



Executive Committee Meeting

April 26, 2022, at 3:15 PM

Zoom

Please note – This meeting is being recorded for record-keeping and quality assurance purposes.

*Promoting a prosperous community by providing a progressive
workforce system*

AGENDA

1. **Call to Order & Welcome** - Todd Samuel
2. **Roll Call & Excused Absences** - Tiffany Scott
3. **Introduction of BFWDC Communications Coordinator** – Tiffany Scott
4. **Approval of Committee Minutes** - Todd Samuel
 - Executive Committee – March 29, 2022 (Needs a vote)
5. **Finance Reports as of 2/28/22** - Jan Warren
6. **Liaison Report Presentation** – David Chavey
7. **CEO Report** - Tiffany Scott
8. **Executive Member Round Table** – All
9. **Next Meeting**
 - Tuesday, May 31, 2022, at 4:00 PM

Attachments

- a. 2022.03.29 Executive Committee Minutes
- b. 2022.02 Finance Reports
- c. 2021.03 Liaison Monthly Report
- d. 2022.03 Liaison Monthly Report
- e. 2022.03 TC Futures Monthly Report
- f. 2022.03 WorkSource Operator Monthly Report

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

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



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

March 29, 2022

4:00 p.m.

Zoom

Executive Members

Todd Samuel
Dennis Williamson
Adolfo de Leon
Amanda Jones

Excused Absence

Commissioner McKay
Commissioner Didier

BFWDC Staff

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

Call to Order

Todd Samuel called the meeting to order at 4:01 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC.

Roll Call

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

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

Minutes

Todd provided the minutes from February 22, 2022, Executive Committee Meeting for members to review.

Adolfo de Leon moved to approve February 22, 2022, Executive Committee Meeting Minutes as presented, seconded by Amanda Jones. Motion carried.

Financial Reports as of 1/31/22

Jan Warren presented the BFWDC January 31, 2022, financial reports. She highlighted pertinent activities for members. There has been very little change from the prior month on the corporate entity balance sheet. Interest is posted quarterly for the Certificate of Deposit (CD) account and money market, and updated balances are reflected. The CD has recently been renewed for just a 12 month period, since the interest rates are currently low. The statement of revenue and expenditures reflects those expenses not allowable under the Workforce Innovation and Opportunity Act (WIOA).

The balance sheet for the BFWDC main account shows a receivable for the Department of Commerce grant. The BFWDC can only invoice once per month. There will always be a receivable for the prior month's business. The other receivable is what is due to the corporate entity for the Non-WIOA expenses. The rest is the January portion of the Employment Security Department grants. The revenue and expenditures for the main account payroll are consistent from month to month. Some line items are heavily weighted at the beginning of the program year. The insurance and dues and fees are two examples. The travel line item will increase once the BFWDC participates in state and national offerings (training and conferences).

The balance sheet for the WSCB partnership shows an Infrastructure Funding Agreement (IFA) credit as part of the reconciliation process. The revenue and expenditures statement for the partnership follows the same trend as the BFWDC main account. Rent and facilities are consistent from month to month. Jan commented when asked that she keeps a close eye on these budgets and has no concerns. Should a line item be underspent, the money can be shifted to where the need is.

Motion to Approve WorkSource System Policy (WSP)-01 Rapid Response

Tiffany Scott commented the Adult and Employer Linkage (AEL) Committee previously discussed, moved, and unanimously approved the agenda item. The policy is prescriptive and articulates what needs to be done by whom and when during a Rapid Response event.

Adolfo de Leon moved to approve WorkSource System Policy (WSP)-01, Rapid Response as presented, seconded by Dennis Williamson. Motion carried.

Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Adult Service Provider Extension to Career Path Service

Tiffany Scott commented the Adult and Employer Linkage (AEL) Committee previously discussed, moved, and unanimously approved the agenda item. Tiffany mentioned that the motion is being presented by staff now to engage and develop contracts ahead of the program year start date. Diana Hamilton commented that Career Path's strategies for their customers have been successful. They are doing great work, and the performance is cited by our (BFWDC) fund source (Employment Security Department). Diana shared that the monitoring of Career Path demonstrates their stellar outcomes highlighting no findings or disallowed costs.

