the Secretary of Education determines suitable for use in the National Reporting System for Adult Education. The list of approved assessments is published annually in the Federal Register;
- Adult high school programs that lead to a secondary school diploma or its recognized equivalent shall measure and report educational gain through the awarding of credits or Carnegie units; or
- Report an EFL gain for participants who exit a program below the postsecondary level and enroll in postsecondary education and training during the program year. A program below the postsecondary level applies to participants enrolled in a basic education program.

#### 2. Documented attainment of a secondary school diploma or its recognized equivalent.

- The Subrecipient shall document in the Management Information System (MIS) attainment of a secondary school diploma or its recognized equivalent if the participant obtains certification of attaining passing scores on all parts of a State-recognized high school equivalency test, or the participant obtains a diploma or State-recognized equivalent documenting satisfactory completion of secondary studies or an alternate diploma, including a high school or adult secondary school diploma.
- Secondary school diploma refers to a regular high school diploma, as defined in section 8101(43) of the Elementary and Secondary Education Act.

#### 3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.

- For secondary education, the subrecipient shall document this gain through receipt of a secondary transcript (Secondary transcript is specific to youth attending high school) or report card for one semester showing that the participant is achieving the State unit's policies for academic standards. For postsecondary education, this gain must demonstrate a sufficient number of credit hours—which is at least 12 hours per semester (or equivalent) or, for part-time students, a total of at least 12 hours over the course of two completed semesters (or equivalent) during 12 months that shows a participant in achieving the State unit's academic standards (or the equivalent for other than credit hour programs). For example, if a postsecondary student completed 6 hours in the spring semester and six more hours in the fall semester and those semesters crossed two program years, they would not count as a skill gain in the first program year, but they would count as a skill gain in the second program year.

#### 4. Satisfactory or better progress report towards established milestones, such as completion of On-the-Job Training (OJT) or completion of one year of an apprenticeship

**program or similar milestones from an employer or training provider providing training.**

- Documentation for this gain shall vary, as the subrecipient identifies appropriate methodologies based upon the nature of services being provided, but progress reports must document substantive skill development that the participant has achieved. The subrecipient shall document the gain by a satisfactory or better progress report from an employer or training provider. Progress reports shall include training reports on milestones completed as the individual masters the required job skills or steps to complete an OJT or apprenticeship program. Increases in pay resulting from newly acquired skills or increased the performance also can be used to document progress.

**NOTE:** In the description of this type of MSG, "completion of one year of an apprenticeship" is just one example of a timeframe that shall be established for achieving a satisfactory or better progress report toward a specific milestone, and the "one-year" timeframe should not be construed as a required timeframe or the only way that a participant in an apprenticeship can achieve a Measurable Skill Gain.

**5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.**

- Documentation for this gain shall include passage of a component exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.

**Examples:**

- A participant has enrolled in a 4-year registered apprenticeship program: the measurable skill gains indicator tracks the skills the participant gains throughout the reporting period, not just at the end of the 4-year training program.
- Low-skilled adult participants of an adult education program: the MSG indicator provides an opportunity to track and report gains in reading, writing, mathematics, and English proficiency.

**B. Participants Included in the Measurable Skills Indicator**

- All participants in a Title I Adult or Dislocated Worker-funded training program are included in the MSG indicator (which includes funding a training program for a secondary school program equivalent and all participants in work-based training).
- All Title I Out-of-School Youth program participants who are in one of the following are included in the indicator:
  - The program element occupational skills training;
  - Secondary education during participation;
  - Postsecondary education during participation;
  - Title II-funded adult education during participation;
  - The YouthBuild program during participation;
  - Job Corps during participation

If a participant achieves more than one type of measurable skill gain in a reporting period, the most recent gain is the skill gain type that should be recorded.

**C. Participants Excluded from the Measurable Skills Indicator**

Participants who exit for any of the reasons listed below are excluded from the MSG indicator.

- The participant exits the program because they have become incarcerated in a correctional institution or have become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- The participant exits the program because of medical treatment and that treatment is

expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.

- The participant is deceased.
- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

**YOUTH ONLY** - The participant is in the foster care system as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the local workforce as part of such a program or system.

**D. Guidance for Recording/Reporting MSG in the State Management Information System (MIS)**

- [Measurable Skills Gain \(MSG\) guidance - Documenting and recording progress](#)
- [MSG - Recording Measurable Skills Gain in ETO](#)
- [MSG - Running the Measurable Skills Gain report](#)

**E. Additional Requirements**

- Even though only one gain may be counted in the numerator per reporting period (i.e., program year), subrecipient should record ANY skill gain attained throughout the program year.
- Procedures should be in place to ensure staff are documenting participant's skills progressions.
- Subrecipient shall develop procedures suitable for the applicable academic system in use by the secondary or postsecondary institution in which the participant is enrolled including, but not limited to, semesters, trimesters, quarters, and clock hours for the calculation of credit hours (or their equivalent) when documenting progress towards MSG.

