



## **Executive Committee Meeting**

July 27, 2021, 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** - Todd Samuel
  - Excused Absences - Tiffany Scott
2. **Welcome & Roll Call** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
  - Executive Committee - June 29, 2021 (Needs a vote)
4. **Finance Reports** - Jan Warren
5. **PY21 Budget** - Jan Warren
  - Motion to approve Program Year 2021 Budget (Needs a vote)
6. **Liaison Report** – Cynthia Garcia
7. **CEO Updates** - Tiffany Scott
8. **Next Meeting**
  - Executive Committee Meeting – Tuesday, August 31, 2021, at 4:00 PM on Zoom

#### **Attachments**

- a. Executive Committee Minutes - June 29, 2021
- b. Finance Reports - May 2021
- c. PY21 Budget Memo - July 1, 2021 to June 30, 2022
- d. Available Funds - Carry in Document
- e. PY21 Budget - July 1, 2021 to June 30, 2022
- f. Liaison Report - June 2021/June 2020
- g. WorkSource Operator Monthly Report - June 2021
- h. TC Futures Report - June 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 71*



## **Benton Franklin Workforce Development Council**

### **Executive Committee Minutes**

June 29, 2021

4:00 p.m.

Zoom

#### **Present**

Todd Samuel  
Adolfo de Leon  
Amanda Jones  
Dennis Williamson

Commissioner Didier  
Commissioner McKay

#### **Excused**

Melanie Olson

#### **Absent**

#### **BFWDC Staff**

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

#### **Guests**

Amanda Fisher, LNI  
Crystal Bright, WSO

---

#### **Call to Order** - Todd

Todd Samuel called the meeting to order at 4:00 p.m. and thanked everyone for attending. Becky read through the roll call while members and guests responded. Todd reviewed the Mission and Vision Statements and thanked everyone for their service.

#### **Minutes** – Todd

Becky provided the minutes from the May 25, 2021, Executive Committee Meeting for members to review.

**Will McKay moved to approve May 25, 2021, Executive Committee Meeting Minutes as presented, seconded by Adolfo de León. Motion carried.**

#### **Finance Reports** – Jan

Jan provided printed Finance Reports through April 2021. She noted that these reports show that we are at 83% of the program year.

- **Corporate Entity (CE):** The only change is that the Accrued Vacation has been deposited into the Money Market account.
- **Main BFWDC Account:** There is very little change from the prior month. With two months left, we are running behind on a few line items. The salary/benefits are running a little higher due to the accrued vacation. COVID limited the ability for employees to take vacation time in PY20. This issue should stabilize over the next year as people take vacation time.
- **WorkSource Columbia Basin (WSCB):** This report shows routine facility expenses. There are some costs associated with re-opening the center that are scheduled to come out. The supplies and dues/fees lines will remain low.

Todd asked if there were any concerns about our finances at this time. Jan answered that there are no concerns at this time. Commissioner McKay asked about the 78% expenses in the main account. Jan answered that this is a little below normal. We kept up with the building expenses and routine maintenance. Supplies were not purchased at the normal level due to staff working at home. He asked about the interest on the main account. Jan shared that we don't budget for interest.

**Monitoring Summary** – Diana/Jamilet/Cynthia

Jamilet shared that the BFWDC conducts quarterly monitoring reviews of our subrecipient's work. We identify program files to ensure compliance with all aspects, including programmatic and financial.

Five program files for Families Forward Washinton (FFW) were monitored. There were no questioned costs or findings identified.

Fifteen program files were identified and monitored for the Economic Security for All (EcSA) program. There were no questioned costs or findings identified.

Cynthia shared that she monitored 14 youth program files focusing on all elements of program services. These elements include eligibility, program enrollments, 14 Program Elements, outcomes, program completions, individual service strategies, case notes, and all the documentation uploaded to the management information system. There were no findings or disallowed costs. One questioned cost was identified; however, after review of documentation provided, it was determined allowable.

Cynthia shared that there were several noted practices identified. During PY20, they identified the most best practices than any other time due to all of the outreach efforts during the pandemic. Overall it was a very successful local monitoring. She recognized Career Path Services (CPS) for all the hard work that they do.

Todd expressed his appreciation for the fact that best practices are listed on the report.

