



## **Executive Committee Meeting**

June 28, 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*

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### **AGENDA**

1. **Call to Order** - Todd Samuel
2. **Welcome & Roll Call** – Tiffany Alvizo
3. **Approval of Committee Minutes**
  - a. Executive Committee – May 31, 2022 (Needs a vote)
4. **Finance Reports** – Jan Warren
5. **BFWDC Bylaw Edits Discussion** – Tiffany Alvizo
6. **BFWDC Organizational Changes** – Tiffany Alvizo
7. **OSO RFP Conflict of Interest/Firewall** – Tiffany Alvizo
8. **CEO Updates** – Tiffany Alvizo
9. **Liaison Report** – David Chavey
10. **Executive Member Round Table** – Todd Samuel
11. **Next Meeting**
  - Executive Committee Meeting – Tuesday, July 26, 2022, at 3:15 PM on Zoom

### **Attachments**

- a. 2022.05.31 Executive Committee Minutes
- b. 2022.04 Finance Reports
- c. 2021.05 Liaison Report
- d. 2022.05 Liaison Report
- e. 2022.05 WorkSource Operator Monthly Report
- f. 2022.05 TC Futures Report

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



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

### **Executive Committee Minutes**

May 31, 2022

4:00 p.m.

Zoom

#### **Executive Members**

Commissioner McKay  
Commissioner Didier  
Todd Samuel  
Adolfo de Leon  
Dennis Williamson  
Amanda Jones

#### **Excused Absence**

Tiffany Scott  
Diana Hamilton

#### **BFWDC Staff**

Jan Warren  
David Chavey  
Cynthia Garcia  
Jamilet Nerell  
Jessie Cardwell  
DeAnn Bock  
Isaac Estrada

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#### **Call to Order**

Todd Samuel called the meeting to order at 4:00 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC.

#### **Roll Call**

David Chavey conducted a roll call of Board Members, and BFWDC Staff Tiffany Scott and Diana Hamilton were excused absences. David welcomed guests and asked that they communicate their name and organization using the Zoom chat feature.

#### **Minutes**

Todd provided the minutes from April 26, 2022, Executive Committee Meeting for members to review.

*Dennis Williamson moved to approve April 26, 2022, Executive Committee Meeting Minutes as presented, seconded by Adolfo de Leon. Motion carried.*

#### **Financial Reports as of 2/28/22**

Jan Warren reviewed the BFWDC financials with members. The balance sheet for the corporate entity shows an update to the accrued vacation payable account that reflects the agency's liability to pay the vacation wages and related payroll expenses, including taxes and 401K. The accounts receivable line indicates a pending transfer from the main account to the corporate entity that will take place at the end of the quarter. The revenue and expenditure account for the corporate entity fund has a few new items. We recorded our first transaction via the Donate button and the fee to Paypal for the donation; for the \$5.00, we paid a \$0.63 fee. We are now official. The other item included is the regular year-to-date interest and any fees that we would pay that are not WIOA eligible.

The balance sheet for the main account shows the status of the various grants. The revenue and expenditure account for the main account shows us to be just over 70%, and for this time of year, Jan would expect it to be at about 75%, so she is happy about where we are. Jan explained why some line items are spent more than other line items, for example, technology needs and building maintenance. A discussion was had with David, Jan, and Todd regarding the HVAC repairs and the lease at Goodwill. Jan did highlight the great work of our subrecipients for their spending.

The balance sheet for the partnership showed very little change from the previous month. The revenue and expenditure account for the partnership shows some of the building maintenance discussed earlier, deep cleaning and carpet cleaning.

### **Liaison Report Presentation**

David Chavey reviewed the BFWDC Liaison Report with members and shared several specific workforce systems and statistics. For WorkSource Columbia Basin (WSCB, there was a significant drop in traffic due to the Hanford job fair last month that boosted traffic. The numbers for staff-assisted job seekers are down a bit, but the services performed for those job seekers are up. The same goes for employers, fewer businesses were served, but the number of services performed businesses are up. TC Futures had 494 people enter the building, not unique visitors, as some individuals may be counted more than once. Five youth obtained their GED during the month of April. The Out of School Youth program is up by 19% from last year's total enrollments.