Dennis Williamson moved to approve WIOA Title 1 PY22 Adult Service Provider Extension to Career Path Services as presented, seconded by Adolfo de Leon. Motion carried.

Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Dislocated Worker Service Provider Extension to Career Path Services

Tiffany Scott commented the Adult and Employer Linkage (AEL) Committee previously discussed, moved, and unanimously approved the agenda item. Diana Hamilton shared the same consistency regarding Career Path Services quality as a service provider for Dislocated Workers. Members and staff discussed the value of having a solid service provider like Career Path Services to help our community when faced with the challenges of the COVID-19 Pandemic.

Adolfo de Leon moved to approve WIOA Title 1 PY22 Dislocated Worker Service Provider Extension to Career Path Services as presented, seconded by Dennis Williamson. Motion carried.

Motion to Approve WIOA Title 1 PY22 (July 1, 2022 – June 30, 2023) Youth Service Provider Extension to Career Path Services

Tiffany Scott commented that the Youth Committee previously discussed, moved, and unanimously approved the agenda item. Tiffany mentioned the collaborative efforts of Career Path Services and Educational Service District 123 are impressive, especially with Open Doors co-enrollment. Cynthia Garcia shared that Career Path Services is a top performer in the state regarding performance. Cynthia likes the YES mentality of Career Path Services.

Todd Samuel moved to approve WIOA Title 1 PY22 Youth Service Provider Extension to Career Path Services as presented, seconded by Dennis Williamson. Motion carried.

Motion to Approve EcSA Subrecipient Contract for \$245,372 to Career Path Services, Effective April 1, 2022 – June 30, 2023, Utilizing Sole Source Procurement

Tiffany Scott commented the Adult and Employer Linkage (AEL) Committee previously discussed, moved, and unanimously approved the agenda item. This round offers more flexibility and expands to Benton County. EcSA is here to stay with an additional round 3 coming from the state budget from the ESD perspective. Jamilet Nerell shared that she agrees with what her peers previously shared. The adaptability of Career Path Services is commendable, and they are distinguished.

Adolfo de Leon moved to approve Economic Security for All (EcSA) Subrecipient Contract in the amount of \$245,372 to Career Path Services, Effective April 1, 2022 – June 30, 2023, Utilizing Sole Source Procurement, seconded by Dennis Williamson. Motion carried.

Motion to Approve WIOA One-Stop Operator Service Provider Extension to the Benton-Franklin Workforce Consortium (BFWC) Effective July 1, 2022 – June 30, 2023)

David Chavey commented the Adult and Employer Linkage (AEL) Committee previously discussed, moved, and unanimously approved the agenda item. David commended the work of the BFWC and their proactive approach to optimizing the customer experience at WSCB.

Dennis Williamson moved to approve WIOA One-Stop Operator Service Provider Extension to the Benton-Franklin Workforce Consortium (BFWC) as presented, seconded by Todd Samuel. Motion carried.

Liaison Report Presentation

David shared details of the Liaison Report. WorkSource Columbia Basin (WSCB) is in a seasonal dip on the employment side of things, which is historically typical. WSCB sees UI traffic come into the center. Weather can impact traffic to the center; there should be an increase in traffic as the weather gets better. WSCB is still down in staff-assisted job seeker and staff assistance services to job seekers compared to pre-pandemic levels. WSCB now offers a

Grow with Google certificate pilot, a free service to customers being piloted by Employee Security Department (ESD) through AmeriCorps.

Tri-Cities (TC) Futures figures will change to program year data (July1-June 30) rather than calendar year (January 1-December 31) data; TC Futures traffic numbers reflect all customers who walk into TC Futures. TC Futures total youth enrolled are those customers enrolled in the Out-of-School Youth and the Open Doors programs. The WIOA Program is at 92% of the total served monthly participant target and 82% employed monthly exit target.