Cynthia shared that the State monitoring team conducted a comprehensive review of the Youth Program. They reviewed 10 Out-of-School Youth (OSY) files. They determined that the BFWDC and Workforce Innovation and Opportunities Act (WIOA) service provider complied with the requirements of WIOA as well as other state and local requirements. There were no findings, questioned costs, or disallowed costs identified. They also identified three noted practices. Our local quarterly monitoring continues to be recognized as a best practice.

Jamilet shared that the BFWDC should receive the State Monitoring Report next week. Once received, this letter will be shared with the board.

Diana shared that the state did a partial review for eligibility and support services for the other WIOA programs. They reviewed 10 Adult and 10 Dislocated Worker files. There were no findings or disallowed costs identified. They did identify our Continuous Quality Improvement (CQI) monitoring model as a noted practice. This process allows us to identify issues and provide the needed technical assistance. They were very impressed with the detailed eligibility case notes documented by our subrecipient explaining why the participant was enrolled and the planned services. The biggest compliment to our subrecipient was that the monitors said that the case notes written by new staff were just as good as the case notes written by seasoned staff.

She also shared the results of the local monitoring review of CPS and the Benton Franklin Workforce Consortium. They reviewed participant files to ensure compliance with eligibility, program enrollment, services entries, outcomes, support services, case notes, and data integrity. There were no findings identified in all programs. One disallowed cost in the Dislocated Worker program was a rental voucher issued for \$500, but the actual rent payment was \$428. The service provider repaid the difference out of non-WIOA funds. She highlighted the noted practices that the subrecipients implemented during COVID that helped increase customer access and training for newly hired staff and refresher training for seasoned staff. The quality of service provided by both of our service providers is very impressive.

Todd asked if CPS would change the procedure in the future regarding the disallowed cost. Diana shared that training was provided to staff, and we don't expect to see this again.

Tiffany acknowledged the work of our program managers and program coordinator for the work they do in monitoring. Quarterly monitoring is a heavy lift. This CQI model was established about 15 years ago. We are one of only a few areas across the state that conducts quarterly monitoring. This way, we are investing in real-time to alleviate any errors in a file to be corrected. This allows the whole team to learn and can proceed accordingly. Mistakes are caught as well and won't continue throughout the year. We never know when the state or the feds are going to monitor us. The state was here in January and will be back in October for the PY21 monitoring. The concept of our program managers being in the files, providing technical assistance to the subrecipients in real-time positions us for success no matter when a review takes place. A monthly review of invoicing takes place as well.

**Community Development Block Grant (CDBG) Contract Award – Jamilet**

Jamilet shared that the BFWDC has been awarded by the Department of Commerce the Community Development Block Grant to help with food delivery services that help low to moderate-income families and neighborhoods. This is one of the first opportunities to diversify our funding sources. The CDBG will help with the impact of food insecurity caused by COVID. The Adult & Employer Linkage Committee (AEL) recommends sole sourcing this contract as explained in the provided memo. We have chosen CPS to be the subrecipient of the CDBG. The AEL Committee also recommends approving this motion for \$448,718 from July 1, 2021, through January 2023. Once approved, this motion will move to the Full Board for approval.

**Adolfo de León moved to approve the award of the CDBG contract to Career Path Services for \$448,718 from July 1, 2021, through January 31, 2023, seconded by Will McKay.  
Motion carried.**

Todd shared that he was excited about this as it aligns with our board's goal to diversify funds.

**Acceptable Use Policy 2015-62 –David**

David shared that the Acceptable Use Policy was started due to our application to use the Employment Security Department's (ESD) unemployment flat-file information. As a part of our data sharing agreement, we had to go through an independent review of our security policies. We already had sections in our employee handbook that covered a lot of what is in this policy. This policy is a lot more in-depth, has gone through rigorous edits, and was reviewed by our IT contractor, Pay Plus Benefits, and BFWDC staff. This policy sets guidelines around network usage, email, how long to hold on to correspondence, and remote access.

Amanda Jones asked about clicking links within an email in section 4.2.4. Todd suggested adding a section to include not to click on links within an email.

Tiffany shared that Elevate, our IT Company, did a secret shopper to ping staff to see if staff would open links, and no one did. David shared that there is an abundant amount of trust in the BFWDC team. This was written as a response to fulfilling the requirements of the data-sharing agreement and is a smart move to protect ourselves.

David will add a line to section 4.2.4 regarding clicking on links and send out the edited version for review and approval by e-vote.