**F. References**

- [Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs \(doleta.gov\)](#)



## MEMORANDUM

DATE: October 19, 2021

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

FROM: Tiffany Scott, CEO

**SUBJECT: Board Elections**

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Below you will find the pending officers for election on Tuesday, October 26th. As always, this is an open election. If anyone is interested in putting their name in for one of these positions, you may feel free to do so.

### **Board Chair**

Todd Samuel

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### **Past Chair**

Vacant Due to Retirements (Peenstra & Bertsch)

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

Adolfo de León (Motion will be presented to AEL on 10/21/21)

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### **Vice-Chair Representing of the Youth Committee (YC)**

Dennis Williamson (Motion approved by YC on 10/18/21)

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

- In July, the BFWDC received a fully executed Workforce Innovation and Opportunity Act (WIOA) Youth contract from Employment Security Department (ESD) with Program Year 2021 performance deliverables. BFWDC staff developed sub-recipient contracts, which were reviewed, approved, and signed by the Benton County Prosecuting Attorney. Currently, we are working through our required signature process and hope to have fully executed contracts in October.
- BFWDC staff collaborated with State ESD to present information on the 20% Work-Experience expenditure requirements to the 12 Workforce Development Council's (WDCs).
- New Policies: BFWDC staff presented the Measurable Skills Gains and Data Element Validation policies to the Adult and Employer Linkage, Youth, and Executive Committees. The policies were approved and will be taken to the full board for final review/approval. These policies provide guidance on documentation needed to meet state requirements.
- The PY21 state monitoring visit previously scheduled for October 4th has been rescheduled for the week of May 23rd, 2022. This scheduling change will give the BFWDC and subrecipient staff more time to ensure participant files and data element validation requirements are compliant with federal, state, and local policies.
- All 12 WDCs are working with ESD on the Washington Integrated Technology (WIT) Replacement project to acquire a new case management solution to replace Efforts to Outcomes (ETO) and the WorkSourceWA labor exchange platform. Our goal is to ensure the new system meets the program management and operational needs of all WIOA partners.

### **TC Futures Highlights**

- In August, TC Future's Director, Mark Wheaton, submitted his resignation. Educational Service District 123 (ESD123) promptly formed an interview committee composed of ESD123, BFWDC, and Career Path Services staff to conduct interviews. Melanie Olson (former BFWDC Board Member) accepted the offer as our TC Futures Director starting on October 1<sup>st</sup>. The BFWDC staff are excited to work with Melanie in her new role.
- TC Futures operates at 100% in-person for employment and training services.

### **Workforce Innovation and Opportunity Act Program Participant Success Story**

Nathan, 19 years old, came to TC Futures in need of training and employment opportunities. Nathan had multiple barriers to employment as he has a disability and limited work experience. While enrolled in the youth program, Nathan received information about the local labor market, coaching on self-sufficiency, guidance on careers and training providers, and employment referrals. The program also assisted Nathan with tuition for both Beginner and Intermediate Welding courses at Oxarc. Nathan completed both of these training and then went on to complete an Oxarc Advanced Welding course. Nathan obtained employment at Greenbrier Rail Services as a full-time Welder Mechanic earning \$20 per hour with full health benefits available after his probationary period. Because of support from the OSY program, Nathan received training that led to self-sufficient employment in a high-demand industry.

### **PY21 1<sup>st</sup> QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY**

	<u>Actual</u>	<u>Goal</u>
Youth Served	122	115
Total Employed Exits	12	15
Total Post-Secondary Exits	1	3
Placement Rate	85.71%	85%
Median Wage	\$14.60	\$14.75
On-the-Job Training	1	1
Work Experience	1	6
Individual Training Accounts	2	5
Pre-Apprenticeships	0	N/A
Credentials Earned	1	N/A
General Equivalency Diploma	6	5

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) Highlights**

- The BFWDC board awarded the PY21 Community Development Block Grant (CDBG) Contract to Career Path Services (CPS) for \$448,718 from July 1, 2021, to January 31, 2023. This grant will place 12 employees at local food distribution sites to decrease food insecurity in Low-to-Medium Income communities.
- The WA State Department of Commerce, the funding source for CDBG, has provided the BFWDC technical assistant sessions to ensure our local contract met the standards of Commerce's legal department and the standards of the U.S. Department of Housing and Urban Development.
- The BFWDC had the opportunity to engage with the Workforce Development Boards awarded the second round of Economic Security for All (EcSA) funding; our local EcSA lead attended a series of Group Planning Sessions to engage with peers and provide feedback on their program service delivery models.
- The BFWDC presented new policies to the AEL and Executive Committee: The Data Element Validation and Measurable Skills Gains outlines requirements specific to Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, Dislocated Worker, Trade Adjustment Assistance (TAA), and discretionary programs.
- The BFWDC worked with the Employment Security Department (ESD) to incorporate an EcSA Participant Survey as part of the third-party evaluator plan for Economic Security for All program pilots. The survey will collect feedback from customers exiting the program, and findings will be reported by the Social Policy Research Associates later in PY21.
- Efforts to Outcomes (ETO) Management Information System was updated to include "EcSA enrollment" as part of a state-wide service.
- August 18, 2021, the Occupations In-Demand Committee met to review the recommendations provided by our system partners. This meeting takes place once a year. The OID Committee's purpose is to ensure projections and the current economic state in our area are reflected on the Benton-Franklin OID list. Recommendations are inclusive of Committee Members, Board Members, and System Partners. A total of 87 recommendations were submitted to the state.

