



## **Executive Committee Meeting**

January 25, 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*

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### **AGENDA**

1. **Call to Order & Welcome** - Todd Samuel
2. **Roll Call & Excused Absences** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
  - Executive Committee – November 30, 2021 (Needs a vote)
4. **Finance Reports as of 10/31/21 & 11/30/21** - Jan Warren
5. **BFWDC Staff Schedule Change/Hours of Operation Adjustment** – Tiffany Scott (Needs a vote)
6. **Liaison Report Presentation** - David
7. **CEO Updates** - Tiffany Scott
8. **Executive Member Round Table** – All
9. **Executive Session** - (closed to staff/guests)
10. **Next Meeting**
  - Tuesday, February 22, 2022 at 4:00 PM

#### **Attachments**

- a. 2021.11.30 Executive Committee Minutes
- b. 2021.10 Finance Reports
- c. 2021.11 Finance Reports
- d. 2022.01.12 BFWDC Staff Schedule Change/Hours of Operation Adjustment
- e. 2020.12 Liaison Report
- f. 2021.12 Liaison Report
- g. 2022.01 WWA One Pager
- h. 2022.01 WWA White Paper
- i. 2021.12 WorkSource Operator Monthly Report
- j. 2021.12 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**

November 30, 2021

4:00 p.m.

Zoom

#### **Present**

Commissioner McKay  
Todd Samuel  
Adolfo de Leon  
Dennis Williamson  
Amanda Jones

#### **Excused Absence**

Commissioner Didier

#### **BFWDC Staff**

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

#### **Board Member**

Jennie Weber

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#### **Call to Order**

Todd Samuel called the meeting to order at 4:02 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC and expressed his appreciation for everyone taking time out of their busy schedules.

#### **Roll Call**

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

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

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

#### **Minutes**

Todd Samuel provided the minutes from the October 26, 2021, Executive Committee Meeting for members to review.

*Amanda Jones moved to approve October 26, 2021, Executive Committee Meeting Minutes as presented, seconded by Dennis Williamson. Motion carried.*

Due to the business demands of an executive board member, the cadence of the agenda items shifted.

#### **BFWDC Telecommuting Guidelines and Agreement**

Tiffany Scott presented an overview of the documents. She stressed that BFWDC staff had had great success when working from their home offices. The telecommuting guidelines and agreement capture the expectations of working virtually. The goal is to be fair and equitable to all BFWDC staff, allowing up to two business days per week to telework. Currently, Tiffany is beta testing a one-day-per-week telework option with the team. Overall, during the past quarter, this work option has gone well.

Upon board approval, each BFWDC staff will complete an agreement for review and authorization of BFWDC Leadership. The agreement will be revisited at each staff appraisal meeting.

Tiffany communicated her appreciation to DeAnn Bock and David Chavey-Reynaud for their research and drafts of these materials.

Tiffany asked for a motion as it is necessary to present to the entire board at the quarterly board and share with Pay plus benefits when modifying our employee handbook.

*Dennis Williamson moved to approve the BFWDC Telecommuting Guidelines and Agreement as presented, seconded by Adolfo de Leon. Motion carried.*

### **BFWDC PY21 Sub-Recipient Monitoring Plan and Schedule**

Cynthia Garcia presented the monitoring plan and schedule to members. She articulated a comprehensive summary of the contracts the BFWDC staff monitor annually. She referenced one date, "To Be Determined," from the document as the Department of Commerce has not yet communicated when they will be conducting monitoring of the Community Development Block Grant (CDBG). Cynthia thanked attendees for their support of allocating over 6 million dollars in employment and training resources to the community.

Cynthia shared that the agenda item needed a formal motion.

*Will McKay moved to approve the BFWDC PY21 Sub-Recipient Monitoring Plan and Schedule as presented, seconded by Amanda Jones. Motion carried.*

### **Finance Reports as of 9/30/21**

Jan Warren presented financial reports for the period ending 9/30/21. The corporate entity balance sheet had little change with the prior month's account receivable (AR) line adjusting vacation from the main account. There was some interest. The corporate entity income statement had little activity.

Jan communicated that the balance sheet for the main account reflected A-19 activity for the Community Development Block Grant (CDBG). The AR is from a prior pending payment as these are processed once a month. The BFWDC main account income statement shows that we are behind some, with the target being 25%. The audit payment was significant; however, anticipated expenditures for IT and Pay plus will be consistent for the rest of the year.

The balance sheet for the WorkSource partnership captures consistent activity. The income statement for the partnership will see an increase with services such as shredding and floormat cleaning due to staff returning to the physical facility.

When asked by Todd Samuel if there were any financial concerns, Jan responded no. However, there are a few additional, necessary technology costs this year versus last (two laptops/server).

### **BFWDC Diversification of Funding Plan and Procedure**

Tiffany Scott shared the diversification of funding plan and procedure with members. The guidance will help BFWDC staff strategically plan the number of new funding opportunities to pursue on an annual basis. In addition, the criteria are outlined so that the grant-writing phase into onboarding new staff is allowable. BFWDC Leadership will report the intentional growth development with the board.

### **BFWDC Video**

Tiffany Scott commented that the video David Chavey-Reynaud was preparing to show was for outreach purposes and came to fruition due to BFWDC Washington Workforce Association (WWA) membership. The company that filed and produced the segment did not charge the BFWDC.

David played the video for meeting attendees. The feedback was positive. David articulated the next steps with the posting on our website and other media avenues and sharing at the quarterly board meeting in January. The idea is that our community, region, state, and future fund sources will get a feel for our services and what we are about as an agency.

### **October 2021 Liaison Report**

David shared we have seen small shifts at the WorkSource Center. We have lost some numbers in our month over month for total staff-assisted job seekers and the unique number of businesses served, but we are doing better than last year and the year before.

Previous TC futures reports had a total number for youth who attained GEDs, and that has been changed to entire out-of-school youth who achieved GEDs, to hone in specifically on the Out of School Youth (OSY) program providing that service. David praised our case management programs.

We are sitting at 99.8% for total participants served, 447, out of the monthly-to-date target of 448. We were just at 74% of our monthly-to-date target compared to last year. We are at 87% of our monthly-to-date target for total employed exits, which is excellent, compared to 60% the year before, and in 2019, before the pandemic, we were at 49% at the same time this year.

We will not see numbers in the CDBG program for a while. Those should be coming on in the next couple of months, especially as Disaster Recovery positions are winding down, and some of those participants will be transferred to the CDBG program.

Our unemployment rate is sitting low. This month, we are at 3.7% for Benton County and 4.2% for Franklin County, a whole percentage point down from the previous month and an entire percentage point from pre-pandemic levels. There has not been much of a shift for COVID-19 job recovery.

