



## **Executive Committee Meeting**

September 28, 2021, at 4:00 PM  
Zoom

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

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

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### **AGENDA**

1. **Call to Order** - Todd Samuel
  - Excused Absences - Tiffany Scott
2. **Welcome & Roll Call** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
  - Executive Committee – August 31, 2021 (Needs a vote)
4. **Finance Reports as of 7/31/21** - Jan Warren
5. **CEO Items** - Tiffany Scott
  - Washington State Chief of Staff Correspondence
  - WIOA Funding Letter to Senators
  - Miscellaneous Business Happenings
6. **Liaison Report** - David Chavey-Reynaud
7. **Executive Member Round Table** – All
8. **Next Meeting**
  - Executive Committee Meeting - Tuesday, October 26, 2021, at 3:00 PM on Zoom
  - Full Board Quarterly Meeting – Tuesday, October 26, 2021, at 4:00 PM on Zoom

#### **Attachments**

- a. Executive Committee Minutes - August 31, 2021
- b. Finance Reports - July 2021
- c. Washington State Chief of Staff Letter
- d. WWA Letter to Senator Murray and Senator Cantwell
- e. Liaison Report - August 2020
- f. Liaison Report - August 2021
- g. WorkSource Operator Monthly Report - August 2021
- h. TC Futures Report - August 2021
- i. Performance Recognition Letter – September 16, 2021

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



## Benton Franklin Workforce Development Council (BFWDC) Executive Committee Minutes

August 31, 2021

4:00 pm.

Zoom

### Present

Commissioner McKay  
Todd Samuel  
Adolfo de Leon  
Melanie Olson  
Dennis Williamson  
Amanda Jones

### Excused

Commissioner Didier

### Absent

N/A

### BFWDC Staff

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

### Board Member

Jennie Weber

### BFWDC Staff Excused

Cynthia Garcia

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### Call to Order

Todd Samuel called the meeting to order at 4:03 pm and thanked everyone for attending.

Tiffany Scott presented a land tribute acknowledging the traditional, ancestral territories of the Cayuse, Walla Walla, 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 July 27, 2021, Executive Committee Meeting for members to review.

*Adolfo de Leon moved to approve July 27, 2021, Executive Committee Meeting Minutes as presented, seconded by Melanie Olson. Motion carried.*

### Finance Reports as of 6/30/21

Jan Warren presented the corporate entity balance sheet. It shows a couple of updates from the prior month. The fourth quarter does show the accrued vacation adjustment and the receivable, which is the amount of the adjustment that has already been transferred to the main account in July. Jan reviewed the year-to-date interest and the expenses that the BFWDC has in the corporate entity account. On the WDC main account balance sheet, the grants receivable reflects the June portion of pending payments from the Employment Security Department (ESD) and Department of Social and Health Services (DSHS), and the funding source for Families Forward Washington (FFW).

Jan presented the WDC final expenditure and revenue report for Program Year (PY) 20. It was a challenging budget to create. When it was prepared, the BFWDC had a lot of uncertainty about when the facility would open and what would be needed to do it safely. It turned out the facility was closed for the entire year. The BFWDC did do its best to continue conducting business as usual. We ended up upgrading our software and technology to communicate and hold meetings and provide virtual services when possible. Jan acknowledged the commendable work of our sub-recipients, Career Path Services, Benton-Franklin Workforce Consortium, and Goodwill. During the pandemic, they spent almost 95% of what had been budgeted for the year.

For the formula grants, those unused funds were passed on to the PY21 contracts. That will alleviate some of the spending restrictions that we usually experience in the first quarter. FFW has ended. There will be no more activity for that grant.

Also included are grants that continue through this current year. Those are Disaster Recovery, Employment Recovery, Rapid Response, and Economic Security for All (EcSA). The higher salaries and benefits were due to the adjustment for the accrued vacation. The BFWDC had a significant increase in the funds set aside for accrued vacation payables, and over the four quarters, that amount increased \$33,000 from what it was at the beginning of the year. Jan mentioned that the BFWDC board did increase the maximum to 450 hours. There has been minimal use of vacation time amongst the BFWDC staff. Jan does expect that as the current year goes on, things will stabilize. Travel and supplies ended up under budget as expected.

Discussion commenced between Todd and Jan regarding a question related to available resources in corporate entity when considering the accrued vacation amount. In looking at it roughly, Jan summarized that the BFWDC would have \$60,000 available. Todd wanted to know what was available should the board choose to obligate a portion of these resources as this is the only unrestricted fund source the BFWDC has.