### **EcSA Program Participant Success Story**

Rosario Garcia Serrano, a 42-year-old single mother of three children living in Franklin county, reached out to the EcSA program in January 2021, seeking assistance with improving her life. She qualified for the program as she met the 200% below Federal Poverty Level Income and received Supplemental Nutrition Assistance. Like many people in her situation, Rosario was willing to do any work to ensure her household remained afloat, leading to the farmworker lifestyle. Rosario is biliterate in Spanish and English; however, she felt uncertain about speaking English. Through individualized services, career coaching, and setting goals, Rosario was determined to seek a career in commercial truck driving. The EcSA Employment Specialist utilized their network of partners to connect Rosario to Opportunities Industrialization Center (OIC), specifically, their National Farmworker Jobs Program to ensure she could access additional resources. After strategic planning, the EcSA and OIC leveraged funds to pay for Heavy Tractor Driver training in total. Rosario completed the training and acquired her Commercial Driver's License-Class A at no cost to her other than time and dedication. The EcSA Employment Specialist worked with Rosario to assess her progress by utilizing the Self-Sufficient Matrix (SSM) assessment every 90 days, identifying areas needing support. This assessment identified the need for supportive services, including work/interview clothing, gas for transportation, hygiene items, and rental assistance. With a total of four (4) SSM assessments, career mentoring, and counseling services, Rosario was on the right track. She obtained full employment as Heavy Truck Driver for Medelez Trucking in Hermiston, OR. Rosario works 40+ hours per week at the hourly wage of \$19.50, which is competitive especially given how she had no prior commercial driving experience. This job offers some benefits with the option of more soon, but most importantly, this job will earn her an annual self-sufficient salary of \$40,560, well over the \$34,480 goal for the EcSA program. Once Rosario has driving experience under her belt, her work opportunities will grow better over time. She has now relocated herself and her family to Oregon to be close to her new job.

### **PY21 1<sup>st</sup> QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY**

<b><u>EcSA Program</u></b>			<b><u>CDBG Program</u></b>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Total Served	63	80	Total Served	0	12
Employed Exits	13	50	Community Members Impacted	0	40,000
Placed in Training	17	20			



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

- In July, the BFWDC received fully executed Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker contracts from the state with PY21 performance deliverables for each program. BFWDC staff developed subrecipient contracts, which were reviewed, approved, and signed by the Benton County Prosecuting Attorney. We are working through our required signature process and hope to have fully executed contracts in October.
- The PY21 state monitoring visit previously scheduled for October 4<sup>th</sup> has been rescheduled for the week of May 23, 2022. This schedule change will give BFWDC and subrecipient staff more time to ensure participant files and data element validation requirements are compliant with federal, state, and local policies.
- BFWDC staff participated on a statewide call with the Workforce Training and Education Coordinating Board to determine which participant demographics and characteristics variables should be used in the Statistical Adjustment Model to predict performance outcomes and adjust outcomes for comparison to PY20 performance targets. The biggest concern is how COVID-19 will impact this model.
- The BFWDC executed Disaster and Employment Recovery contract modifications with our subrecipient to better align the budget to meet customer needs by increasing training and support service opportunities.
- All 12 WDC's are working with the Employment Security Department (ESD) on the Washington Integrated Technology (WIT) Replacement project to acquire a new case management solution to replace Efforts to Outcomes (ETO) and the WorkSourceWA labor exchange platform. The goal is to ensure the new system meets the program management and operational needs of all WIOA partners.