Todd asked about the overview section. He shared that it would be better to start with the "Purpose." David shared that the original template had a lot of "big brother" language. We wanted to set the tone and establish the document's purpose and why we were moving forward with it. Tiffany shared that we have a cadence when writing policies to include an overview. The intent and the narrative within would have the same meaning with or without the "overview." Staff will review and make the recommendation.

### **CEO Update- Tiffany**

Tiffany shared that ESD has identified their next commissioner, Cami Feek. She was the interim commissioner. A letter from the Washington Workforce Association was provided in the packet sharing that they are happy to see this appointment as we come into the pandemic's recovery mode. Phil Castle has been appointed as Deputy Commissioner. She reminded the board that Phil was a facilitator at the last BFWDC Board Retreat.

Tiffany shared that we are hours away from concluding PY20. Our PY21 grants have been submitted to ESD. This allows our services to continue in a timely manner. There is a quarter one cap at the directive of the federal government. With the carry-in money, we anticipate there won't be as tight of a cap, and we anticipate services to be rendered in a very smooth way.

We've had some extreme challenges in PY20. We have a strong team and a strong workforce system. We look forward to opening our doors to the public on July 1.

There is much activity going on around additional funding sources. Tiffany shared that they are mindful of what we will need to recover in the community and make the Tri-cities as strong as ever.

Todd shared that he is very excited about the doors being opened and resuming more normal services.

### **Liaison Report – David**

David reviewed the provided Liaison report. Our numbers will continue to look better as time goes on and recovery continues. He shared that the FFW will be removed from the Liaison Report, and the CDBG will be added. He reported that there is a slight increase in the unemployment rate. We see a strong swing in Covid-19 job recovery with more people looking for jobs. Almost all industries show at least a minimal improvement.

Todd asked Crystal if the doors of WorkSource Columbia Basin were ready to be re-opened. Crystal shared that they are excited. There has been much activity around getting ready. They have been working to develop a plan for bringing staff back. Staff orientations have been taking place. Several new employees have never worked in the office. They will be returning in waves and are feeling good about it. They are opening slowly by appointment only.

**Roundtable** - Members were allowed time to share what is happening in their venues of work. Cynthia Garcia informed the board members that work is taking place to make changes to the TC Futures report in the future. They will be presenting the new version to the Youth Committee.

### **Other Business – None**

### **NEXT MEETING**

Executive Committee Meeting – Tuesday, July 27, 2021, at 3:15 p.m. – TBD

Quarterly Board Meeting – Tuesday, July 27, 2021, at 4:00 p.m. – TBD

**ADJOURNMENT** The meeting of the Executive Committee adjourned at 5:03 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 5/31/2021

		Current Period Balance
<hr/>		
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	76,979.10
CE 12 month CD	1112	<u>52,338.89</u>
Total Asset		<u><u>129,880.76</u></u>
Liabilities		
Accrued Vacation Payable	2500	81,427.69
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u><u>69,427.69</u></u>
Net Assets		60,453.07
Total Liabilities and Net Assets		<u><u>129,880.76</u></u>

**Benton Franklin Workforce Development Council**  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
10 - Corporate Entity  
From 7/1/2020 Through 5/31/2021  
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	597	0	0.00%	0	0.00%
Total Revenue	597	0	0.00%	0	0.00%
Expenses					
Dues, Fees and Subscriptions	50	0	0.00%	0	0.00%
Total Expenses	50	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	547	0	0.00%	0	0.00%

**Benton Franklin Workforce Development Council**  
**Balance Sheet - Unposted Transactions Included In Report**  
 20 - WDC Main  
 As of 5/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	12,115.39
Accounts Receivable	1200	17,314.59
Receivable (Grants)	1300	<u>301,863.27</u>
Total Asset		<u><u>331,293.25</u></u>
Liabilities		
Accounts Payable (AP System)	2000	310,241.35
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u><u>322,241.35</u></u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>331,293.25</u></u>



Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2020 - 5/31/2021  
(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	3,508,727	3,825,259	91.73%	4,191,410	83.71%
Interest	13	0	0.00%	0	0.00%
Misc/Other Revenue	227,466	272,000	83.63%	276,000	82.42%
Total Revenue	3,736,206	4,097,259	91.19%	4,467,410	83.63%
Expenses					
Sub-Recipient Reimbursements	2,726,236	3,022,530	90.20%	3,297,305	82.68%
Rent and Facilities	62,268	69,689	89.35%	76,024	81.91%
Salaries and Wages	577,446	559,247	103.25%	609,291	94.77%
Payroll Taxes and Benefits	170,613	167,117	102.09%	182,022	93.73%
Professional Services and Contracts	54,918	77,175	71.16%	83,540	65.74%
TC Futures	66,688	65,000	102.60%	75,000	88.92%
Travel and Training	1,832	50,000	3.66%	50,230	3.65%
Supplies, Furniture and Equipment	8,668	16,500	52.53%	19,500	44.45%
Equipment and Software - Lease and Maintenance	41,771	41,440	100.80%	44,552	93.76%
Communications (Telephone, Postage and Internet)	3,490	5,416	64.44%	6,515	53.57%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	14,670	15,540	94.40%	15,825	92.70%
Total Expenses	3,736,206	4,097,259	91.19%	4,467,410	83.63%
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 5/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	<u>70,837.92</u>
Total Asset		<u><u>70,837.92</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,264.50</u>
Total Liabilities		<u><u>2,264.50</u></u>
Net Assets		68,573.42
Total Liabilities and Net Assets		<u><u>70,837.92</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2020-5/31/2021

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	194,535	194,525	100.01%	212,209	91.67%
IFA Adjustments	(23,773)	0	0.00%	0	0.00%
Sub-Lease Revenue	135,098	135,098	100.00%	147,380	91.67%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	305,860	329,623	92.79%	359,589	91.67%
Expenses					
Rent and Facilities	289,493	302,308	95.76%	329,790	87.78%
Supplies, Furniture and Equipment	955	12,283	7.77%	13,400	7.13%
Employee Recognition	464	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	96.00%	1,200	96.00%
Business/Community	4,997	4,583	109.02%	5,000	99.94%
Dues, Fees and Subscriptions	265	9,350	2.84%	10,200	2.60%
Total Expenses	297,327	329,724	90.17%	359,590	82.56%
Net Surplus/ (Deficit)	8,532	(101)	0.00%	0	0.00%

**Benton Franklin Workforce Development Council**  
**Proposed Budget for PY21**  
**July 1, 2021 – June 30, 2022**

Questions? Please contact:  
Jan Warren, CFO  
[jwarren@bf-wdc.org](mailto:jwarren@bf-wdc.org) or 509-734-5979

**Funding:**

Like many businesses, the BFWDC faced numerous challenges in 2020. Over the past fifteen months, closures due to Covid-19 postponed or canceled training and educational events for staff and required shifting to virtual services for nearly every aspect of our agency. The prolonged closures resulted in unspent formula grant funds at the end of the PY20 program year. In July 2021, as the state re-opens, our goal is to create opportunity out of obstacles. The BFWDC elected to offset the reduced PY21 funding by awarding the prior year's funds to Career Path Services. We feel this will best support our local businesses and job seekers.

In addition to the formula grants, the BFWDC will manage five unique grants during the 2021/2022 program year. Some are specifically targeted to Covid-19 recovery efforts.

**Personnel:**

In order to manage the increasing workload, the BFWDC staff has hired additional staff, including a Programs Coordinator, a Chief Operations Officer and a Fiscal Manager. This expansion required a significant upgrade to the office space, as it was necessary to create new workstations and update and repurpose storage and common areas.

**Budget:**

The budget for the 2021 program year was designed to provide the resources needed to best serve the community. We thoughtfully evaluated each line item to ensure the agency is operating efficiently and providing the highest level of service.

**BFWDC 21/22**  
**Available Funds-Formula Grants**

After 7/15/2021 check issue, includes June expenses paid in July				Remaining: June/closeout provider invoices Close Out/Final Invoice (obligated)and estimated expenses	
<b>PY20 Carry In</b>	<b>Award</b>	<b>Spent</b>	<b>Subtotal</b>		<b>Net Carry In</b>
Adult	166,516	166,516	0	0	0
DW	219,631	219,631	0	0	0
Youth	1,054,098	687,573	366,525	143,294	223,231
Admin	160,028	83,099	76,929	3,769	73,161
<b>FY21 Carry In</b>	<b>Award</b>	<b>Spent</b>	<b>Subtotal</b>	<b>Close Out/Final Invoice (est)</b>	
Adult	830,924	515,882	315,042	195,592	119,450
DW	921,578	320,220	601,358	178,727	422,631
Youth	0	0	0	0	0
Admin	194,723	0	194,723	0	194,723