All industries that were severely affected by the pandemic have recovered. David will stop using the COVID-19 job recovery as a measure against pre-pandemic levels because of how the job market is contracting. In the industries that are being affected, it is no longer an accurate representation of our actual COVID-19 recovery. David pulled the number of businesses in Benton and Franklin counties from quarter one of 2020, which was pre-pandemic to compare to quarter one of 2021. We are up 33 companies in our MSA but still down in employment. More businesses are beginning to open. As a result, we have a net positive number of companies open, but we are still at a net loss of positions being served. That figure will continue to develop, almost a year behind. It is not the most up-to-date information.

### **Chief Executive Officer Updates**

Tiffany Scott reported that the Washington Workforce Association (WWA) is developing a one-pager and white paper to present to the state legislature in the next session. The materials center around the recommendation for a strategic investment of \$50 million in Workforce Innovation Funding to empower local solutions with flexible funding. The resources would be used for employer-driven solutions putting Washingtonians into jobs in high-demand sectors, supporting pre-apprenticeships, apprenticeships, critical, evidence-based earn and learn models, and increasing and intentionally focusing on Black, Indigenous, Latinx, AAPI, and other people of color.

## Executive Member Round Table

Todd Samuel asked members their thoughts on canceling the December Executive Committee Meeting based on staff communication of a light agenda and the cancelation of 8 December meetings over the last decade. Executive members voiced that they support the cancelation and will reconvene in 2022.

### Next Meeting

Executive Committee Meeting – Tuesday, January 25, 2022, at 3:15 p.m. – Zoom  
Quarterly Full Board Meeting – Tuesday, January 25, 2022, at 4:00 p.m. – Zoom

## Adjournment

The meeting of the Executive Committee adjourned at 5:00 p.m.

Respectfully Submitted

Todd Samuel, Board Chair

Date \_\_\_\_\_

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Tiffany Scott, CEO

Date \_\_\_\_\_

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

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Checking Acct - CE)        | 1110 | 562.77                    |
| Corporate Entity MM Account      | 1111 | 81,672.59                 |
| CE 12 month CD                   | 1112 | 52,443.91                 |
| Total Asset                      |      | <u>134,679.27</u>         |
| Liabilities                      |      |                           |
| Pending transfer                 | 2001 | 1,091.05                  |
| Accrued Vacation Payable         | 2500 | 86,071.48                 |
| Due to/from other funds          | 2990 | (12,000.00)               |
| Total Liabilities                |      | <u>75,162.53</u>          |
| Net Assets                       |      | 59,516.74                 |
| Total Liabilities and Net Assets |      | <u>134,679.27</u>         |

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

|                         | Current<br>Period Actual | Current<br>Period Budget | Percentage<br>of current<br>period | Annual<br>Budget | Percentage<br>of Total<br>Budget |
|-------------------------|--------------------------|--------------------------|------------------------------------|------------------|----------------------------------|
| Revenue                 |                          |                          |                                    |                  |                                  |
| Interest/Program Income | 93                       | 0                        | 0.00%                              | 0                | 0.00%                            |
| Total Revenue           | 93                       | 0                        | 0.00%                              | 0                | 0.00%                            |
| Expenses                |                          |                          |                                    |                  |                                  |
| Non WIOA Expenses       | 1,091                    | 0                        | 0.00%                              | 0                | 0.00%                            |
| Total Expenses          | 1,091                    | 0                        | 0.00%                              | 0                | 0.00%                            |
| Net Surplus/ (Deficit)  | (998)                    | 0                        | 0.00%                              | 0                | 0.00%                            |

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
20 - WDC Main  
As of 10/31/2021

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Bank Acct - WDC)           | 1120 | 18,996.81                 |
| Accounts Receivable              | 1200 | 1,091.05                  |
| CDBG Receivable                  | 1201 | 2,514.86                  |
| Receivable (Grants)              | 1300 | 304,668.51                |
| Total Asset                      |      | <u>327,271.23</u>         |
| Liabilities                      |      |                           |
| Accounts Payable (AP System)     | 2000 | 306,219.33                |
| Due to/from other funds          | 2990 | 12,000.00                 |
| Total Liabilities                |      | <u>318,219.33</u>         |
| Net Assets                       |      | 9,051.90                  |
| Total Liabilities and Net Assets |      | <u>327,271.23</u>         |



Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 10/31/2021  
(In Whole Numbers)  
Excel spreadsheet with Budget

|  | Current Period<br>Actual | Current Period<br>Budget | Percentage of<br>current period | Annual<br>Budget | Percentage of<br>Total Budget |
|--|--------------------------|--------------------------|---------------------------------|------------------|-------------------------------|
| Revenue  |                          |                          |                                 |                  |                               |
| Grant/Contract Revenue                           | 1,381,464                | 1,541,781                | 89.60%                          | 4,595,768        | 30.06%                        |
| Interest   | 4                        | 0                        | 0.00%                           | 0                | 0.00%                         |
| Misc/Other Revenue                               | 6,798                    | 8,500                    | 79.98%                          | 101,161          | 6.72%                         |
| Total Revenue                                    | 1,388,266                | 1,550,281                | 89.55%                          | 4,696,929        | 29.56%                        |
| Expenses   |                          |                          |                                 |                  |                               |
| Sub-Recipient Reimbursements                     | 983,720                  | 1,127,465                | 87.25%                          | 3,485,368        | 28.22%                        |
| Rent and Facilities                              | 21,934                   | 26,532                   | 82.67%                          | 72,280           | 30.35%                        |
| Salaries and Wages                               | 227,140                  | 224,870                  | 101.01%                         | 674,615          | 33.67%                        |
| Payroll Taxes and Benefits                       | 64,305                   | 72,114                   | 89.17%                          | 220,007          | 29.23%                        |
| Non-WIOA reimbursment                            | (1,091)                  | 0                        | 0.00%                           | 0                | 0.00%                         |
| Professional Services and Contracts              | 36,348                   | 33,320                   | 109.09%                         | 52,010           | 69.89%                        |
| TC Futures                                       | 20,000                   | 21,000                   | 95.24%                          | 70,000           | 28.57%                        |
| Travel and Training                              | 3,524                    | 6,520                    | 54.05%                          | 50,115           | 7.03%                         |
| Supplies, Furniture and Equipment                | 1,103                    | 3,600                    | 30.64%                          | 13,900           | 7.94%                         |
| Equipment and Software - Lease and Maintenance   | 8,300                    | 10,395                   | 79.85%                          | 26,075           | 31.83%                        |
| Communications (Telephone, Postage and Internet) | 1,411                    | 2,600                    | 54.27%                          | 7,544            | 18.70%                        |
| Insurance  | 7,606                    | 7,606                    | 100.00%                         | 7,606            | 100.00%                       |
| Dues, Fees and Subscriptions                     | 13,967                   | 14,259                   | 97.95%                          | 17,409           | 80.23%                        |
| Total Expenses                                   | 1,388,266                | 1,550,281                | 89.55%                          | 4,696,929        | 29.56%                        |
| 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 10/31/2021