WIOA Programs are at 99% of the monthly total served participant target and 75% of employment monthly exit target. Economic Security for All (EcSA) numbers will carry on with round two funding, increasing our performance numbers. Employment placements are a priority for the next round of funding. The Community Development Block Grant (CDBG) is at six placements of the target of three and at about 50% of the target in serving low to moderate-income individuals. Low-to-Medium (LMI) Individuals and community impacted members will be added to the Liaison report. Outreach to Historically Disadvantaged Communities (OHDC) is in the research phase.

Unemployment numbers dropped from last month to 5.4% for Benton County and 7.4% for Franklin Country. We have hit 115% for job recovery from COVID.

### **CEO Updates**

Jan shared that the BFWDC is recruiting for an Administrative Assistant and that we have received several applications. The Administrative Assistant will work 32 hours a week, will receive benefits, and will work 100% at the office. This is a permanent position. The job posting closed Friday, May 27<sup>th</sup>.

Jan attended a PY22 formula funding allocation meeting earlier this month. She reported a little over 9% reduction in funding statewide and explained our next steps. Jan shared that with the allocations coming so late, we will seek board approval via e-vote. She also shared that locally we will have a reduction; Youth and Adult are about 13% and Dislocated Worker about 17%.

David provided an update on state monitoring. David shared that that state monitors came in a week behind, which will push our monitoring out. Last week they were on-site and monitored all they could in person and have returned to their home offices and continue to monitor. Having them in person was great for building rapport, and we will have more of an update next month when they finish.



**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
10 - Corporate Entity  
As of 4/30/2022

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	547.14
Corporate Entity MM Account	1111	88,983.62
CE 12 month CD	1112	<u>52,548.57</u>
Total Asset		<u><u>142,079.33</u></u>
Liabilities		
Accrued Vacation Payable	2500	96,366.84
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u>84,366.84</u>
Net Assets		57,707.49
Total Liabilities and Net Assets		<u><u>142,074.33</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
Corporate Entity  
From 7/1/2021 Through 4/30/202  
(In whole numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Interest/Program Income	256	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	5	0	0.00%	0	0.00%
Total Revenue	<u>261</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Donation fees	1	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	20	0	0.00%	0	0.00%
Non WIOA Expenses	3,043	0	0.00%	0	0.00%
Total Expenses	<u>3,063</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u>(2,802)</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
20 - WDC Main  
As of 4/30/2022

		Current Period Balance
<hr/>		
Asset		
Cash (Bank Acct - WDC)	1120	(14,541.24)
CDBG Receivable	1201	51,683.00
AR OHDC	1202	6,722.34
Receivable (Grants)	1300	374,809.10
Total Asset		<u>418,673.20</u>
Liabilities		
Accounts Payable (AP System)	2000	397,621.30
Due to/from other funds	2990	12,000.00
Total Liabilities		<u>409,621.30</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u>418,673.20</u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 4/30/2022  
(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	3,698,860	3,879,159	95.35%	4,595,768	80.48%
Interest	10	0	0.00%	0	0.00%
Misc/Other Revenue	73,822	60,000	123.04%	101,161	72.97%
Total Revenue	3,772,693	3,939,159	95.77%	4,696,929	80.32%
Expenses					
Sub-Recipient Reimbursements	2,770,596	2,923,532	94.77%	3,485,368	79.49%
Rent and Facilities	66,331	63,392	104.64%	72,280	91.77%
Salaries and Wages	588,290	560,765	104.91%	674,615	87.20%
Payroll Taxes and Benefits	167,591	181,403	92.39%	220,007	76.18%
Non-WIOA reimbursment	(3,043)	0	0.00%	0	0.00%
Professional Services and Contracts	48,429	47,350	102.28%	52,010	93.11%
TC Futures	53,899	60,000	89.83%	70,000	77.00%
Travel and Training	26,942	39,200	68.73%	50,115	53.76%
Supplies, Furniture and Equipment	11,331	11,700	96.85%	13,900	81.52%
Equipment and Software - Lease and Maintenance	14,519	21,620	67.16%	26,075	55.68%
Communications (Telephone, Postage and Internet)	3,799	6,282	60.47%	7,544	50.36%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	16,403	16,309	100.58%	17,409	94.22%
Total Expenses	3,772,693	3,939,159	95.77%	4,696,929	80.32%
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 4/30/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	<u>56,128.91</u>
Total Asset		<u><u>56,128.91</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>17,670.18</u>
Total Liabilities		<u><u>17,670.18</u></u>
Net Assets		38,458.73
Total Liabilities and Net Assets		<u><u>56,128.91</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2021-4/30/2022