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

Terreance, a 50-year-old homeless veteran, entered the Adult program after being terminated from Americold on April 7<sup>th</sup>. He identified a Commercial Driver's License (CDL) Truck Driver as his goal occupation as he felt this would be a quick way to ensure a self-sufficient wage and provide a good foundation for a better future. The program assisted Terreance in purchasing a copy of his driving abstract, as this was a requirement to start CDL training. Terreance chose T-Enterprise as his training provider and started training on June 14<sup>th</sup>. He received financial supports such as gas, clothing, and hygiene items while attending training and completed it on July 14<sup>th</sup>. Terreance obtained his Class A CDL endorsement on August 3<sup>rd</sup> and immediately began looking for work. He worked on his resume with staff and participated in interview coaching and preparedness meetings. These services resulted in Terreance quickly receiving a job offer from Columbia Distributing, earning \$24.00 per hour as a new CDL driver. However, they rescinded the offer when another applicant with more experience applied. Columbia Distributing was eager to keep Terreance and offered him a warehouse/forklift position. Terreance was discouraged and reached out to staff, who coached him to make a counteroffer to be placed in a truck driving position within a reasonable timeframe. Columbia Distributing accepted the counteroffer and hired him as a full-time Night Warehouse Associate on August 12<sup>th</sup>, earning \$18.00 per hour with a written offer guaranteeing him a CDL position in the next available truck. Health insurance is offered after 60 days, and accrued vacation benefits and a 401K plan are available after 90 days.

### **PY21 1<sup>st</sup> QUARTER WIOA PROGRAM PARTICIPANT CUMULATIVE SUMMARY**

<b><u>Dislocated Worker Program</u></b>			<b><u>Adult Program</u></b>		
	<b><u>Actual</u></b>	<b><u>Goal</u></b>		<b><u>Actual</u></b>	<b><u>Goal</u></b>
Dislocated Workers Served	61	65	Adults Served	88	86
Employed Exits	10	19	Employed Exits	22	15
On-the-Job Trainings (OJT)	0	0	Work Experiences (WEX)	1	0
Individual Training Accounts (ITA)	6	12	On-the-Job Trainings (OJT)	0	0
Entrepreneurial Training	0	0	Individual Training Accounts (ITA)	3	11
Median Wage	\$25.00	\$19.00	Median Wage	\$15.17	\$15.00

## Vision

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



## Mission

Promoting a prosperous community by providing a progressive workforce system

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

## September 2021 Liaison Report

Program Year July 2021-June 2022



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

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

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



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

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

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

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

Youth \* Adult \* Dislocated Worker \* Rapid Response Increase Employment \* Disaster Recovery \* Employment Recovery

Total Participants Served (YTD): 403

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

Total Employed Exits (YTD): 107

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

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 63

Monthly-to-Date Target: 80

Total Employed Exits: 13

Monthly-to-Date Target: 50

### Community Development Block Grant (CDBG)

Participant Placements: 0

Program Target: 12

Community Members Impacted: 0 Program Target: 40,000

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

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



# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (August)

Employment Security Department Labor Market Information

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

### Top Occupations

- Registered Nurses
- Laborers and Freight, Stock, and Movers
- Sales Representatives
- Managers, All Other
- Supervisors of Retail Sales Workers
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Maintenance and Repair Workers

### Top Licenses and Certifications

- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- ServSafe
- First Aid CPR

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

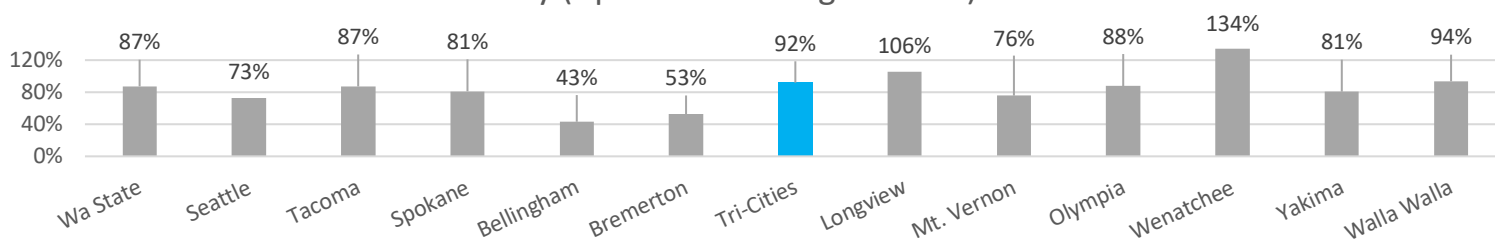
### Other News

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

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

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

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



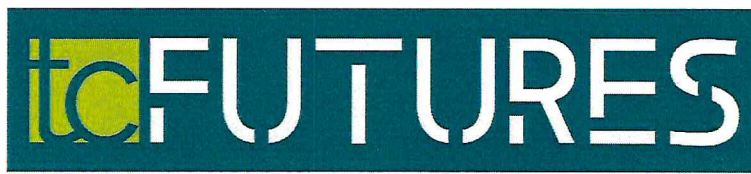
For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

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

[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
Contact us at 509-734-5980