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Bank Acct - WSCB)          | 1130 | 68,559.98                 |
| Total Asset                      |      | <u>68,559.98</u>          |
| Liabilities                      |      |                           |
| Accounts Payable (AP System)     | 2000 | 3,452.83                  |
| IFA Credit Adjustment            | 2650 | 20,952.15                 |
| Total Liabilities                |      | <u>24,404.98</u>          |
| Net Assets                       |      | 44,155.00                 |
| Total Liabilities and Net Assets |      | <u>68,559.98</u>          |

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2021-10/31/2021

(In Whole Numbers)

|   | Current Period<br>Actual | Current Period<br>Budget | Percentage of<br>current period | Annual<br>Budget | Percentage of<br>Total Budget |
|---|--------------------------|--------------------------|---------------------------------|------------------|-------------------------------|
| Revenue   |                          |                          |                                 |                  |                               |
| Partner Revenue                                 | 73,465                   | 73,471                   | 99.99%                          | 220,413          | 33.33%                        |
| IFA Adjustments                                 | (20,952)                 | 0                        | 0.00%                           | 0                | 0.00%                         |
| Sub-Lease Revenue                               | 52,167                   | 52,167                   | 100.00%                         | 156,500          | 33.33%                        |
| Employee Recognition Non-Operating Income       | 196                      | 0                        | 0.00%                           | 0                | 0.00%                         |
| Total Revenue                                   | 104,876                  | 125,638                  | 83.47%                          | 376,913          | 33.33%                        |
| Expenses  |                          |                          |                                 |                  |                               |
| Rent and Facilities                             | 114,735                  | 112,588                  | 101.91%                         | 338,018          | 33.94%                        |
| Supplies, Furniture and Equipment               | 2,298                    | 6,975                    | 32.95%                          | 15,375           | 14.95%                        |
| Employee Recognition                            | 140                      | 0                        | 0.00%                           | 0                | 0.00%                         |
| Equipment and Software - Rental and Maintenance | 0                        | 1,200                    | 0.00%                           | 1,200            | 0.00%                         |
| Managed Print                                   | 7                        | 2,240                    | 0.31%                           | 6,720            | 0.10%                         |
| Business/Community                              | 0                        | 1,700                    | 0.00%                           | 5,000            | 0.00%                         |
| Dues, Fees and Subscriptions                    | 771                      | 3,200                    | 24.09%                          | 10,600           | 7.27%                         |
| Total Expenses                                  | 117,951                  | 127,903                  | 92.22%                          | 376,913          | 31.26%                        |
| Net Surplus/ (Deficit)                          | (13,075)                 | (2,265)                  | 0.00%                           | 0                | 0.00%                         |

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
10 - Corporate Entity  
As of 11/30/2021

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Checking Acct - CE)        | 1110 | 562.77                    |
| Corporate Entity MM Account      | 1111 | 79,500.65                 |
| CE 12 month CD                   | 1112 | <u>52,443.91</u>          |
| Total Asset                      |      | <u>132,507.33</u>         |
| Liabilities                      |      |                           |
| Accrued Vacation Payable         | 2500 | 86,071.48                 |
| Due to/from other funds          | 2990 | <u>(12,000.00)</u>        |
| Total Liabilities                |      | <u>74,071.48</u>          |
| Net Assets                       |      | 58,435.85                 |
| Total Liabilities and Net Assets |      | <u>132,507.33</u>         |

**Benton Franklin Workforce Development Council**  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
10 - Corporate Entity  
From 7/1/2021 Through 11/30/2021  
(In Whole Numbers)

|                         | Current<br>Period Actual | Current<br>Period Budget | Percentage<br>of current<br>period | Annual<br>Budget | Percentage<br>of Total<br>Budget |
|-------------------------|--------------------------|--------------------------|------------------------------------|------------------|----------------------------------|
| Revenue                 |                          |                          |                                    |                  |                                  |
| Interest/Program Income | 103                      | 0                        | 0.00%                              | 0                | 0.00%                            |
| Total Revenue           | 103                      | 0                        | 0.00%                              | 0                | 0.00%                            |
| Expenses                |                          |                          |                                    |                  |                                  |
| Non WIOA Expenses       | 2,182                    | 0                        | 0.00%                              | 0                | 0.00%                            |
| Total Expenses          | 2,182                    | 0                        | 0.00%                              | 0                | 0.00%                            |
| Net Surplus/ (Deficit)  | (2,079)                  | 0                        | 0.00%                              | 0                | 0.00%                            |

**Benton Franklin Workforce Development Council**  
Balance Sheet - Unposted Transactions Included In Report  
20 - WDC Main  
As of 11/30/2021

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Bank Acct - WDC)           | 1120 | 19,588.95                 |
| CDBG Receivable                  | 1201 | 2,072.23                  |
| Receivable (Grants)              | 1300 | 319,147.57                |
| Total Asset                      |      | <u>340,808.75</u>         |
| Liabilities                      |      |                           |
| Accounts Payable (AP System)     | 2000 | 319,756.85                |
| Due to/from other funds          | 2990 | 12,000.00                 |
| Total Liabilities                |      | <u>331,756.85</u>         |
| Net Assets                       |      | 9,051.90                  |
| Total Liabilities and Net Assets |      | <u>340,808.75</u>         |

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 11/30/2021  
(In Whole Numbers)  
Excel spreadsheet with Budget

|  | Current Period<br>Actual | Current Period<br>Budget | Percentage of<br>current period | Annual<br>Budget | Percentage of<br>Total Budget |
|--|--------------------------|--------------------------|---------------------------------|------------------|-------------------------------|
| Revenue  |                          |                          |                                 |                  |                               |
| Grant/Contract Revenue                           | 1,746,838                | 1,928,836                | 90.56%                          | 4,595,768        | 38.01%                        |
| Interest   | 5                        | 0                        | 0.00%                           | 0                | 0.00%                         |
| Misc/Other Revenue                               | 7,815                    | 13,000                   | 60.12%                          | 101,161          | 7.73%                         |
| Total Revenue                                    | 1,754,658                | 1,941,836                | 90.36%                          | 4,696,929        | 37.36%                        |
| Expenses   |                          |                          |                                 |                  |                               |
| Sub-Recipient Reimbursements                     | 1,265,483                | 1,419,465                | 89.15%                          | 3,485,368        | 36.31%                        |
| Rent and Facilities                              | 26,451                   | 36,036                   | 73.40%                          | 72,280           | 36.60%                        |
| Salaries and Wages                               | 282,569                  | 280,325                  | 100.80%                         | 674,615          | 41.89%                        |
| Payroll Taxes and Benefits                       | 80,127                   | 89,904                   | 89.13%                          | 220,007          | 36.42%                        |
| Non-WIOA reimbursment                            | (2,182)                  | 0                        | 0.00%                           | 0                | 0.00%                         |
| Professional Services and Contracts              | 38,489                   | 35,650                   | 107.96%                         | 52,010           | 74.00%                        |
| TC Futures                                       | 25,000                   | 27,000                   | 92.59%                          | 70,000           | 35.71%                        |
| Travel and Training                              | 3,773                    | 9,170                    | 41.15%                          | 50,115           | 7.53%                         |
| Supplies, Furniture and Equipment                | 1,587                    | 6,950                    | 22.83%                          | 13,900           | 11.42%                        |
| Equipment and Software - Lease and Maintenance   | 9,596                    | 11,890                   | 80.71%                          | 26,075           | 36.80%                        |
| Communications (Telephone, Postage and Internet) | 1,792                    | 3,180                    | 56.35%                          | 7,544            | 23.75%                        |
| Insurance  | 7,606                    | 7,606                    | 100.00%                         | 7,606            | 100.00%                       |
| Dues, Fees and Subscriptions                     | 14,367                   | 14,659                   | 98.01%                          | 17,409           | 82.53%                        |
| Total Expenses                                   | 1,754,658                | 1,941,836                | 90.36%                          | 4,696,929        | 37.36%                        |
| 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 11/30/2021