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	183,664	183,678	99.99%	220,413	83.33%
IFA Adjustments	(20,952)	0	0.00%	0	0.00%
Sub-Lease Revenue	130,416	130,417	100.00%	156,500	83.33%
Employee Recognition Non-Operating Income	498	0	0.00%	0	0.00%
Total Revenue	293,626	314,094	93.48%	376,913	83.33%
Expenses					
Rent and Facilities	300,320	280,344	107.13%	338,018	88.85%
Supplies, Furniture and Equipment	8,929	12,825	69.62%	15,375	58.07%
Employee Recognition	578	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	61	5,600	1.09%	6,720	0.91%
Business/Community	137	4,250	3.22%	5,000	2.74%
Dues, Fees and Subscriptions	2,372	8,750	27.11%	10,600	22.38%
Total Expenses	312,397	312,969	99.82%	376,913	82.73%
Net Surplus/ (Deficit)	(18,771)	1,125	0.00%	0	0.00%

## 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

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

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



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

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

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

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

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

Total Participants Served (YTD): 660

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

Total Employed Exits (YTD): 283

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

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 96

Monthly-to-Date Target: 87

Total Employed Exits: 15

Monthly-to-Date Target: 15

### Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

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

Program Target: 40,000

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

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (April)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.5%

Franklin County Unemployment: 5.8%

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

### Other News

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

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

Questions about this report?  
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**



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## Vision

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## May 2021 Liaison Report

Program Year July 2020-June 2021



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

Total Staff Assisted Job Seekers: 423  
Total Staff Assisted Services to Job Seekers: 1110  
Unique Number of Businesses Served: 129  
Staff Provided Business Services: 207

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): 300  
Out-of-School Youth (OSY) Program: 189  
Open Doors Program: 180  
Co-enrolled in Both Programs: 69  
Youth Attained General Education Development (GED): 50  
Total OSY Employed and/or Post-Secondary Exits: 52  
Average Wage: \$14.25  
Placement Rate: 72%

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): 589

Monthly-to-Date Target: 707

Total Employed Exits (YTD): 220

Monthly-to-Date Target: 410

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 46      Total Employed Exits: 11  
Monthly-to-Date Target: 47      Monthly-to-Date Target: 20

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 68

NOTE: Starting July 1<sup>st</sup>, 2021 WorkSource Columbia Basin will be physically open to up to 25% capacity by appointment only. Priority appointments will be given to those who would otherwise struggle to take advantage of WorkSource Services. Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services.

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# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (April)