Jan presented the WorkSource balance sheet and stated that it does not change much from month to month. The expenses are consistent, and our partners pay very regularly. The BFWDC does not usually have a lot of receivables or other obligations other than our accounts payable. The building expenses ended up very much where she anticipated even though the facility was closed. The two line items that were not spent on the budget were the supplies, dues, fees, and subscriptions that cover assessments that are done on-site. Also, shredding is only taking place when the building is open. When Jan did the reconciliation for PY19, there was \$23,000 that was unspent. Those dollars were refunded back to the partners in the form of credit.

### **New Benton-Franklin Workforce Development Council Policies**

#### **Measurable Skills Gains Policy**

Diana Hamilton explained this policy provides official guidance to our sub-recipients on the requirement of documenting the participant's progress while attending education and training services as required for Federal Reporting. The Adult and Employer Linkage Committee approved this policy on August 19, 2021. She also informed the Executive Committee that all the information in this policy has already been provided to our sub-recipient in the form of a program notice or technical assistance. She requested a motion to approve this policy.

*Melanie Olson moved to approve the Measurable Skills Gains Policy (#2021-02) as presented, seconded by Amanda Jones. Motion carried.*

#### **Data Element Validation Policy**

Jamilet Nerell explained this policy was created to guide Data Element Validation (DEV) requirements specific to Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, Dislocated Worker, Trade Adjustment Assistance (TAA), and discretionary programs. Local workforce boards must implement local policies and internal procedures to fulfill the State's annual assessment to identify the accuracy of prescribed data elements. This policy was approved by the Adult and Employer Linkage Committee on August 19, 2021. She requested a motion to approve this policy.

*Amanda Jones moved to approve the Data Element Validation Policy (#2021-01) as presented, seconded by Adolfo DeLeon. Motion carried.*

#### **CEO Updates**

Tiffany Scott shared that the BFWDC received a letter from the state Equal Opportunity Officer at Employment Security Department, Teresa Eckstein, on August 17, 2021, articulating the results of the May 27, 2021 monitoring review BFWDC. There were no findings. She stated that she and her team continue to be impressed with the work that the BFWDC is doing to ensure equal access to WIOA services for all populations in our area and the level of compliance with the equal opportunity provisions. Tiffany recognized the exceptional job that Cynthia Garcia is doing as the Equal Opportunity Officer for Workforce Development Area (WDA) 11. Todd acknowledged his appreciation. Tiffany thanked all the

leaders and staff at both WorkSource Columbia Basin (WSCB) and Tri-Cities (TC) Futures for their efforts resulting in positive outcomes in this space.

Tiffany announced that Employment Security Department Commissioner Cami Feek has formally appointed her to the Employment Security Advisory Council (ESAC) as a committee member. Tiffany will provide insight into the entire range of ESD's programs and services. These programs lead to high-quality jobs, a thriving economy, and expanded career opportunities for all Washington residents. Todd congratulated Tiffany on the appointment. Tiffany commented that she is grateful to serve in the role.

Tiffany communicated that the Center Director of TC Futures, Mark Wheaton, has resigned from his position to relocate his family out of State. Educational Service District (ESD) 123 (employer of record) seeks applicants to fill the position. The posting of the description was released earlier in the day on the ESD 123 website. The BFWDC will be sharing the posting on our media soon. Due to the strong partner relationship between ESD123 and the BFWDC at TC Futures, BFWDC staff will be participating in the interview process. The opening is scheduled to close on September 14, 2021. Todd asked if this was a national search. Tiffany responded that she thought it was local, regional, state-based and that there was talent in our community to draw from to get a strong leader hired.

Tiffany mentioned that there had been an update to the Program Year (PY) 21 State Monitoring of the BFWDC. Their visit has been moved from the week of October 4, 2021, to the week of May 23, 2022. This timeline aligns more closely with the cadence of years past (before PY17).

### **Liaison Report**

David stated the traffic at WSCB continues to climb. For the first time since the pandemic began, we've seen an increase in Staff Assisted Job Seekers, Staff Assisted Services, Unique Number of Businesses Served, and Staff Provided Business Services compared to 2020 and 2019 levels.

Since that program has concluded successfully, families' Forward Washington (FFW) data has been removed from the Liaison Report. Information will be shared on the new Community Development Block Grant (CDBG) contract that the BFWDC has with the Department of Commerce.

The Liaison Report includes two graphs tracking unemployment and workforce trends over the last three years. The unemployment rate has returned to pre-pandemic levels and is beginning to mimic past movements.