|                                  |      | Current Period<br>Balance |
|----------------------------------|------|---------------------------|
| Asset                            |      |                           |
| Cash (Bank Acct - WSCB)          | 1130 | 69,665.59                 |
| Accounts Receivable              | 1200 | 629.00                    |
| Total Asset                      |      | <u>70,294.59</u>          |
| Liabilities                      |      |                           |
| Accounts Payable (AP System)     | 2000 | 1,936.90                  |
| IFA Credit Adjustment            | 2650 | 20,952.15                 |
| Total Liabilities                |      | <u>22,889.05</u>          |
| Net Assets                       |      | 47,405.54                 |
| Total Liabilities and Net Assets |      | <u>70,294.59</u>          |



Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2021-11/30/2021

(In Whole Numbers)

|   | Current Period<br>Actual | Current Period<br>Budget | Percentage of<br>current period | Annual<br>Budget | Percentage of<br>Total Budget |
|---|--------------------------|--------------------------|---------------------------------|------------------|-------------------------------|
| Revenue   |                          |                          |                                 |                  |                               |
| Partner Revenue                                 | 91,832                   | 91,839                   | 99.99%                          | 220,413          | 41.66%                        |
| IFA Adjustments                                 | (20,952)                 | 0                        | 0.00%                           | 0                | 0.00%                         |
| Sub-Lease Revenue                               | 65,208                   | 65,208                   | 100.00%                         | 156,500          | 41.67%                        |
| Employee Recognition Non-Operating Income       | 252                      | 0                        | 0.00%                           | 0                | 0.00%                         |
| Total Revenue                                   | 136,340                  | 157,047                  | 86.81%                          | 376,913          | 41.66%                        |
| Expenses  |                          |                          |                                 |                  |                               |
| Rent and Facilities                             | 142,647                  | 140,182                  | 101.76%                         | 338,018          | 42.20%                        |
| Supplies, Furniture and Equipment               | 2,298                    | 7,600                    | 30.24%                          | 15,375           | 14.95%                        |
| Employee Recognition                            | 140                      | 0                        | 0.00%                           | 0                | 0.00%                         |
| Equipment and Software - Rental and Maintenance | 0                        | 1,200                    | 0.00%                           | 1,200            | 0.00%                         |
| Managed Print                                   | 43                       | 2,800                    | 1.54%                           | 6,720            | 0.64%                         |
| Business/Community                              | 0                        | 2,125                    | 0.00%                           | 5,000            | 0.00%                         |
| Dues, Fees and Subscriptions                    | 1,037                    | 4,125                    | 25.14%                          | 10,600           | 9.78%                         |
| Total Expenses                                  | 146,164                  | 158,032                  | 92.49%                          | 376,913          | 38.74%                        |
| Net Surplus/ (Deficit)                          | (9,824)                  | (985)                    | 0.00%                           | 0                | 0.00%                         |



## MEMORANDUM

DATE: January 12, 2022  
TO: Benton - Franklin Workforce Development Council (BFWDC) Board of Directors  
FROM: Tiffany A. Scott  
SUBJECT: **BFWDC Staff Schedule Change/Hours of Operation Adjustment**

---

In conjunction with the BFWDC Telecommuting Guidelines and Agreement, I seek board approval to adjust all BFWDC staff to a 4-10's work schedule (Monday – Thursday) and close the BFWDC office Friday, effective March 1, 2022. Our physical location would adjust to 8 AM – 5 PM as the hours of operation.

There are numerous benefits to going in this direction. Below is a summary.

- Employees become even more productive.
- A shorter workweek is a significant benefit that gains and retains talent
- When you commute less, it is good for the environment
- In addition to helping a company's bottom line, a four-day workweek also has psychological benefits
- Happier employees and reduced stress
- Higher level of employee satisfaction
- leads to greater levels of innovation
- Supports the retention of talent

BFWDC staff take our customers, partner, stakeholder, fund source, board members, sub-recipient relationships seriously. They are the purpose of our existence. The professionalism we demonstrate will continue, and business will not suffer should this change request be approved.

## 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

## December 2020 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: 412  
Total Staff Assisted Services to Job Seekers: 765  
Unique Number of Businesses Served: 92  
Staff Provided Business Services: 122

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): 250  
Out-of-School Youth (OSY) Program: 113  
Open Doors Program: 137  
Co-enrolled in Both Programs: 24  
Youth Attained General Education Development (GED): 18

Total OSY Employed and/or Post-Secondary Exits: 14  
**Placement Rate: 70%**

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): 378

Monthly-to-Date Target: 422

Total Employed Exits (YTD): 96

Monthly-to-Date Target: 172

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 12      Total Employed Exits: 5  
Monthly-to-Date Target: 87      Monthly-to-Date Target: 58

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 48

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

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Local Business Demands (November)

Employment Security Department Labor Market Information

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

### Benton County

### Franklin County

#### Top 5 Occupations

1. Registered Nurses

2. Retail Salespersons

3. Managers, All Other

4. Sales Representatives

5. Customer Service Representatives

1. Teacher Assistants

2. Heavy and Tractor-Trailer Truck Drivers

3. Laborers and Freight, Stock, and Movers

4. Janitors and Cleaners

5. Registered Nurses

#### Top 5 Licenses and Certifications

1. Driver's License

2. Registered Nurse

3. First Aid CPR AED

4. Food Handler Certification

5. Advanced Cardiac Life Support Certification

1. Driver's License

2. Certified Teacher

3. CDL Class A

4. Registered Nurse

5. Licensed Practical Nurse

#### Unemployment Rates

6.1%

7.2%

#### Other News

The December 2020 Customer Satisfaction survey had 27 responses, of which 96% will refer family and friends. Top 3 services rated were One-on-One Career Guidance, Job Search, and Workshop.