Employment Security Department Labor Market Information

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

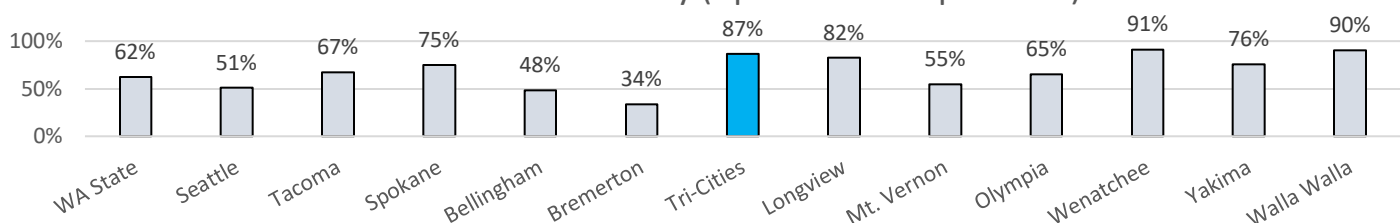
Top Occupations		Top Licenses and Certifications		
<ul style="list-style-type: none"><li>Registered Nurses</li><li>Laborers and Freight, Stock, and Movers</li><li>Sales Representatives</li><li>Managers, All Other</li><li>Retail Salespersons</li><li>Heavy and Tractor-Trailer Truck Drivers</li><li>Customer Service Representatives</li><li>Coaches and Scouts</li><li>Driver's License</li></ul>		<ul style="list-style-type: none"><li>Registered Nurse</li><li>Advanced Cardiac Life Support Certification</li><li>Certified Teacher</li><li>CDL Class A</li><li>Driver's License</li><li>First Aid CPR</li></ul>		
			Benton	Franklin
		Unemployment	6.4%	7.4%
		Average Wage (2019)	\$33.91	\$24.7
		Other News		

1/4/2021 – 5/31/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	31	164	42	1,012	903
Staff	67	265	88	1,843	1,585

**LinkedIn Learning Pilot**

- FutureFest, an entry level job fair, was held on May 13th. It featured local businesses who are currently hiring, training providers, and workshops to support job seekers in applying for work and businesses in interviewing and hiring qualified candidates.
- WSCB, in collaboration with ESD's Shared Work, offered the first of four Business Friendly Programs presentations to educate local business of resources available to them. Efforts include promotion of the events and WSCB services via GovDelivery email, mailers, and letters.
- WSCB completed the certification Q&A with the BFWDC Board Committee and was granted a full 3-year certification.
- May Customer Satisfaction Survey:** 39 responses received (10% response rate). Of the customers who responded, 98% would refer family and friends. The top 3 services rated were one-on-one career guidance, job search, and training.

COVID-19 Job Recovery (April 2020 to April 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**



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## WorkSource Operator Report

Benton Franklin Workforce Consortium

May 2022

### May Highlights:

- WSCB was one of six winners of the Jobs for Veterans State Grants (JVSG) Incentive Award, which is based on a whole staff's combined efforts with serving the Veteran population.
- In the month of May, WSCB was monitored on our Wagner-Peyser services, Trade Act program, Reemployment Services and Eligibility assessment (RESEA) services, and Agricultural Services. (See the Career Services section below for additional information.)

### WorkSource Site Operations:

Customer Counts 5/1-5/31/2022		
<b>Total Staff Assisted Seekers</b>	<b>665</b>	
<b>Total Staff Assisted Services</b>	<b>1667</b>	
<i>Basic Career Services</i>	1365	
<i>Individualized, Training, and Support Services</i>	170	
<b>Unique Number of Businesses Served</b>	<b>126</b>	
<b>Staff Provided Business Services</b>	<b>263</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	36	29
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	17	12
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	129	87
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	80	51
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED, & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (6/10/22).





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### **May 2022 Customer Feedback:**

- 38 survey responses received via Survey Monkey and QTRAC (6% response rate):
  - Of the customers who responded, 74% would refer family and friends
    - Note: multiple respondents chose not to respond to this question
  - Top 3 services received: job search, resume help, and workshop
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 16 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “I redid my resume the way you (Brenda) suggested... It got through and I was called for an interview...I got the job. I can’t thank you enough for helping me. This job will be life changing for me. It’s what I’ve really wanted to get into.”
  - “AnJanet is great and communicates, very polite, professional, understanding and very knowledge (helpful). I feel like I can talk to her..”
  - “Selma has been instrumental in his success through the CDL program and being able to gain employment that will support him and his needs. Thank you Selma for going above and beyond to make this work for me!
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in May to be addressed in June:
    - “Using the WorkSource employer portal is time consuming and confusing.”