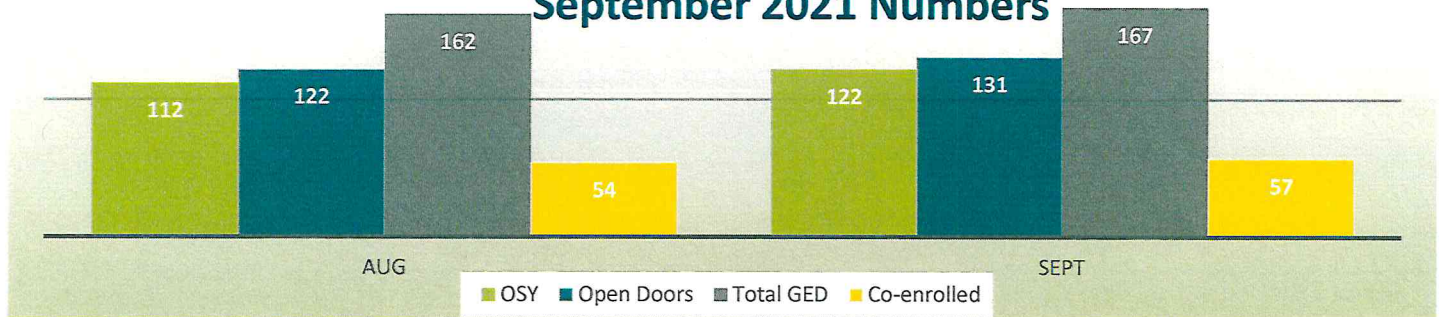
The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711



## Update

In September, we welcomed another new team member. We are incredibly excited to add Zac Shileika to our OSY team. Zac comes with a lot of experience working with at risk youth and working on legislation for crime victim advocacy. Zac has served on a variety of nonprofit boards throughout the state and our community.

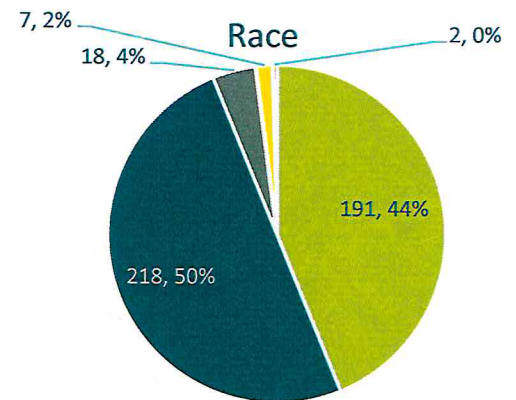
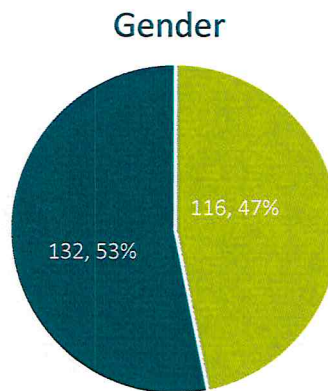
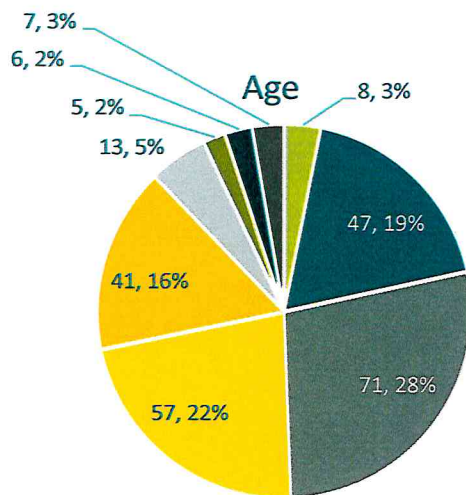
## September 2021 Numbers



GED Testing			
Month	Total	Passed	Graduates
July	41	28	6
August	42	27	4
September	41	33	5
<b>Total</b>	<b>124</b>	<b>88</b>	<b>15</b>

TC Futures Center Traffic	
Month	Total
July	281
August	348
September	347
<b>Total</b>	<b>976</b>

## Demographics



16 17 18 19 20 21 22 23 24

Female Male

White Hispanic  
Black Asian



Follow @tricityfutures on Facebook and Instagram!



TC Futures is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service: 711



### Success Story

When Jordan came to TC Futures, he was looking for support to obtain his GED. With the support of the TC Futures team, Jordan was able to obtain his GED within 4 weeks of enrolling. He was able to pass all four tests on his first attempt! Jordan works part time in the fast-food industry and is now looking into training options to expand employment opportunities. With the help of the OSY team, Jordan was able to obtain his Driver's License which will allow him to explore different job opportunities. Jordan plans to look into a short-term training option that will lead him to self-sufficiency. We are very proud of Jordan's hard work and determination in overcoming obstacles. We look forward to helping him continue to pursue his dreams in the near future!

### Upcoming Events

October 5<sup>th</sup>: PSSI Meet the Employer Event

October 6<sup>th</sup>: ProTrain Workshop



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TC Futures is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service: 711

**TC FUTURES**





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## WorkSource Operator Report

Benton Franklin Workforce Consortium

September 2021

### September Highlights:

- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business. We are looking forward to continuing to learn about business needs and deepening relationships through this streamlined way of connecting.