The Barriers and Access Solutions Committee (BASC) met in December and voted to change the group's name to Access Solutions Committee (ASC).

For a list of Covid-19 resources, guidance, and assistance available for the public, please visit our website at <https://www.bentonfranklin.com/covid-19> for continuous updates.

For up-to-date information regarding upcoming resource fairs, job postings, available training, and other programs offered 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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## December 2021 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: 572 (+40)  
Total Staff Assisted Services to Job Seekers: 1520 (+161)  
Unique Number of Businesses Served: 46 (-33)  
Staff Provided Business Services: 93 (-25)

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



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

**\*No Open Doors Data for November\***

TC Futures Total Youth Served (YTD): 263  
Out-of-School Youth (OSY) Program: 153 (+11)  
Open Doors Program: 175  
Co-enrolled in Both Programs: 65  
Total Youth attained GED: 20  
Total OSY Employed and/or Post-Secondary Exits: 50 (+10)  
Median Wage: \$15.75 (+.25)  
Placement Rate: 77.05% (-3.38%)

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): 511  
Monthly-to-Date Target: 526 (97%)

Total Employed Exits (YTD): 208  
Monthly-to-Date Target: 218 (95%)

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 71      Monthly-to-Date Target: 110  
Total Employed Exits: 15      Monthly-to-Date Target: 75

### Community Development Block Grant (CDBG)

Participant Placements: 0      Program Target: 12  
Community Members Impacted: 0      Program Target: 40,000

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

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (November)

Employment Security Department Labor Market Information

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

| Tri-Cities Employment (November 2021)            | Jobs   | MoM   | YoY(20) | Jobs Lost<br>(April 2020) | Jobs Gained<br>(November 2021) | Recovery |
|--|--------|-------|---------|---------------------------|--------------------------------|----------|
| <b>Total Nonfarm</b>                             | 118600 | (500) | 4,300   | 11,200                    | 11,700                         | 104%     |
| Total Private                                    | 99800  | (400) | 3,400   | 10,100                    | 11,300                         | 112%     |
| <b>Goods Producing</b>                           | 18600  | (200) | 200     | 1,500                     | 1,300                          | 87%      |
| Mining, Logging, and Construction                | 10200  | (100) | (200)   | 1,100                     | 700                            | 64%      |
| Manufacturing                                    | 8400   | (100) | 400     | 400                       | 600                            | 150%     |
| <b>Service Providing</b>                         | 100000 | (300) | 4,100   | 9,700                     | 10,400                         | 107%     |
| Private Service Providing                        | 81200  | (200) | 3,200   | 8,600                     | 10,000                         | 116%     |
| Trade, Transportation, Warehousing and Utilities | 20700  | 100   | 400     | 1,500                     | 2,900                          | 193%     |
| Retail Trade                                     | 13800  | 200   | (100)   | 1,600                     | 2,300                          | 144%     |
| Financial Activities                             | 4000   | 100   | 200     | 300                       | -                              | 0%       |
| Professional and Business Services               | 21200  | (200) | -       | 600                       | 500                            | 83%      |
| Administrative and Support Services              | 11800  | (400) | 400     | 300                       | 1,000                          | 333%     |
| Educational and Health Services                  | 19100  | -     | 800     | 1,100                     | 1,900                          | 173%     |
| Leisure and Hospitality                          | 11800  | (100) | 1,800   | 4,300                     | 4,200                          | 98%      |
| Food Services                                    | 9500   | -     | 1,500   | 2,700                     | 3,100                          | 115%     |
| <b>Government</b>                                | 18800  | (100) | 900     | 1,100                     | 400                            | 36%      |
| Federal Government                               | 1200   | (100) | -       | -                         | -                              | 100%     |
| Total State Government                           | 2700   | (100) | (200)   | 200                       | (300)                          | -150%    |
| Total Local Government                           | 14900  | 100   | 1,100   | 900                       | 700                            | 78%      |

## Other News

| LinkedIn Learning | Invited | Activated Licenses | Courses Viewed | Courses Completed | Videos Viewed | Videos Completed |
|-------------------|---------|--------------------|----------------|-------------------|---------------|------------------|
| 8/9/21 – 1/10/22  | 138     | 78                 | 330            | 80                | 1978          | 1690             |

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

- A WSCB LinkedIn page was created to conduct outreach to local businesses. Efforts are being led by the Business Services team and will allow increase connectivity and ability to meet customer needs.
- To meet hiring needs for local businesses, WSCB is engaging new strategies. This includes holding smaller, multi-business hiring events, highlighting company benefits, and collaborating with community partners. Here are some examples of those strategies at work:
  - The Business Services Team is hosting a January hiring event for Ste. Michelle Wine Estates and TEAM in partnership with Goodwill.
  - They are partnering with TC Futures for placement of job seeker in work experience roles.
  - The team is also exploring Handshake, a virtual hiring platform in partnership with CBC, as a potential recruitment tool.

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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# WASHINGTON STATE ECONOMIC RECOVERY

Built on local Workforce solutions.

**There is urgent need for business to hire skilled workers and for workers to secure family-sustaining wage jobs.**

- 179,000+ vacant jobs
- Over 373,000 unemployed workers
- Fewer than 2% of workers who recently lost unemployment benefits have returned to work
- Racial disparity gap is widening
- Over 90% of those in need are not served with the current level of investment

## WE RECOMMEND

Strategic investment of \$50 million in a Workforce Innovation Fund to empower local solutions with flexible funding.

- Employer driven solutions putting Washingtonians into jobs in high-demand sectors
- Pre-apprenticeships, apprenticeships, critical, evidence-based earn-and-learn models
- Increase and intentional focus on Black, Indigenous, Latinx, AAPI and other people of color. Community co-design focused on workforce development pathways

## LEARN MORE

Join the effort to help Washingtonians secure their futures.

[washingtonworkforce.org](https://washingtonworkforce.org)

## SOLUTIONS

Local Workforce Boards bring business, education, labor, and communities together.