The local workforce system and business services team collaborated with a couple of hiring events. Fred Meyer with 22 individuals employed and Total Employment and Management (TEAM) with 15 individuals engaged.

David explained this report is shared across our workforce system network, uploaded to the BFWDC website monthly, and posted on Facebook and LinkedIn.

CEO Update

Tiffany Scott reported that recruitment for the Outreach to Historically Disadvantaged Communities (OHDC) Communications Coordinator position is closing. The BFWDC had 25 applicants, conducted three interviews, and is now checking references to make an offer. The targeted start date for the new hire is April 18.

CEO Performance Expectations

Todd Samuel reviewed the February 1, 2022 – February 1, 2023, Performance Expectations of the BFWDC CEO with members. There are six goals in this cycle. Members found the focus appropriate for Tiffany and had no edits or recommended changes.

Executive Member Round Table

Due to time availability, no items were shared during the member round table.

Next Meeting

Executive Committee Meeting – Tuesday, April 26, 2022, at 3:15 p.m. – Zoom
Quarterly Board Meeting – Tuesday, April 26, 2022, at 4:00 p.m. – Zoom

Adjournment

The meeting of the Executive Committee adjourned at 5:09 p.m.

Respectfully Submitted:

Todd Samuel, Board Chair Date

Tiffany Scott, CEO Date

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 2/28/2022

		Current Period Balance
<hr/>		
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	77,087.27
CE 12 month CD	1112	52,524.97
Total Asset		<u>130,175.01</u>
Liabilities		
Pending transfer	2001	428.89
Accrued Vacation Payable	2500	83,730.24
Due to/from other funds	2990	(12,000.00)
Total Liabilities		<u>72,159.13</u>
Net Assets		58,015.88
Total Liabilities and Net Assets		<u>130,175.01</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2021 Through 2/28/202
(In whole numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	213	0	0.00%	0	0.00%
Total Revenue	213	0	0.00%	0	0.00%
Expenses					
Non WIOA Expenses	2,712	0	0.00%	0	0.00%
Total Expenses	2,712	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	(2,499)	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 2/28/2022

		Current Period Balance
<hr/>		
Asset		
Cash (Bank Acct - WDC)	1120	(4,422.24)
Accounts Receivable	1200	428.89
CDBG Receivable	1201	13,311.19
AR OHDC	1202	151.90
Receivable (Grants)	1300	<u>315,268.98</u>
Total Asset		<u>324,738.72</u>
Liabilities		
Accounts Payable (AP System)	2000	303,686.82
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>315,686.82</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u>324,738.72</u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2021 - 2/28/2022
(In Whole Numbers)
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	2,831,867	3,102,976	91.26%	4,595,768	61.62%
Interest	8	0	0.00%	0	0.00%
Misc/Other Revenue	22,139	47,000	47.10%	101,161	21.88%
Total Revenue	2,854,015	3,149,976	90.60%	4,696,929	60.76%
Expenses					
Sub-Recipient Reimbursements	2,089,030	2,326,978	89.77%	3,485,368	59.94%
Rent and Facilities	40,937	54,598	74.98%	72,280	56.64%
Salaries and Wages	453,730	447,487	101.40%	674,615	67.26%
Payroll Taxes and Benefits	130,889	144,068	90.85%	220,007	59.49%
Non-WIOA reimbursment	(2,712)	0	0.00%	0	0.00%
Professional Services and Contracts	45,319	42,690	106.16%	52,010	87.14%
TC Futures	43,921	47,000	93.45%	70,000	62.74%
Travel and Training	10,223	29,870	34.22%	50,115	20.40%
Supplies, Furniture and Equipment	3,433	9,800	35.03%	13,900	24.70%
Equipment and Software - Lease and Maintenance	13,317	18,965	70.22%	26,075	51.07%
Communications (Telephone, Postage and Internet)	3,051	5,020	60.78%	7,544	40.44%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	15,271	15,894	96.08%	17,409	87.72%
Total Expenses	2,854,015	3,149,976	90.60%	4,696,929	60.76%
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 2/28/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	55,375.87
Accounts Receivable	1200	<u>18.53</u>
Total Asset		<u><u>55,394.40</u></u>
Liabilities		
Accounts Payable (AP System)	2000	2,430.39
IFA Credit Adjustment	2650	<u>464.65</u>
Total Liabilities		<u><u>2,895.04</u></u>
Net Assets		52,499.36
Total Liabilities and Net Assets		<u><u>55,394.40</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2021-2/28/2022