### WorkSource Site Operations:

Customer Counts 9/1-9/30/2021		
<b>Total Staff Assisted Seekers</b>	<b>502</b>	
<b>Total Staff Assisted Services</b>	<b>1484</b>	
<i>Basic Services</i>	1201	
<i>Individualized, Training &amp; Support Services</i>	283	
<b>Unique Number of Businesses Served</b>	<b>173</b>	
<b>Staff Provided Business Services</b>	<b>279</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	5	4
<b>Employee Training</b> Assessment, referral, enrollment, etc.	18	12
<b>Other</b> Employer outreach visit, marketing business services, etc.	94	62
<b>Recruitment</b> Hiring events, referrals, etc.	160	118
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	2	1

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (10/8/21).





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### **September 2021 Customer Feedback:**

- 93 survey responses received via Survey Monkey and QTRAC (19% response rate):
  - Of the customers who responded, 92% would refer family and friends
  - Top 3 services rated: job search, one-on-one career guidance, and workshops
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 49 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Gena was very helpful to figure out which way should I go in finding my employment goal. I have anxiety but Gena was very patient with me, and listened to my concerns.”
  - “You are like a dream come true Thailee! Being able to provide a licensed child care job fair for these businesses would be amazing and it is just so exciting that you would be able to do this for us!”
  - “Every technology problem I have Payton can solve it. Today I was able to get my email to work on my phone again thanks to her help.”
  - “Wow thank you so much for working with me in upskilling my business partner and I. We are a brand new business still trying to learn how to better market ourselves and you have provided a lot of cost saving options for us to learn I am excited to get into LinkedIn Learning!”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in September to be addressed in October:
    - “I wish attendees would fill out their (Brazen) profiles in more detail.”
    - “Let me know in advance I could update resume.”

### **Service Delivery**

#### **Career Services:**

- During September, WSCB provided 245 group services to 111 individuals through our locally offered workshops and group sessions. Other services in high demand include staff assisted job search and resume review.
- QTRAC is being used to schedule basic career service one-on-one appointments for employment services and technology assistance, as well as self serve computer and phone needs. We have also implemented the survey option within the software to increase feedback from customers which can be used to enhance service delivery.
- WSCB continues to require masking of all individuals who enter the facility regardless of vaccination status, a health screening, and observation of 6 feet of social distancing. To ensure COVID safety during one-on-one appointments where use of a computer is needed, front line leaders have created work spaces which allow staff and customers to work on a single document or webpage which is projected to a large tv screen, where each uses a separate keyboard and mouse. This allows maintenance of 6 feet of social distancing and eliminates shared equipment.



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- WSCB relaunched LinkedIn Learning in August. We have been offering the online learning platform to customers during one-on-one appointments, to include both job seekers and businesses. Here is our engagement to date:

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

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:

- The WSCB Business Team has been finding new ways of meeting business needs through networking with WorkSource offices and Business Specialists across the Eastern side of the state. This includes working with WS Spokane and Yakima.
- The Business Services Team hosted the Transportation and Food Processing Virtual Job Fair on September 30<sup>th</sup>. Nine employers and 11 job seekers attended. To engage local business and job seeker customers, the team leveraged social media, PSAs, GovDelivery email, communication with community partners, and business networking.
- We also hosted onsite interviews with Intermountain Cleaning on September 21 as the company does not have an office space.
- To support local business, the Business Services team is actively promoting local hiring events being hosted by businesses and community partners.
- Upcoming Events –
  - Virtual Holiday Hiring Event: October 21 from 10am-1pm
  - Virtual Childcare Hiring Event: November 4<sup>th</sup> from 10am-1pm

#### Community Connections:

- 9/3: WSCB hosted a table at the HAPO Back to School Bash. This allowed the opportunity to connect with over 400 families from Benton and Franklin Counties to educate on services available. We also distributed resources to support community members with resume building.
- 9/7: 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.
- 9/9: WSCB team members hosted a radio show with La Zeta de Pasco 96.7 to better engage Spanish speakers in our community. The theme of the program was "What if I Need More Training/Education." It promoted the non traditional and traditional education and training resources available through the WSCB Partnership.
- 9/16: WSCB attended Resource Night at Vista Elementary. We were able to connect with over 100 families to orient to our services and share resume building resources.



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- 9/23: We also hosted a show focused on resources available for customers who are ready to job search. This was radio show 5 of 13 in the series, which continues through the end of December 2021.
- 9/24: To ensure readiness for a potential influx of Afghani refugees to our local area, WSCB team members and World Relief met to discuss assistance available and the referral process. Currently, one family has arrived from Afghanistan and an additional 40 individuals are anticipated to arrive in October. To support their transition, World Relief has contracted with an individual from Afghanistan for interpreting services.
- 9/27: Held introductory meeting and WSCB tour for Efrain Cardoza, Community Engagement Manager with New Horizons High School. Provided USBs which are preloaded with WSCB resource information and resume resources for students who are job seeking and do not have the means to purchase their own storage device.
- Our Migrant Seasonal Farm Worker (MSFW) Outreach Specialist led outreach efforts in collaboration with WSCB team members to connect with community members attending vaccination clinics throughout the month.
- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available.