- For over 80 years, the infrastructure we built has integrated systems and dollars for the highest possible ROI
- Data-driven results of over 80% success rate, by optimizing multiple resources targeted to proven solutions

## LOCAL WORKFORCE DEVELOPMENT BOARDS IMPACT

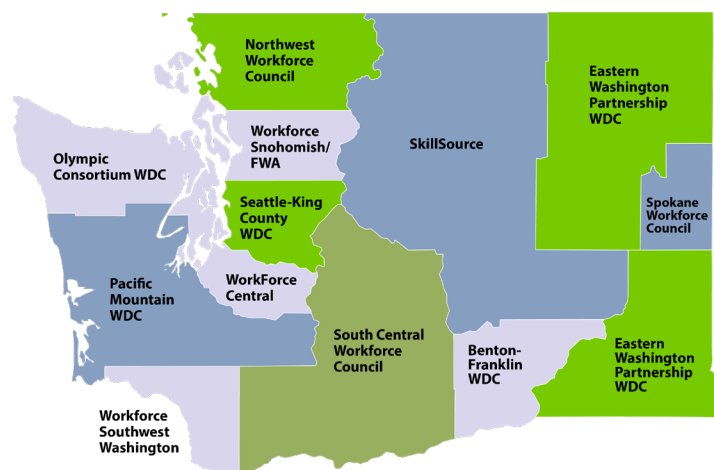
STATEWIDE 2020/21



**Collectively over 15,000  
businesses served**



**78,000 workers served**



## MEMBER LIST

---

**Joy Emory, CEO + WWA Chair**

Workforce Snohomish on behalf of  
Snohomish County Workforce Alliance  
*Serving Snohomish County*  
joy.emory@workforcesnohomish.org  
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**Katie Condit, CEO + WWA Vice Chair**

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**Rod Van Alyne, Director + WWA Treasurer**

Eastern Washington Partnership  
Workforce Development Council  
*Serving Ferry, Pend Oreille, Garfield, Stevens,  
Lincoln Whitman, Columbia, Walla Walla,  
and Asotin Counties*  
rvanalyn@ruralresources.org  
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**Tiffany Scott, CEO**

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**Miriam Halliday, CEO**

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**William Westmoreland, CEO**

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Pacific, and Lewis Counties*  
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**Mark Mattke, CEO**

Spokane Workforce Council  
*Serving Spokane County*  
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(509) 960-6263

**Bill Dowling, Director**

Olympic Consortium WDC  
*Serving Clallam, Jefferson, and Kitsap Counties*  
wdowling@co.kitsap.wa.us  
(360) 337-5777 x4767





WASHINGTON WORKFORCE ASSOCIATION

# WASHINGTON STATE ECONOMIC RECOVERY

Built on local Workforce solutions.

**On September 7, 2021, nearly 100,000 Washingtonians lost some form of extended unemployment compensation, and thousands more remain sidelined by the pandemic.**

With the expiration of these benefits, Washingtonians are turning to the public workforce system for help.

---

Concurrently, businesses continue to struggle finding qualified talent to fill the nearly 200,000 vacant jobs across the state, including thousands in critical industries like Healthcare, Education, Manufacturing and Hospitality Services. This is impeding our state's economic recovery and hampering the ability of firms of all sizes to fully recover and grow.



**Yet, while unemployment continues to decline (currently 4.8%), those unemployed and/or otherwise marginally attached to the labor force are steadily increasing to well over 400,000 Washingtonians, nearly 11% of Washington's civilian labor force.**

With increasing numbers of people considered long-term unemployed (>52 weeks), and declining labor market participation across the state, there have been no designated investments in the public workforce system through the Federal CARES Act or the American Rescue Plan. Additionally, Federal WIOA

investments are not flexible, not nearly enough, and ill-equipped to meet the "just in time" demands caused by our new pandemic economy, leaving 90% of those in need left behind.

Furthermore, the rapid spread of the Omicron variant is expected to slow Washington State's economic recovery as cases rapidly increase, putting a strain on businesses, further disrupting our global supply chain, and slowing consumer spending. This continued disruption will have a profound impact on our small businesses and their workers, putting greater pressure on our local workforce development system for help.

To ensure an equitable economic recovery, Washington needs to lead by helping local businesses recoup from the pandemic and providing a hand-up for Washingtonians most impacted by COVID-19, especially communities of color, women, and younger, less-educated, and lower-income workers.

**TO ADDRESS THESE CHALLENGES,** we recommend a \$50 million local Workforce Development Innovation fund, focused on 3 broad, proven workforce strategies to transition Washingtonians into good jobs:

**1. Employer Driven Earn and Learn Opportunities to Re-Career:** A large share of low-income workers have lost their jobs and need support to meet their basic needs while going through training and placement to re-career. This means providing paid internships, paid community service work, stipends, and other income supports in conjunction with occupational training and placement into middle-income career opportunities. Services include: paid internships, cohort-based occupational training, training stipends, scholarships, registered pre-apprenticeship programs, on-the-job training, incumbent worker training, and registered apprenticeships.

**2. Increase Local Service Capacity:** Local Workforce Boards have a scalable, big-tent approach that connects the strengths of local community-based, education, business and other partners with services offered through the public workforce system. This broad approach will be implemented through established networks of local partners that provide start-to-finish career coaching services including outreach, referrals to skill development and training opportunities, and referrals to wraparound support services that enable participation and success. Resources will be used to expand Local Workforce partners' capacity to respond to COVID-related workforce and local business needs.

**3. Wrap-Around Supports:** Wrap-around supports, including childcare, housing, and behavioral health support, are needed to enable people navigating poverty to participate in programs that will help them re-engage in the workforce:

- We must provide childcare support for people navigating poverty with young children. Otherwise, the high cost and limited access to childcare will prohibit them from going through a training program and starting a new job.
- We must provide housing placement and eviction prevention for people who no longer have the income to pay their rent. Otherwise, the impacts of homelessness will greatly reduce their ability to get back into a new job and career.

- Finally, we must provide supports such as mental health and substance use treatment as we help people return to new careers after the traumatizing impacts of the pandemic.

## LOCAL WORKFORCE DEVELOPMENT BOARDS' IMPACT

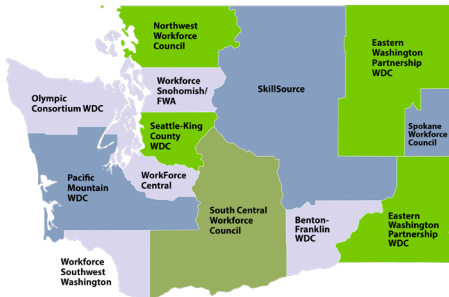
STATEWIDE 2020/21



**Collectively over 15,000 businesses served**



**78,000 workers served**



**Services include:** Rental assistance, childcare, utilities payment support, computer and internet access, transportation, mental health, alcohol & drug treatment, household assistance, work-related clothing and tools.

Local Workforce Boards will lead coordination with local community partners and distribute resources to community-based organizations, education entities, and other local partners with a requirement to serve BIPOC, women, young workers, rural residents, and others most impacted by COVID -19. Services and outcomes will be tracked and reported using the existing statewide workforce data and reporting system (ETO). All data will be disaggregated by race, gender, and geography.

## WASHINGTON NEEDS TO ACT!

Washington's public workforce development system, made up of 12 local business-led workforce development boards representing nearly 15,000 businesses and serving nearly 78,000 Washingtonians every year is the frontline system capable of delivering an equitable economic recovery for our state. We stand ready to continue to serve the needs of our local communities, making effective public investments in solutions that work.