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	146,931	146,942	99.99%	220,413	66.66%
IFA Adjustments	(20,952)	0	0.00%	0	0.00%
Sub-Lease Revenue	104,333	104,333	100.00%	156,500	66.67%
Employee Recognition Non-Operating Income	392	0	0.00%	0	0.00%
Total Revenue	230,704	251,275	91.81%	376,913	66.66%
Expenses					
Rent and Facilities	225,834	225,176	100.29%	338,018	66.81%
Supplies, Furniture and Equipment	7,153	10,975	65.18%	15,375	46.52%
Employee Recognition	462	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	46	4,480	1.03%	6,720	0.68%
Business/Community	132	3,400	3.88%	5,000	2.64%
Dues, Fees and Subscriptions	1,808	6,900	26.20%	10,600	17.06%
Total Expenses	235,435	252,131	93.38%	376,913	62.34%
Net Surplus/ (Deficit)	(4,731)	(856)	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

March 2021 Liaison Report

Program Year July 2020-June 2021



A proud partner of the AmericanJobCenter network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 487
Total Staff Assisted Services to Job Seekers: 1028
Unique Number of Businesses Served: 150
Staff Provided Business Services: 270

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): 277
Out-of-School Youth (OSY) Program: 161
Open Doors Program: 169
Co-enrolled in Both Programs: 53
Youth Attained General Education Development (GED): 37
Total OSY Employed and/or Post-Secondary Exits: 38
Average Wage: \$14.35
Placement Rate: 74%

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): 509

Monthly-to-Date Target: 598

Total Employed Exits (YTD): 161

Monthly-to-Date Target: 303

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 38 Total Employed Exits: 7
Monthly-to-Date Target: 30 Monthly-to-Date Target: 10

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 58

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID- 19, staff continues to provide virtual services to job seekers and businesses. Please visit WorkSourceWA.com or TCFutures.org for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (February)

Employment Security Department Labor Market Information

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

Top Occupations		Top Licenses and Certifications		
<ul style="list-style-type: none">Registered NursesTeacher AssistantsLaborers and Freight, Stock, and MoversSales RepresentativesManagers, All OtherRetail SalespersonsHeavy and Tractor-Trailer Truck DriversCustomer Service RepresentativesCoaches and Scouts	<ul style="list-style-type: none">Driver’s LicenseFirst Aid CPR AEDRegistered NurseAdvanced Cardiac Life Support CertificationCertified TeacherCDL Class A			
			Benton	Franklin
		Unemployment	6.7%	8.1%
		Average Wage (2019)	\$33.91	\$24.71
	Other News			