### **Service Delivery**

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

### **Career Services:**

- During May WSCB provided 179 group services to 56 individuals through our locally offered workshops and group sessions. Strategies for Success continues to be a popular course, as are Navigating Career Pathways (Career Assessment workshop) and 50+ Mature worker, a workshop designed for older workers. One on one services in high demand include basic assessment, deskside job seeker assessment, and and Reemployment Services and Eligibility Assessment Services for individuals receiving Unemployment Insurance benefits.





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- The Front End Services Team hosted a total of 271 one-on-one appointments and 500 walk-ins for a total of 771 customers served one-on-one.
- We saw three new “Grow with Google” enrollments during the month of May for a total of 24 participants since the inception of the pilot: two new Project Management enrollments and one IT Support. Here is our cumulative customer engagement to date:

2/1-5/31/22	Project Management	UX Design	IT Support	Data Analytics
Total Customer Enrollments: 24	10	2	9	3

- We continue to provide customers with access to LinkedIn Learning to support their employment and training needs, including polishing of existing hard and soft skills, as well as acquisition of new ones. The platform is also being utilized for staff training, including viewing of a DEI focused course in May to be followed by a facilitated training/conversation in June. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 6/8/22	180	118	798	183	4,498	4,047

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:

- On 5/4 the Business Services Team held a “How to use WorkSourceWA” workshop. Ten employers attended to learn how to create and use WorkSourceWA.com as a tool to meet their hiring needs. The facilitator showed how to troubleshoot potential issues, as well as how to make posting job positions easier. Feedback from businesses was positive.
- To support onboarding of monolingual Spanish Speaking employees, Simplot was available in the WSCB computer lab twice weekly during the month of May.
- Event Outcomes:
  - 5/5: Cinco de Mayo Celebration – slow turnout due to the weather
  - 5/14: WorkSource Open House – 14 business members attended and shared positive feedback on the value add of the content which was presented.
  - 5/19: Lamb Weston Hiring Event – outcomes pending
- Upcoming Events –
  - USDA Hiring Event 6/14-6/16 from 8am-4pm
  - TSA Job Fair 6/21 from 10:30am-1:30pm

#### Community Connections:

- The outreach committee continues to create new community connections, sharing resource information and making flyers available to those who could benefit from our services. During the month of May, they spoke with and delivered flyers to Biolife Plasma Services (Pasco),



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Oxford House of the Tri-Cities, Elwood Staffing, and Express Personnel. Outreach focus was on ensuring community awareness of services and that our physical facility is open.

- 5/4: Met with Alma Chavez of Atlas Staffing to discuss opportunities to partner to connect businesses & job seekers.
- 5/11: Celebrando a Los Trabajadores Agricola (Celebrating Agricultural Workers) – provided resources, dinner, prizes, and more to over 250 community members. Creation and coordination of this event was in partnership with Goodwill Employment Connection Center, Pasco School District Migrant Education Program, and OIC of Washington.
- 5/17: 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.
- 5/21: Attended the Newhouse Job Fair to connect job seekers with employment and training resources. This was also an opportunity to highlight businesses who participate in YesVets, a state campaign created to recognize businesses that show their commitment to veteran employment by hiring veterans into their workforce.
- Customer engagement across a wide range of methods continues including weekly GovDelivery messaging, social media, PSAs, and networking to inform of event, workshop, and other service offerings available via WSCB and our community partners.

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

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

- 5/4: Cross training – BFET; April Customer Feedback Improvements; WSCB Updates
- 5/11: Dignified Work Job Readiness Training; Equity Committee – Readiness to Serve
- 5/18: Cross training – WorkFirst; April Data Review
- 5/25: ETO Services Updates; WSCB Business

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

- 6/1: Cross training – Adult; UI Work Test; May Customer Feedback Improvements
- 6/15: Cross training – Re Entry; May Data Review
- 6/21 & 6/22: Facilitated Conversations on Working Across Cultures: A Path of Discovery LinkedIn Learning Course (*Community Colleges of Spokane*)
- 6/28: CPR/First Aid/AED training (*Columbia Safety*)
- 6/29: End of Year Celebration