A proud partner of the AmericanJobCenter network

## WorkSource Operator Report

Benton Franklin Workforce Consortium

December 2021

### December Highlights:

- A WSCB LinkedIn page was created to conduct outreach to local businesses. Efforts are being led by the Business Services team and will allow increase connectivity and ability to meet customer needs.
- WorkSource Columbia Basin and the Benton Franklin Workforce Development Council had the honor of hosting a tour and visit for our colleagues with the South Central WDC. During the visit, WSCB shared current service delivery strategy, including highlights of our two functional teams: Front End Services and Business Services.

### WorkSource Site Operations:

| Customer Counts 12/1-12/31/2021   |                          |                          |
|---|--------------------------|--------------------------|
| <b>Total Staff Assisted Seekers</b>   | <b>572</b>               |                          |
| <b>Total Staff Assisted Services</b>  | <b>1520</b>              |                          |
| <i>Basic Services</i>   | 1298                     |                          |
| <i>Individualized, Training &amp; Support Services</i>  | 222                      |                          |
| <b>Unique Number of Businesses Served</b>   | <b>46</b>                |                          |
| <b>Staff Provided Business Services</b>   | <b>93</b>                |                          |
|   | <b>Services Provided</b> | <b>Businesses Served</b> |
| <b><i>Business Assistance</i></b><br>WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc. | 6                        | 5                        |
| <b><i>Employee Training</i></b><br>Assessment, referral, enrollment, etc.                               | 1                        | 1                        |
| <b><i>Other</i></b><br>Employer outreach visit, marketing business services, etc.                       | 27                       | 19                       |
| <b><i>Recruitment</i></b><br>Hiring events, referrals, etc.   | 58                       | 24                       |
| <b><i>Wage &amp; Occupation Information</i></b><br>Labor Market Info, etc.                              | 1                        | 1                        |

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (1/10/22).





A proud partner of the AmericanJobCenter network

### **December 2021 Customer Feedback:**

- 60 survey responses received via Survey Monkey and QTRAC (10% response rate):
  - Of the customers who responded, 93% would refer family and friends
  - Top 3 services received: job search, workshops, and training
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 15 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Easy to work with, Marco and Matt have been very responsive with any and all questions.”
  - “Sandra has been very helpful on getting me on a program to help with training. She has been very good at keeping in contact with me.”
  - “Well the start up and enrollment process went well and your personnel specifically Arlene Olea and Anjanet Martinez were really helpful and great.”
  - “Good information on why LinkedIn is so important to be a part of.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in December to be addressed in January:
    - “It would be nice if people...would start appointments on time...had an appointment at WorkSource and it started late.”

### **Service Delivery**

#### **Career Services:**

- The Front End Services (FES) Team continues to monitor customer demand for basic career services and to increase capacity accordingly. In-person and online appointments, in addition to walk-in/on-demand services are available.
- Employers in our area are starting to recruit for pruning of fruit trees. Our FES and Migrant Seasonal Farmworker (MSFW) Teams are working together to assist farmworkers with referrals to these employers.
- During December WSCB provided 198 group services to 104 individuals through our locally offered workshops and group sessions. Other services in high demand include deskside job seeker assistance, basic assessment, career guidance, and career and vocational counseling.
- We continue to actively promote LinkedIn Learning to customers who would benefit from online learning to learn new skills or polish existing ones. In 2022 we will be sharing job seeker webinars via social media and launching a challenge to engage followers. Here are the number of staff/customer engagements to date:



A proud partner of the AmericanJobCenter network

|                  | Invited | Activated Licenses | Courses Viewed | Courses Completed | Videos Viewed | Videos Completed |
|------------------|---------|--------------------|----------------|-------------------|---------------|------------------|
| 8/9/21 – 1/10/22 | 138     | 78                 | 330            | 80                | 1978          | 1690             |

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:

- In an effort to meet hiring needs for local businesses, the team is engaging new strategies. This includes holding smaller, multi-business hiring events, highlighting company benefits, and collaborating with community partners. Here are some examples of those strategies at work:
  - The Business Services Team is hosting a January hiring event for Ste. Michelle Wine Estates and TEAM in partnership with Goodwill.
  - They are partnering with TC Futures for placement of job seeker in work experience roles.
  - The team is also exploring Handshake, a virtual hiring platform in partnership with CBC, as a potential recruitment tool.
- Upcoming Events –
  - WSCB's first Welcome to WorkSource employer event: 2/15/2022 from 4-5pm. This informational event is being held for new businesses, highlighting services available. Guest speaker, Alice Barney, ESD State Coordinator, will present on the Work Opportunity Tax Credit (WOTC) and Federal Bonding.

#### Community Connections:

- 12/2 & 12/16: WSCB hosted the final radio shows of our 13 show campaign on La Zeta 96.7. The campaign is intended to better engage Spanish speaking community members. The program topic was an overview of WSCB Services and how to connect with us.
- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available via WSCB and our community partners. We are also actively engaging customers through Facebook.
- The WSCB Outreach group will reconvene in January to welcome new team members, evaluate current strategy, and identify additional opportunities to educate and connect with customers. More to come!

#### Staff Training & Development:

##### Training/Development Attended:

- 12/1: Cross training – Youth Services; November Customer Feedback Improvements
- 12/15: Cross training – RESEA; WSCB Data

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

- 1/5: Cross training – Strategies for Success; December Customer Feedback Improvements
- 1/19: Cross training – TAA; December Data Review



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**Facilities:**

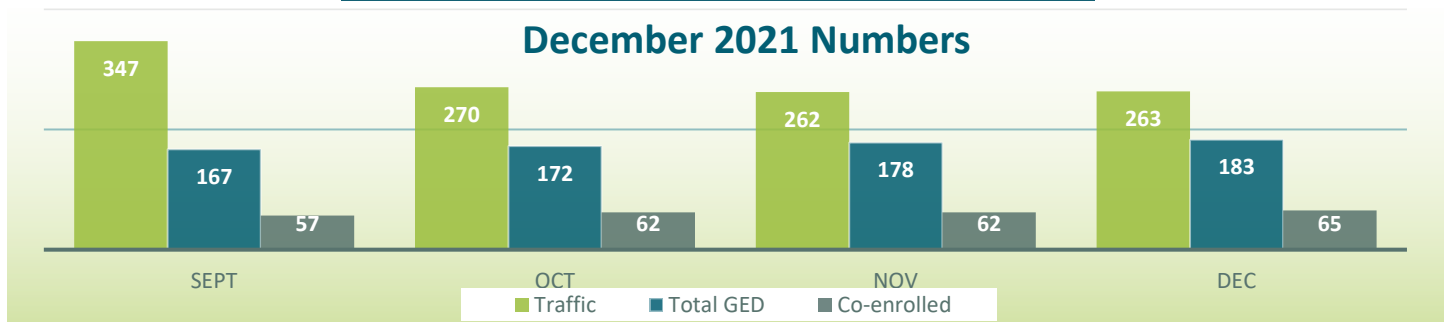
- 12/3-12/8: WSCB network was down due to fiber optic cable with Spectrum
- 12/7-12/16: Brashear Electric updated all lights to LED
- 12/17: Tree trimming completed