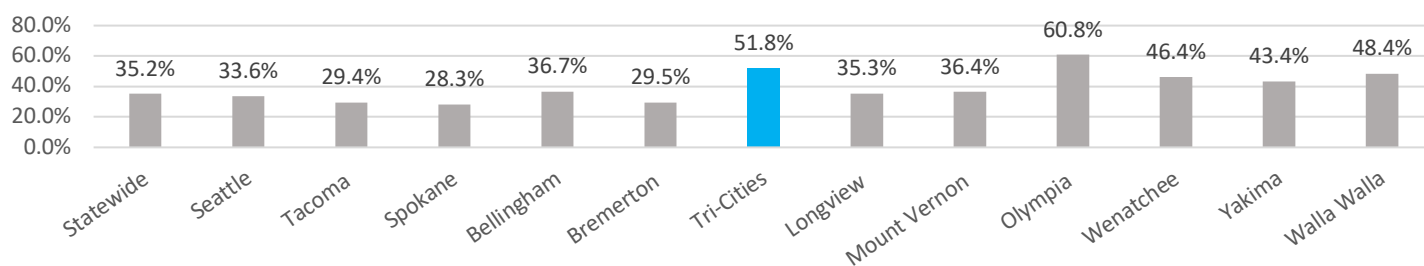
- The Business Services Team hosted the Spring 2021 Virtual Career Fair in partnership with CBC and WSU on 3/9/21. 231 individuals registered and 176 attended (76% of registrants.) 47 local employers attended, and the event resulted in 131 employment referrals for 130 job seekers.

- The LinkedIn Learning Pilot efforts focuses on identifying occupational clusters impacted by

1/4/2021 - 3/31/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	13	6	0	13	2
Staff	52	66	12	299	234

COVID. Outreach and targeted messaging to managers, restaurant workers, and youth receiving Unemployment Insurance benefits will occur in early April. These customers will receive information about LinkedIn Learning via email, group and 1:1 sessions.

COVID-19 Recovery (May through January 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

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



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March 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: 1203 (+485)
Total Staff Assisted Services to Job Seekers: 2651 (+811)
Unique Number of Businesses Served: 89 (-9)
Staff Provided Business Services: 156 (-8)

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: 533 (+62)
TC Futures Total Youth Enrolled (YTD): 407 (+85)
Out-of-School Youth (OSY) Program (YTD): 197 (+18)
Open Doors Program: 283 (+72)
Co-enrolled in Both Programs: 73 (+5)
Total Youth attained GED: 39 (+4)
Total OSY Employed and/or Post-Secondary Exits: 75 (+13)

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): 584

Monthly-to-Date Target: 601 (97%)

Total Employed Exits (YTD): 226

Monthly-to-Date Target: 288 (78%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 87

Total Employed Exits: 12

Monthly-to-Date Target: 138

Monthly-to-Date Target: 95

Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

Program Target: 12

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.

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (February)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.8%

Franklin County Unemployment: 7.8%

Tri-Cities Employment (February 2022)	Jobs	MoM	YoY(21)	Jobs Lost (April 2020)	Jobs Gained (February 2022)	Recovery
Total Nonfarm	119100	2,400	7,400	11,200	12,200	109%
Total Private	100200	2,200	6,100	10,100	11,700	116%
Goods Producing	18600	500	1,000	1,500	1,300	87%
Mining, Logging, and Construction	10300	400	100	1,100	800	73%
Manufacturing	8300	100	900	400	500	125%
Service Providing	100500	1,900	6,400	9,700	10,900	112%
Private Service Providing	81600	1,700	5,100	8,600	10,400	121%
Trade, Transportation, Warehousing and Utilities	20500	300	700	1,500	2,700	180%
Retail Trade	14000	300	600	1,600	2,500	156%
Financial Activities	4300	100	500	300	300	100%
Professional and Business Services	22000	600	1,300	600	1,300	217%
Administrative and Support Services	11900	500	900	300	1,100	367%
Educational and Health Services	18700	300	300	1,100	1,500	136%
Leisure and Hospitality	11800	300	2,300	4,300	4,200	98%
Food Services	9600	100	1,900	2,700	3,200	119%
Government	18900	200	1,300	1,100	500	45%
Federal Government	1100	(100)	(100)	-	(100)	100%
Total State Government	2900	-	500	200	(100)	-50%
Total Local Government	14900	300	900	900	700	78%

Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 4/4/22	159	100	557	128	3,153	2,665

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

Grow with Google (March 2022)	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	7	2	8	2