<b>PY21 (Q1)</b>	<b>Award</b>	<b>Available carry in</b>	<b>Available funding</b>	<b>Service Provider Award</b>	<b>OSO/tcFutures</b>	<b>WDC Pool</b>
Adult	140,145	119,450	259,595	122,599	20,700	116,296
DW	181,127	422,631	603,758	213,059	24,300	366,399
*Youth	845,662	223,231	1,068,893	779,699	70,000	219,194
Admin	129,659	267,884	397,543	0	0	397,543
<b>FY22 (Q2-4)</b>						
Adult	660,522	0	660,522	530,781	62,100	67,641
DW	770,701	0	770,701	764,168	72,900	(66,367)
Admin	159,024	0	159,024	0	0	159,024
	<b>2,886,840</b>	<b>1,033,195</b>	<b>3,920,035</b>	<b>2,410,306</b>	<b>250,000</b>	<b>1,259,729</b>

Program 2,598,157

ACP 288,683

**Workforce Development Council  
2021/2022 Budget with Estimated Carry-in Amounts**

	7/1/21	7/1/20	7/1/19
Revenue from Youth Formula	845,662	1,054,098	850,476
Revenue from Adult Formula	800,667	997,440	803,866
Revenue from DW Formula	951,828	1,141,210	858,387
<b>Total Formula Revenue</b>	<b>2,598,157</b>	<b>3,192,748</b>	<b>2,512,729</b>
Revenue from Career Connect	0	0	67,620
Revenue from EcSA	277,959	334,865	342,710
Revenue from FFW	0	261,716	381,121
Revenue from RRIE	82,629	285,437	423,147
Revenue from Disaster Recovery	291,705	336,922	
Revenue from Employment Recovery	421,642	341,018	
Revenue from CDBG	322,105		

<b>Total Discretionary Grant Revenue</b>	<b>1,396,041</b>	<b>1,559,958</b>	<b>1,214,598</b>
Indirect Cost Pools (program)	703,163	1,121,843	942,496
WIOA ACP (Admin Cost Pool)	556,567	531,800	379,405
<b>Total Indirect Cost Pool Revenue</b>	<b>1,259,729</b>	<b>1,653,643</b>	<b>1,321,901</b>
<b>Total Revenue</b>	<b>5,253,927</b>	<b>5,284,506</b>	<b>4,106,732</b>

Line Item Name	21/22	20/21	19/20
Sub Contracts	3,485,368	3,297,305	3,008,932
<b>Total Sub Contracts Expenditures</b>	<b>3,485,368</b>	<b>3,297,305</b>	<b>3,008,932</b>
TC Futures	70,000	75,000	58,900
Facilities Rent	42,300	39,204	39,588
Security/Maintenance	29,980	36,820	36,620
Salaries	674,615	609,291	460,179
Benefits (Taxes)	80,969	60,914	41,282
Benefits (Medical)	77,770	73,720	62,414
Benefits (Pension)	61,268	47,388	38,400
Professional Services - Audit	24,000	26,500	23,000
Professional Services - IT/Other	15,000	30,000	29,600
Professional Services - RRIE	0	16,000	0
Professional Services - Pay Plus	13,010	11,040	2,500
Professional Services-Direct deposit fees	0	0	8,400
Travel/Training/Staff Development	50,115	50,230	57,995
Supplies - WDC Internal	11,500	17,500	5,000
Supplies (RRIE)	0	2,000	5,000
Equipment Rental	1,440	13,092	14,472
Equipment Maintenance & Repair	6,560	6,360	5,740
Software Maintenance & Licenses	18,075	25,100	5,900
Equipment	2,400	0	3,500
Telephone	1,300	500	460
Postage	500	500	400
Internet/Email storage	5,744	5,515	2,627
Outreach FFW	0	0	21,500
Insurance	7,606	7,606	7,600
Dues/Subscriptions	16,409	14,835	13,155
Fees and Other	1,000	990	740
<b>Total Indirect Expenditures</b>	<b>1,211,561</b>	<b>1,170,105</b>	<b>944,972</b>
<b>Total Expenditures</b>	<b>4,696,929</b>	<b>4,467,410</b>	<b>3,953,904</b>