Respectfully submitted by C. Bright on 1/10/22



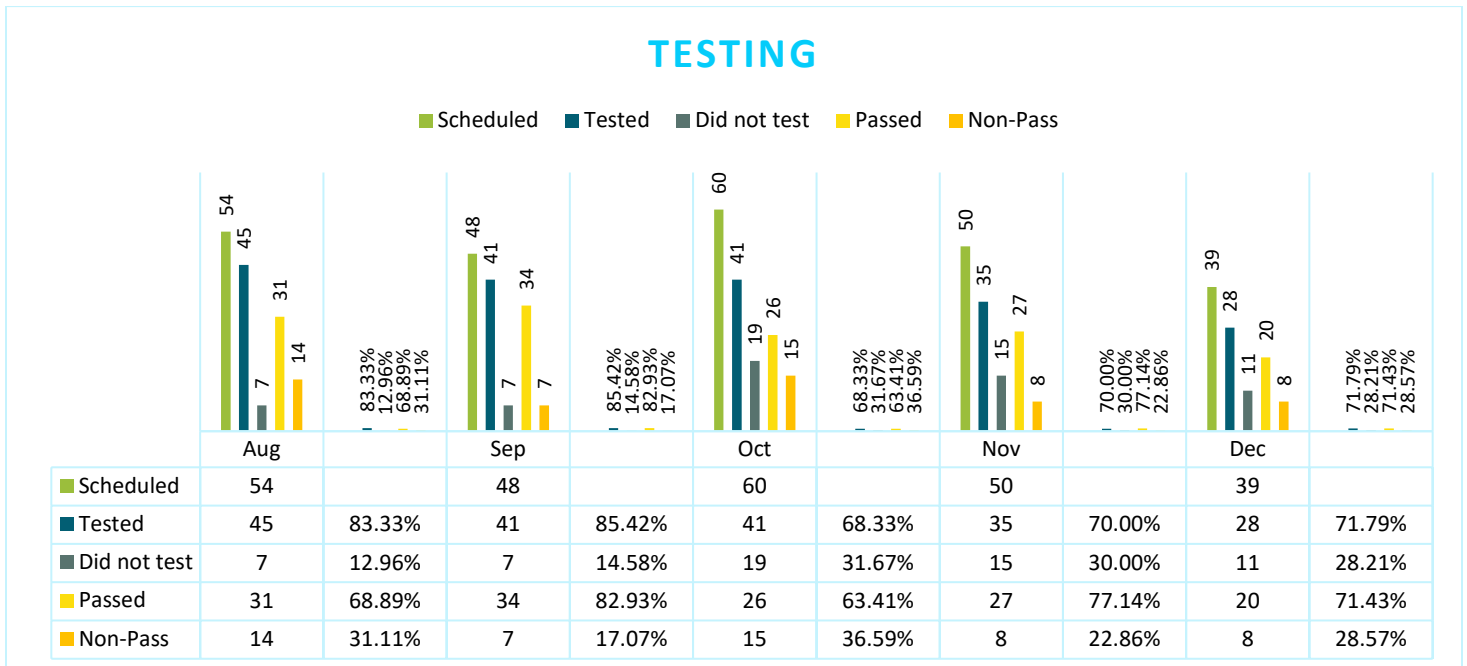
# itcFUTURES

## December 2021 Numbers



## Center GED's

### TESTING

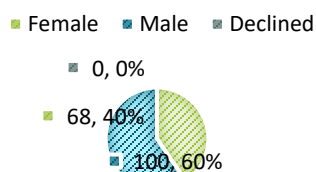


Of note, based on the above information, regardless of foot traffic, co-enrollments and GED credential attainment appear to remain consistent. Traffic for the center has decreased due to transportation issues and weather conditions, however, remote services such as Zoom, phone calls and texting continue to keep customers engaged.

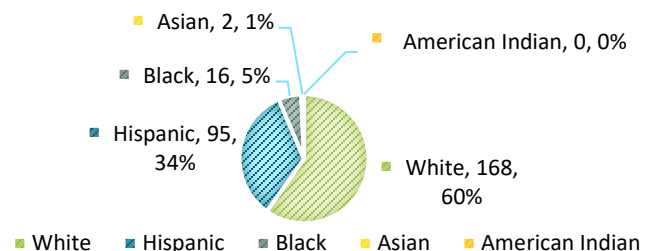
The number of individuals that “did not test” is a combination of no-shows, equipment failure (only twice and quickly resolved) and payment issues. The numbers represent enrollees of both Open Doors and OSY. The high rate of passing versus non-passing scores is due to the high level of engagement by the center practitioners who ensure participants are well prepared for testing.

## Open Doors Demographics

### GENDER



### RACE



### **Customer Profile**

| <b>Challenges</b>  | <b>Partners</b>                                       | <b>Solutions</b>  |
|--|---|---|
| Single mother, expecting another child-No resources.         | Open Doors<br>OSY<br>Diaper Bank<br>Martha's Cupboard | Provided referrals and resources. Obtained a "Newborn Bag" and is receiving basic needs assistance.   |
| Social Supports  | OSY<br>Open Doors                                     | Unable to attend in person due to safety. Able to be flexible with in-person and remote assistance. Constant communication with both Open Doors and OSY Case Managers |
| No plan/resources to continue education beyond obtaining GED | OSY<br>CBC  | Assisted with application and financial planning for entry to CBC   |

This customer is a young mother who dropped out of high school due to pregnancy. When she entered services, she was trying to cut ties with her past and move forward without the distraction of others who were not supportive. Through encouragement and support, she was able to complete all her GED after 31 hours of studying/preparation. At the age of 18, she is pregnant with her second child. She has few resources and has little idea of where to turn for assistance.

This customer was co-enrolled with OSY and Open Doors. With excellent partnership and skilled collaboration, this team was able to ensure the customer and newborn had their basic needs met. Despite the exceptional challenges, she was determined to go on to higher education. The process to apply and pay for college is intimidating. With assistance from OSY, she applied and was accepted to CBC. Today, we celebrate a person who began as a drop-out, single parent to college student in 9 months.

### **Center Updates**

- Furniture has been ordered and is expected to be delivered by mid-January.
- Acoustic panels have arrived and are scheduled to be mounted.
- Consultation with Brutzman's to configure cubicle to increase efficiency and free up the conference room
- Inquiry made for additional space. Potential to rent Suite B to increase capacity.
- Job Corps will continue to co-locate 3 days a week pending a formal rental agreement.
- TC Futures Director and WDC Program Manager will reschedule visit Vancouver's Youth Center.
- Hiring Process for new Open Doors Case Manager is underway.

### **Community Reach**

TC Futures Director has joined the Career Connect Council.

Migrant Family Outreach night is in planning stages. CBC, ESD 123, Career Path Services and TC Futures are the inaugural members of this committee.