- Business Services is collaborating with Simplot to provide the space and technology needed to support onboarding of monolingual Spanish speaking employees. In-person onboarding will begin in April 2022 at WorkSource Columbia Basin.
- We have seen a steady increase in customer traffic at WorkSource Columbia Basin, which we are able to track using our new scheduler, QTRAC. Here is a snapshot of customers served by the Front-End Services Team this quarter:

Month of	1:1 Appointments	Walk-Ins	Total
January 2022	230	510	740
February 2022	264	454	718
March 2022	320	689	1009

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

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988

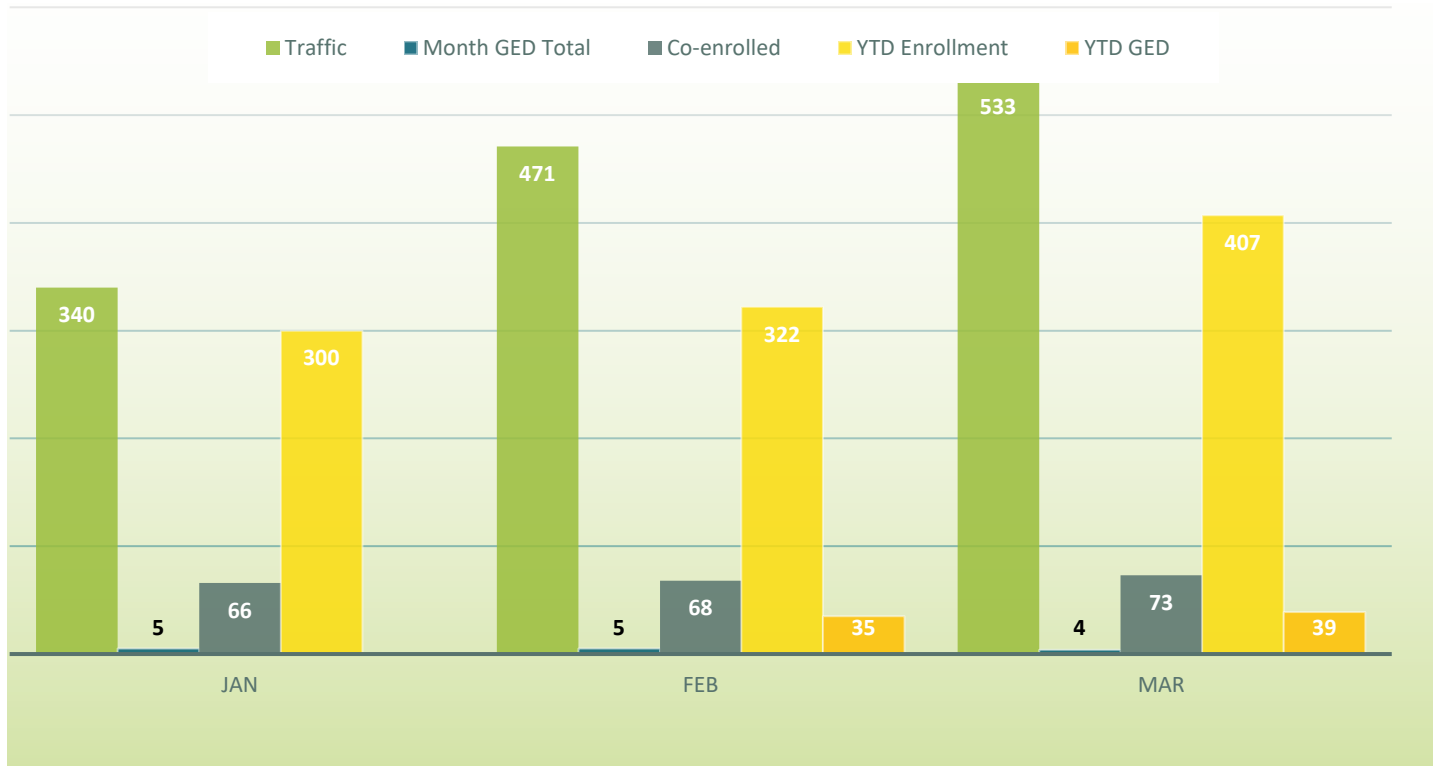
Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5980