The Tri-Cities has had a 107% job recovery from the drop in workforce in April 2020. Food services have bounced back more quickly here than in other areas, and most other industries have seen positive trends. Manufacturing and Professional and Business services are still lagging. Manufacturing is experiencing a 3-year low in the labor force. In 2018 there were 9000 jobs in manufacturing, but today there are only 7000.

Todd thanked David for the presentation of the Liaison Report as he frequently refers to it when discussing workforce development with our community.

Crystal Bright, WorkSource Systems Coordinator, was asked to share WSCB happenings. Two significant events took place at WSCB in July. The office reopened for in-person services by appointment only, and the Job Search Waiver ended. WSCB is currently offering a hybrid (virtual and in-person) service delivery. The in-person demand for services started slow. She is seeing an increase in customers accessing in-person services week over week. The end of the job search waiver resulted in an increased demand for workshops, including over 200 additional customers attending local workshops during July and an increase in resume assistance. Crystal pointed out that 33% of incoming customer calls and 50% of drop-in visits regarded Unemployment Insurance (UI) assistance.

### **Occupations in Demand (OID) Debrief**

Jamilet Nerell explained that on August 18, 2021, the OID Committee met to review the recommendations provided by our system partners. This meeting takes place once a year. The OID Committee's purpose is to ensure projections and the current economic state in our area are reflected on the Benton-Franklin OID list. Recommendations are inclusive of Committee Members, Board Members, and System Partners. Jamilet thanked all the members who provided their recommendations. Jamilet also indicated that the deadline for requests was submitted to Employment Security Department before the August 25, 2021



Benton Franklin Workforce Development Council

Balance Sheet

10 - Corporate Entity

As of 7/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	80,234.93
CE 12 month CD	1112	<u>52,391.09</u>
Total Asset		<u><u>133,188.79</u></u>
Liabilities		
Accrued Vacation Payable	2500	84,664.18
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u>72,664.18</u>
Net Assets		
Total Net Assets		<u>60,524.61</u>
Total Liabilities and Net Assets		<u><u>133,188.79</u></u>

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

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	10	0	0.00%	0	0.00%
Total Revenue	10	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	10	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council

Balance Sheet  
20 - WDC Main  
As of 7/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	19,716.72
CDBG Receivable	1201	2,597.43
Receivable (Grants)	1300	<u>253,421.24</u>
Total Asset		<u><u>275,735.39</u></u>
Liabilities		
Accounts Payable (AP System)	2000	254,683.49
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>266,683.49</u>
Net Assets		
Total Net Assets		<u>9,051.90</u>
Total Liabilities and Net Assets		<u><u>275,735.39</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 7/31/2021  
(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	318,442	286,163	111.28%	4,595,768	6.93%
Interest	1	0	0.00%	0	0.00%
Misc/Other Revenue	0	101,161	0.00%	101,161	0.00%
Total Revenue	<u>318,443</u>	<u>387,324</u>	<u>82.22%</u>	<u>4,696,929</u>	<u>6.78%</u>
Expenses					
Sub-Recipient Reimbursements	201,211	269,736	74.60%	3,485,368	5.77%
Rent and Facilities	8,825	8,302	106.30%	72,280	12.21%
Salaries and Wages	61,091	59,157	103.27%	674,615	9.06%
Payroll Taxes and Benefits	16,761	18,889	88.73%	220,007	7.62%
Professional Services and Contracts	2,468	2,330	105.92%	52,010	4.75%
TC Futures	5,000	5,000	100.00%	70,000	7.14%
Travel and Training	0	150	0.00%	50,115	0.00%
Supplies, Furniture and Equipment	248	900	27.56%	13,900	1.78%
Equipment and Software - Lease and Maintenance	1,372	995	137.89%	26,075	5.26%
Communications (Telephone, Postage and Internet)	245	570	42.98%	7,544	3.25%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	13,617	13,689	99.47%	17,409	78.22%
Total Expenses	<u>318,443</u>	<u>387,324</u>	<u>82.22%</u>	<u>4,696,929</u>	<u>6.78%</u>
Net Surplus/ (Deficit)	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council

Balance Sheet  
30 - WSCB Partnership  
As of 7/31/2021

		<u>Current Period Balance</u>
Asset		
Cash (Bank Acct - WSCB)	1130	60,545.86
Accounts Receivable	1200	<u>629.00</u>
Total Asset		<u><u>61,174.86</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,814.12</u>
Total Liabilities		<u>2,814.12</u>
Net Assets		
RSA Revenue - Americorps	5160	17,604.00
Other		<u>40,756.74</u>
Total Net Assets		<u><u>58,360.74</u></u>
Total Liabilities and Net Assets		<u><u>61,174.86</u></u>