#### **Facilities:**

- 5/3: Replacement of two HVAC units completed
- 5/5: Yesco identified flag pole repair needs were identified and parts ordered
- 5/11: Prep for painting of the exterior of the facility began
- 5/25: ABC Fire completed inspection and recharge of onsite fire extinguishers
- 5/31: Yesco completed flag pole repairs

Respectfully submitted by C. Bright on 6/10/22



***Transforming the futures of youth and young adults through inclusive access to equitable and holistic services***

**May 2022**

Traffic: 453 (Number of visits, not unique customers)  
Monthly GED: 9 (Number of GED's obtained in May, nearly double our average)  
YTD GED: 53 (Number of GED's obtained since August)  
Co-enrolled: 77 (Enrolled in both Open Doors and OSY)  
Total Served: 555 (Total combined served, including exited customers)

***Open Doors' numbers begin at the start of the school year calendar which is August 1<sup>st</sup>. Beginning July 1<sup>st</sup>, 2022, Open Doors will begin reporting numbers in alignment with OSY's program year.***

**Customer Profile**

Profile/Challenges	Partners	Solutions
19 yo female enrolled at TC Futures with lack of natural supports, food insecurities and below the poverty level.	River's Edge, Community in Schools, Open Doors Case Manager, OSY	Assisted with emergency food assistance. Developing a trusting relationship and continued engagement.
Acute behavioral health symptoms with need for on-going treatment	Community in Schools	Arranged for on-going behavioral health supports
No academic credential. Needs work readiness skills.	OSY, OD, School District (SpEd)	Co-enrolled with OSY and Open Doors. Is developing work readiness skills and prepping for GED testing.

**Customer Profile- Additional Information:** This individual initially presented as disengaged with poor self-confidence and lack of trust. Initially, she would avoid all forms of in-person contact. Communication was sparse and infrequent. At onset of service, communication was limited to texting. After several months of persistent attempts to build rapport, the case manager was able to begin meeting with the student in locations of the customers choice such as the public library.

This person had difficulty with the mainstream school setting. She demonstrated cutting behaviors with visible scars on her arms. She is enrolled in Special Education services. She has poor natural supports. The home environment is unstable, living in low-income housing with food insecurity.

With great partnerships across the spectrum of life domains, this person has begun to engage regularly. She now visits TC Futures in person and is preparing to take her first GED test. She has co-enrolled with the OSY program and is working towards employment. The transformation from completely disengaged to full participation took patience, time and investment by all involved.

## **Partnerships**

- **Legal Counsel for Youth and Children (LCY):** We were finalists but were not awarded the grant.
- **Department of Human Services-** The contracts are waiting for the Commissioner's signature on June 7<sup>th</sup>. Once we have signed, executed contracts, ESD 123 will begin setting up the financial process to begin delivering services.
- **Job Corps-** Replacement has been hired. Melanie will meet with the new Job Corps staff next week.
- **Community Health Plan of Washington (CHPW)-** Continues to sponsor events such as GED graduation. They will sponsor a photo booth for graduation again. We anticipate 100 in attendance.
- **WorkSource Columbia Basin-** Out-of-School Youth Staff has been promoted to Lead Practitioner and has joined the WSCB Business Team for the Entry Level Business Sector creating more opportunities to host workshops and hiring events.

## **Events**

- TC Futures hosted 2 job fairs on site. Lamb Weston and All Ways Caregiving. We have 1 verified hire from Always Caregiving. We are waiting to receive follow-up information on hiring for Lamb Weston.
- June is packed with events as follows:
  - CBC Medical Assistant Presentation: 6/3
  - USDA- Food Inspector hiring event: 6/14-6/16
  - Graduation: 6/16
  - TSA- all positions hiring event: 6/21
  - USPS- all positions hiring event 6/29-6/30

## **Center Updates**

- The second testing room has been approved by Pearson Vue. Testing at this site has begun.
- Blinds have been installed in Suite C
- All indoor signage has been installed in Suite A
- Workstation installation has been delayed due to shipping issues. Workstations should be installed prior to the end of the month
- We will have an Open Doors Case Manager position open on 6/17 and will recruit for replacement of Josh Guarjardo

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