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March 2022



Customer Profile

Profile/Challenges	Partners	Solutions
20 years of age, single mother of 2 children (one with significant medical issues)	Referred to DSHS and CHPW	Assisting with engagement in services to help with childcare and medical care
Victim of Sex Trafficking	Referring to Behavioral Health	
Homeless	HRC/Dept. of Human Services	Given Emergency Housing Support. Now has permanent subsidized housing
Unemployed	CPS/OSY Program	Co-enrollment for maximum support
Need of basic supplies	TC Futures	Provided diapers and wipes
Aging out of Open Doors	Career Path Services/OSY	Co-enrolled for continued services

Center Updates

- Suite A updates: TC Future orientations and tutoring services.
- TC Futures hosted a GED graduation. 11 youth and young adults celebrated their GED accomplishments. 81 people attended this event!
- TC Futures is updating its look with new work spaces to provide better privacy.
- TC Futures 101- In-person orientation to TC Futures services has began (Spanish and English). Meetings will be held on Wednesdays in two sessions.

Community Reach-Upcoming Events

- TC Futures is hosting a Work Readiness workshop/over of TC Futures services and Employer presentation for Kennewick High School graduating class who are involved with the Migrant Education Program. 36 students are expected to attend.
- Open House/Migrant Outreach event- TC Futures is partnering with the Migrant Education Program to host an outreach event at TC Futures. The following community partners have been invited; CBC HEP, Boise State HEP, CHPW, Job Corps, Goodwill, LCYC, DSHS, ESD 123 Behavioral Health, Career Connected Learning, KSD, WorkSource, and HAPO.
- TC Futures is hosting a meeting for the Migrant Consortium.
- GESA and Lamb Weston hiring events are planned for on-site during the month of April (with more to come!).
- TC Futures is exploring a partnership with Legal Counsel for Youth and Children for limited case management.
- Partnership is in development with Department of Human Services to create a support service program specifically for our homeless youth.



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WorkSource Operator Report

Benton Franklin Workforce Consortium

March 2022

March Highlights:

- The One Hanford hiring event was our most attended event yet. Registration was completed by 1,510 individuals, 74% attended (1119 total participants), and 1000 total chats occurred. Job seekers from 26 other states, as well as other countries, participated. Collaboration between Hanford employers, WorkSource offices across Washington and Oregon, CBC, WSU Tri-Cities, Veterans programs, and Goodwill made this event a success.
- Our newest workshop, WorkSource Pathway to Education and Meaningful Employment, launched as pilot this month. It was offered in virtual format and as a hybrid course, with customers attending virtually and in-person. Review of both workshops for key learnings and improvements based on customer feedback will occur prior to a full system launch in April.

WorkSource Site Operations:

Customer Counts 3/1-3/31/2022		
Total Staff Assisted Seekers	1203	
Total Staff Assisted Services	2651	
<i>Basic Services</i>	2250	
<i>Individualized, Training & Support Services</i>	294	
Unique Number of Businesses Served	89	
Staff Provided Business Services	156	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	10	10
<i>Employee Training</i> Assessment, referral, enrollment, etc.	8	5
<i>Other</i> Employer outreach visit, marketing business services, etc.	49	36
<i>Recruitment</i> Hiring events, referrals, etc.	87	56
<i>Wage & Occupation Information</i> Labor Market Info, etc.	2	2

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (4/8/22).



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March 2022 Customer Feedback:

- 94 survey responses received via Survey Monkey and QTRAC (8% response rate):
 - Of the customers who responded, 97% would refer family and friends
 - Top 3 services received: job search, training, and workshop
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 27 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “Toni Franks is wonderful at her job, telling me of all the Work Source resources and providing guidance.”
 - “Michele Brown is a very good speaker.” (Mature Worker Workshop)
 - “Jose S has been amazing to work with. He has gone above and beyond with helping Gerald as a veteran and WorkSource has exceed his expectations thanks to Jose!”
 - “Sandy’s help while she was in program helped Harmony get back on her feet and overcome obstacles to reach the level she is at now.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in March to be addressed in April:
 - “Only suggestion would be be to suggest bringing one’s laptop.”
 - “Maybe increase the help with fuel.”