<b>Anticipated Carry-in</b>	<b>556,999</b>	<b>817,095</b>	<b>152,828</b>
<b>Formula Carry-in</b>	<b>118,168</b>		



## Vision

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



## Mission

Promoting a prosperous community by providing a progressive workforce system

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

## June 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: 509  
Total Staff Assisted Services to Job Seekers: 1336  
Unique Number of Businesses Served: 136  
Staff Provided Business Services: 227

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



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

TC Futures Total Youth Served (YTD): 302  
Out-of-School Youth (OSY) Program: 200  
Open Doors Program: 172  
Co-enrolled in Both Programs: 70  
Youth Attained General Education Development (GED): 55  
Total OSY Employed and/or Post-Secondary Exits: 72  
Average Wage: \$14.30  
Placement Rate: 67%

For more information contact 509-537-1710 or visit [TCFutures.org](http://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): 613  
Monthly-to-Date Target: 727

Total Employed Exits (YTD): 255  
Monthly-to-Date Target: 399

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 47      Total Employed Exits: 11  
Monthly-to-Date Target: 55      Monthly-to-Date Target: 25

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 69

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](http://WorkSourceWa.com) or [TCFutures.org](http://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 (May)

Employment Security Department Labor Market Information

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

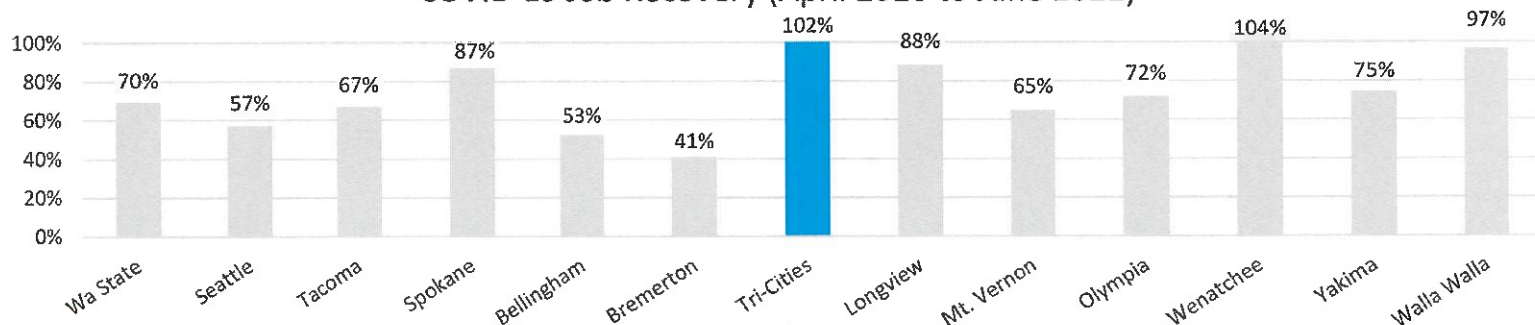
Top Occupations	Top Licenses and Certifications		
<ul style="list-style-type: none"> <li>Registered Nurses</li> <li>Laborers and Freight, Stock, and Movers</li> <li>Sales Representatives</li> <li>Managers, All Other</li> <li>Retail Salespersons</li> <li>Heavy and Tractor-Trailer Truck Drivers</li> <li>Customer 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	5.1%	5.8%
	Average Wage (2019)	\$33.91	\$24.7
Other News			

1/4/2021 – 7/04/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	43	228	54	1394	1211
Staff	67	334	112	2535	2223

LinkedIn Learning Pilot

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- June Customer Satisfaction Survey:** 50 responses received (10% response rate). Of the customers who responded, 96% 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 June 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





A proud partner of the AmericanJobCenter network

## WorkSource Operator Report

Benton Franklin Workforce Consortium

June 2021

### June Highlights:

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.

### WorkSource Site Operations:

Customer Counts 6/1-6/30/2021		
Total Staff Assisted Seekers	509	
Total Staff Assisted Services	1336	
Basic Services	1089	
Individualized, Training & Support Services	206	
Unique Number of Businesses Served	136	
Staff Provided Business Services	227	
	Services Provided	Businesses Served
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	11	9
<b>Employee Training</b> Assessment, referral, enrollment, etc.	18	12
<b>Other</b> Employer outreach visit, marketing business services, etc.	82	62
<b>Recruitment</b> Hiring events, referrals, etc.	107	69
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	9	9

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (7/9/21)

Number of unique job seekers and services provided have decreased this month compared to June 2020. Mitigation is occurring through targeted outreach to hundreds of customers. See the Service Delivery section below for additional details.