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

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

- 9/1: Cross Training – DVR; WSCB business updates
- 9/15: Cross training – Front End Services & Digital Literacy; September WSCB Data Review
- 9/22: QTRAC training & WSCB data/customer review
- 9/29: Community Health Worker Paid Internship & Training Resources (GCACH), COVID Safety, Roundtable

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

- 10/6: COVID Safety, Roundtable
- 10/19: Are You Working to Burnout or Working to Wellness Webinar (Larry Robbin)
- 10/20: Cross Training – Job Corps

#### **Facilities:**

- 9/30: Installation of Veterans Priority of Service signage in front entryway

Respectfully submitted by C. Bright on 10/11/21

SOC	Occupational title	Base supply/demand adjusted definition 2020	Base supply/demand adjusted definition 2021	Compare 2020 Base with 2021 Base Same or Different	WDA	WDC/OID Committee Recommendations
						Type desired occupational definition (in_demand, not_in_demand, balanced) in this column.
13-1020	Buyers and Purchasing Agents	not_in_demand	balanced	Different	11	In Demand
15-1241	Computer Network Architects	not_in_demand	not_in_demand	Same	11	In Demand
21-1019	Counselors, All Other	not_in_demand	in_demand	Different	11	In Demand
21-1021	Child, Family, and School Social Workers	not_in_demand	in_demand	Different	11	In Demand
21-1022	Healthcare Social Workers	balanced	balanced	Same	11	In Demand
21-1023	Mental Health and Substance Abuse Social Workers	balanced	balanced	Same	11	In Demand
29-1051	Pharmacists	not_in_demand	balanced	Different	11	In Demand
29-2052	Pharmacy Technicians	not_in_demand	balanced	Different	11	In Demand
31-1120	Home Health and Personal Care Aides	not_in_demand	not_in_demand	Same	11	In Demand
31-1131	Nursing Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9091	Dental Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9092	Medical Assistants	not_in_demand	not_in_demand	Same	11	In Demand
31-9095	Pharmacy Aides	not_in_demand	balanced	Different	11	In Demand
31-9097	Phlebotomists	not_in_demand	balanced	Different	11	In Demand
31-9099	Healthcare Support Workers, All Other	not_in_demand	in_demand	Different	11	In Demand
33-1011	First-Line Supervisors of Correctional Officers	not_in_demand	not_in_demand	Same	11	In Demand
33-1012	First-Line Supervisors of Police and Detectives	not_in_demand	not_in_demand	Same	11	In Demand
33-1090	Miscellaneous First-Line Supervisors, Protective Service Workers	balanced	not_in_demand	Different	11	In Demand
33-2011	Firefighters	not_in_demand	not_in_demand	Same	11	In Demand
33-3012	Correctional Officers and Jailers	not_in_demand	balanced	Different	11	In Demand
33-3051	Police and Sheriff's Patrol Officers	not_in_demand	not_in_demand	Same	11	In Demand
33-9032	Security Guards	not_in_demand	not_in_demand	Same	11	In Demand
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	not_in_demand	not_in_demand	Same	11	In Demand
35-2011	Cooks, Fast Food	not_in_demand	not_in_demand	Same	11	In Demand
35-2012	Cooks, Institution and Cafeteria	not_in_demand	in_demand	Different	11	In Demand
35-2014	Cooks, Restaurant	not_in_demand	not_in_demand	Same	11	In Demand
35-2021	Food Preparation Workers	not_in_demand	not_in_demand	Same	11	In Demand
35-3011	Bartenders	not_in_demand	not_in_demand	Same	11	In Demand
35-3023	Fast Food and Counter Workers	#N/A	not_in_demand	Different	11	In Demand
35-3031	Waiters and Waitresses	not_in_demand	not_in_demand	Same	11	In Demand
35-3041	Food Servers, Nonrestaurant	not_in_demand	balanced	Different	11	In Demand
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	not_in_demand	balanced	Different	11	In Demand
35-9021	Dishwashers	not_in_demand	not_in_demand	Same	11	In Demand
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	not_in_demand	not_in_demand	Same	11	In Demand
37-2012	Maids and Housekeeping Cleaners	not_in_demand	not_in_demand	Same	11	In Demand
39-9011	Childcare Workers	not_in_demand	not_in_demand	Same	11	In Demand
41-3021	Insurance Sales Agents	not_in_demand	in_demand	Different	11	In Demand
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	not_in_demand	not_in_demand	Same	11	balanced
43-9061	Office Clerks, General	not_in_demand	not_in_demand	Same	11	balanced