Service Delivery

- EO monitoring began this month in partnership with Cynthia Garcia, our local EO Officer. Activities completed include staff and customer interviewing and a facility walkthrough. Our ADA checklist will be completed in April and monitoring will close with an onsite visit and interviews with our state EO monitors.

Career Services:

- We have seen a steady increase in customer traffic at WorkSource Columbia Basin, which we are able to track using our new scheduler, QTRAC. Here is a snapshot of customers served by the Front-End Services Team this quarter:

Month of	1:1 Appointments	Walk-Ins	Total
January 2022	230	510	740
February 2022	264	454	718
March 2022	320	689	1009



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- WSCB is in our 2nd month of offering “Grow with Google,” a Career Certificate pilot. It includes four learning paths which are available at no cost to customers. Learners have a flexible study schedule and IT support is offered in both English and Spanish. Here are our current customer engagement numbers to date, including 6 new customers signed up during March.

2/1-3/31/22	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	7	2	8	2

- During March WSCB provided 223 group services to 60 individuals through our locally offered workshops and group sessions. Strategies for Success was our most attended workshop. Other services in high demand include job fair/hiring event attendance, deskside job seeker assistance, basic assessment and Reemployment Services and Eligibility Assessment Services for individuals receiving Unemployment Insurance benefits.
- Our 8-week LinkedIn Learning Facebook Challenge continued through the end of this month. It included weekly course recommendations and social engagement opportunities. LinkedIn Learning was also promoted with customers who would benefit from online learning to learn new skills or polish existing ones. Below is a snapshot of staff/customer engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 4/4/22	159	100	557	128	3,153	2,665

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:

- Business Services is collaborating with Simplot to provide the space and technology needed to support onboarding of monolingual Spanish speaking employees. In-person onboarding will begin in April 2022 at WorkSource Columbia Basin.
- Work is being done to refine the the referral process of qualified candidates from Employment Specialists and the Business Services Team.
- Available March event outcomes:
 - Amazon Customer Service Call Center Hiring Event 3/17: 75 individuals signed up and attended.
- Upcoming Events –
 - Amazon Customer Service Call Center Hiring Event #2: 4/28 from 4pm-6pm
 - All Ways Caring Hiring Event: 5/4 from 10a –4pm
 - WorkSource Open House: 5/11 from 2-3:30pm
 - Celebrando a Los Trabajadores Agrícola (Celebrating Agricultural Workers): 5/11 from 4-7pm; this is the first annual event of it's kind and is in partnership with Pasco School District and Goodwill.



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Community Connections:

- 3/1: Attended the Virtual Services Collaborative, a group designed for information sharing about virtual service delivery options and resources. This month we discussed hybrid work schedules and making icebreakers successful.
- 3/8: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- The Equity Committee met weekly in March to finalize details of outreach campaigning designed to better engage Spanish speaking community members. A 16 week newspaper campaign with Tu Decides will start the first week of April and will alternate between digital media and print. The television campaign with Telemundo fox will consist of tw 15 second commercials which will air on television and streaming services starting the 2nd week of April.
- 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. In addition to these efforts, in April the WSCB Outreach group will be evaluating existing methods of outreach and identifying new/improved methods to continue increasing customer traffic and access to services.

Staff Training & Development:

Training/Development Attended:

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

Upcoming Training/All Staff Meetings:

- 4/6: Cross training – EcSA; March Customer Feedback Improvements
- 4/20: Community Partner Cross training – Compass Solutions; March Data Review

Facilities:

- Nothing to report

Respectfully submitted by C. Bright on 4/8/22