A proud partner of the AmericanJobCenter network

#### **June 2021 Customer Satisfaction Survey:**

- 50 survey responses received (10% response rate):
  - Of the customers who responded, 96% would refer family and friends
  - Top 3 services rated: job search, training, and one-on-one career guidance
- In mid-May Team WSCB implemented a 4-week pilot in an effort to gather more actionable customer feedback to inform service delivery. During this pilot, staff conducted one question interviewing with each customer to capture specific instances where we exceed expectations or can improve. Ad-hoc groups will be stood up as needed to implement customer feedback into operations.
- Customer Feedback – What we did well:
  - “The workshop was so helpful and Michele Brown was an excellent facilitator.”
  - “Gena was awesome to work with and was very helpful.”
  - “Everything! I am amazed at all the information and opportunities Work Source provides for people of all different backgrounds to get back to work.”
  - “Great team work and you guys were a blessing with the jacket and tennis shoes.”
- Customer Feedback – What we can do better:
  - “Be open to the public again. When the time is right.”

#### **Service Delivery**

##### **Career Services:**

- WSCB will transition to a hybrid service delivery beginning July 1<sup>st</sup>. The office will reopen by appointment only for in person services and will maintain virtual service delivery. Staff will return to the physical office in waves, allowing for orientation to the office and training on COVID-19 safety/health protocols currently in place.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- The LinkedIn Learning pilot will end on 7/2/21. During the pilot, job seekers, businesses (and incumbent workers), general public, and staff were engaged. A final report of what we’ve learned during the pilot is being written. Steps taken to engage as well as feedback on the value add for each of these customer segments will be included. Engagement rates are noted below:

<b>1/4/2021 – 7/2/2021</b>	<b>Activated Licenses</b>	<b>Courses Viewed</b>	<b>Courses Completed</b>	<b>Videos Viewed</b>	<b>Videos Completed</b>
<b>Customers</b>	43	228	54	1394	1211
<b>Staff</b>	67	334	112	2535	2223



A proud partner of the **AmericanJobCenter** network

- Despite efforts to engage customers, demand for services continues to be low as compared to June 2020. Engagement efforts include, but are not limited to:
  - WSCB will continue to work with expanded hours of operation through October 1<sup>st</sup> to provide additional access to services for customers. Data will be reviewed mid-September to determine if business need supports continuation of expanded hours.
  - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
  - Weekly outreach to customers receiving Unemployment Insurance (UI) benefits via GovDelivery email.
  - Creation and distribution of materials highlighting our services, including one-on-one appointments, workshops, technical assistance, and more.
  - Communication amongst WorkSource and community partners to ensure all are informed and able to refer customers to WSCB services as appropriate.
  - One on one connections with customers via phone and email.
  - Multiple ways to contact WSCB, including use of information request forms, email, and staffing of the main phone line for incoming calls.

#### **Business Services:**

- The Tri-Cities Virtual Job Fair was held on June 1<sup>st</sup> and included a range of business sectors our local region, including retail, government, healthcare, education, hiring agencies, and more. During the event there were 91 chat sessions.
- Business Friendly Programs, a collaborative event held by WSCB and ESD's Shared Work will be offered in July, September, and November to educate local business of resources available to them. More information can be found at <https://esd.wa.gov/SharedWork/events>.

#### **Community Connections:**

- 6/15: 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.
- 6/22 & 6/29: Spanish Radio Broadcast collaboration with Bustos Media, OIC of Washington, ESD, and WSCB. Introductions and planning for radio campaign which will run 7/15-12/30/21 on La Zeta de Pasco 107.1. Live segments are scheduled every other Thursday from 2-3pm and are designed to educate, inform, and engage with the local Hispanic community.
- 6/25: Initial consultation call with Brahim Villanueva of Town Square Media. Follow up to occur in July to learn more about digital outreach.