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	not_in_demand	in_demand	Different	11	In Demand
47-2021	Brickmasons and Blockmasons	not_in_demand	in_demand	Different	11	In Demand
47-2031	Carpenters	not_in_demand	not_in_demand	Same	11	In Demand
47-2041	Carpet Installers	not_in_demand	not_in_demand	Same	11	In Demand
47-2044	Tile and Marble Setters	not_in_demand	not_in_demand	Same	11	In Demand
47-2051	Cement Masons and Concrete Finishers	not_in_demand	in_demand	Different	11	In Demand
47-2061	Construction Laborers	not_in_demand	not_in_demand	Same	11	In Demand
47-2073	Operating Engineers and Other Construction Equipment Operators	not_in_demand	not_in_demand	Same	11	In Demand
47-2081	Drywall and Ceiling Tile Installers	not_in_demand	not_in_demand	Same	11	In Demand
47-2082	Tapers	balanced	not_in_demand	Different	11	In Demand
47-2111	Electricians	not_in_demand	not_in_demand	Same	11	In Demand
47-2121	Glaziers	not_in_demand	in_demand	Different	11	In Demand
47-2131	Insulation Workers, Floor, Ceiling, and Wall	not_in_demand	not_in_demand	Same	11	In Demand
47-2132	Insulation Workers, Mechanical	not_in_demand	balanced	Different	11	In Demand
47-2141	Painters, Construction and Maintenance	not_in_demand	not_in_demand	Same	11	In Demand
47-2152	Plumbers, Pipefitters, and Steamfitters	not_in_demand	not_in_demand	Same	11	In Demand
47-2161	Plasterers and Stucco Masons	not_in_demand	in_demand	Different	11	In Demand
47-2181	Roofers	not_in_demand	in_demand	Different	11	In Demand
47-2211	Sheet Metal Workers	not_in_demand	not_in_demand	Same	11	In Demand
47-2221	Structural Iron and Steel Workers	not_in_demand	in_demand	Different	11	In Demand
47-3011	Helpers—Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	balanced	not_in_demand	Different	11	In Demand
47-4011	Construction and Building Inspectors	not_in_demand	in_demand	Different	11	In Demand
47-4031	Fence Erectors	not_in_demand	in_demand	Different	11	In Demand
47-4041	Hazardous Materials Removal Workers	not_in_demand	in_demand	Different	11	In Demand
47-4051	Highway Maintenance Workers	not_in_demand	not_in_demand	Same	11	In Demand
49-3023	Automotive Service Technicians and Mechanics	not_in_demand	not_in_demand	Same	11	In Demand
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	not_in_demand	not_in_demand	Same	11	In Demand
49-3041	Farm Equipment Mechanics and Service Technicians	not_in_demand	balanced	Different	11	In Demand
49-9041	Industrial Machinery Mechanics	not_in_demand	in_demand	Different	11	In Demand
51-1011	First-Line Supervisors of Production and Operating Workers	not_in_demand	balanced	Different	11	In Demand
51-2090	Miscellaneous Assemblers and Fabricators	not_in_demand	not_in_demand	Same	11	In Demand
51-3011	Bakers	not_in_demand	balanced	Different	11	In Demand
51-3021	Butchers and Meat Cutters	not_in_demand	balanced	Different	11	In Demand
51-3091	Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	#N/A	not_in_demand	Different	11	In Demand
51-3092	Food Batchmakers	not_in_demand	not_in_demand	Same	11	In Demand
51-3093	Food Cooking Machine Operators and Tenders	not_in_demand	not_in_demand	Same	11	In Demand
51-4041	Machinists	not_in_demand	not_in_demand	Same	11	In Demand
51-4121	Welders, Cutters, Solderers, and Brazers	not_in_demand	not_in_demand	Same	11	In Demand
53-3031	Driver/Sales Workers	not_in_demand	not_in_demand	Same	11	In Demand
53-3032	Heavy and Tractor-Trailer Truck Drivers	not_in_demand	not_in_demand	Same	11	In Demand
53-3052	Bus Drivers, Transit and Intercity	not_in_demand	not_in_demand	Same	11	In Demand
53-7051	Industrial Truck and Tractor Operators	not_in_demand	not_in_demand	Same	11	In Demand
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	not_in_demand	not_in_demand	Same	11	In Demand
53-7064	Packers and Packagers, Hand	not_in_demand	not_in_demand	Same	11	In Demand
53-7065	Stockers and Order Fillers	not_in_demand	not_in_demand	Same	11	In Demand
53-7199	Material Moving Workers, All Other	not_in_demand	not_in_demand	Same	11	In Demand

\* An N/A in the "Base supply/demand adjusted definition 2020" column indicates that an occupation was not defined or was not included in the list, for this region in 2020, for various reasons (e.g. suppression, staffing patterns, new code-aggregations, etc.).