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

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

- 6/2: Business Service & BFET Cross training; LinkedIn Learning Break Out Discussions
- 6/9: Return to Office, Expanded Hours of Operation Data Review
- 6/15 & 16: Economic Symposium Virtual Conference (Business Services + Trio)



A proud partner of the  American Job Center network

- 6/16: Return to Office Updates
- 6/23: Cross Training: World Relief, Unemployment Insurance Services
- 6/29: De-Escalation Training (Alpha Team) – *Awareness Consulting & Training*
- LinkedIn Learning – staff self directed study

**Upcoming Training/All Staff Meetings:**

- 7/14: Cross Training: Adult & EcSA Services; Widget Pilot: Customer Service Data
- De-Escalation Training (Beta Team) – *Awareness Consulting & Training*
- 7/21 & 7/28: WSCB Complaint/Concern Policy Training

**Facilities:**

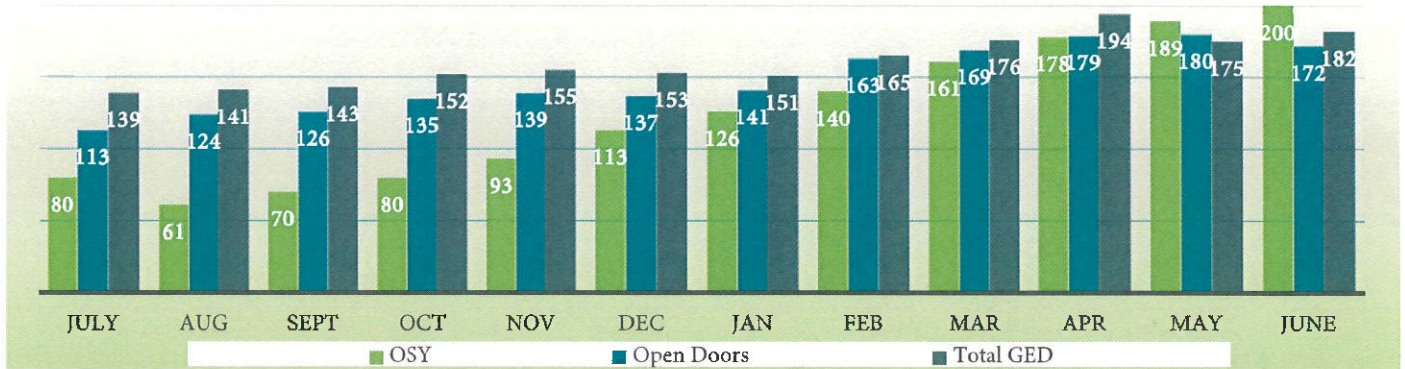
- 6/15-6/19: Duct cleaning by Pringles Power Vac
- 6/18: Installation of staff hotel stations for return to office
- 6/21: Stanley Security blue light alarm system check
- 6/21-6/30: Facilities safety/health readiness preparations for return to office
- 6/23: Handyman consult with Tom Burnett; work completed 6/28 & 6/29

Respectfully submitted by C. Bright on 7/9/21





## TC Futures Numbers June 2021



GED Testing			
Month	Total	Passed	Graduates
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
November	18	13	0
December	33	29	7
January	40	29	7
February	32	26	2
March	60	43	10
April	47	34	5
May	45	29	8
June	48	39	5
<b>Total</b>	<b>398</b>	<b>295</b>	<b>55</b>

Social Media Insights		
Month	Followers	People Reached
July	328	5351
August	339	2876
September	353	5026
October	360	6916
November	395	12223
December	446	14893
January	447	11515
February	492	8099
March	502	11138
April	523	12374
May	549	11583
June	551	5054

Co-enrolled	
Month	Total
July	15
August	15
September	19
October	26
November	31
December	34
January	38
February	41
March	53
April	65
May	69
June	70

### GED Highlight

TC Futures held its first ceremony to recognize GED graduates from 2020 and 2021. 18 graduates were honored throughout the event, and just over 100 people were in attendance. The event was made possible through the support of Benton-Franklin Workforce Development Council, Educational Service District 123, and Career Path Services. The event also received generous donations from Three Rivers Therapy, Community Health Plan of Washington, Rotary, D&Z Events, the Alviso-Scott family, and the Garcia family. The weather was perfect, and families were very appreciative of the opportunity to attend the event.

### Facility Update

The picnic tables purchased by Benton-Franklin Workforce Development Council have arrived just in time for summer. These are located on our back patio and provide a great opportunity for customers to work outside, take a break, or have a snack.



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