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

(In Whole Numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Partner Revenue	18,366	18,368	99.99%	220,413	8.33%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	13,042	13,042	100.00%	156,500	8.33%
Employee Recognition Non-Operating Income	71	0	0.00%	0	0.00%
Total Revenue	<u>31,479</u>	<u>31,409</u>	100.22%	376,913	8.33%
Expenses					
Rent and Facilities	30,332	28,082	108.01%	338,018	8.97%
Supplies, Furniture and Equipment	16	2,750	0.58%	15,375	0.10%
Employee Recognition	0	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	0	0.00%	1,200	0.00%
Managed Print	0	560	0.00%	6,720	0.00%
Business/Community	0	425	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	0	875	0.00%	10,600	0.00%
Total Expenses	<u>30,348</u>	<u>32,692</u>	92.83%	376,913	8.05%
Net Surplus/ (Deficit)	<u>1,131</u>	<u>(1,282)</u>	0.00%	0	0.00%



September 20, 2021

Ms. Jamila Thomas  
Chief of Staff, Office of the Governor  
Washington State  
VIA Email: [Jamila.thomas@gov.wa.gov](mailto:Jamila.thomas@gov.wa.gov)

Dear Ms. Thomas -

On behalf of Washington Workforce Association members, we're reaching out to you to request a conversation regarding the replacement of our statewide workforce development data management and labor exchange systems - Efforts to Outcomes and WorkSourceWA.com.

First, we should all collectively acknowledge the grave importance of having a useable, reliable, and accurate business management and reporting system for the millions of Federal WIOA resources available to the State of Washington. We should also collectively acknowledge the unacceptable failure of the system provided by the Employment Security Department (ESD) and the countless barriers it has caused, both fiscal and in service delivery. Third, we do all applaud ESD for proactively engaging a third-party consultant (The Athena Group) to assist with building a comprehensive accountability and governance structure to oversee this effort. We have all been provided the opportunity to engage with The Athena Group and shared our apprehensions.

As we noted above, we have been down this road before. In fact, we have been down this road twice in the last six years; seeing millions of dollars spent by ESD with no measurable results. Unfortunately, and much to the dismay of our local elected officials, local workforce development board leadership and the businesses and jobs seekers that rely upon this system have been negatively impacted.

ESD continues to fail us, and by extension, the vision Governor Inslee has for a robust economic recovery in our state. We are all confounded and asking, "How are we to build back a better economy for Washington businesses and job seekers with the solutions currently being offered by ESD?"



As local leaders representing and investing in our local communities across the state, we want to memorialize the current state we collectively find ourselves in:

Current status:

- Department of Labor issued an on-site and desk review of the State of Washington on January 20, 2021, which detailed six (6) findings, and three (3) areas of concern where program policies and operations need to be strengthened to improve administrative and/or program accountability. The Findings are detailed below:
  - Finding 1A: Noncompliant Sanctions Policy-Administrative Sanctions. The state's sanctions policy, #5406 WIOA Title I Administrative Sanctions does not define a substantial violation of WIOA Title I, does not provide a defined timeline for resolution of compliance issues before sanctions are imposed, allows negotiated rather than defined deadlines, and does not identify specific actions that must be taken when compliance has not been achieved within the given deadlines.
  - Finding 1B: Noncompliant Sanctions Policy-Performance. The sanctions policy does not address sanctions related to failure to meet negotiated performance targets, as is required by WIOA.
  - Finding 2: Superseded functions of Local Workforce Boards. The state must ensure that the local area governance structures in Washington are in full compliance with WIOA regarding Local Board functions.
  - Finding 3: Lack of state funding mechanism policy. The state does not have a policy for the state mechanism for Infrastructure Funding Agreements (IFAs), which was required to be in place by January 1, 2018.
  - Finding 4: The state does not have a data validation policy and procedure in place and has not conducted annual data validation during program year 2019, as required under WIOA and ETA guidance. This leaves the state at risk of reporting erroneous data and undermines confidence in the accuracy of performance reporting.
  - Finding 5A: Noncompliant Wagner-Peyser monitoring plan and self-appraisal report for Wagner-Peyser activities. The state does not have a plan in place to monitor its WIOA Title III Wagner-Peyser Act programs. This is a lost opportunity for a feedback loop that would support compliance and continuous improvement.

- Finding 5B: Noncompliant Wagner-Peyser monitoring plan and self-appraisal report for Wagner-Peyser activities. The state does not conduct all of the required self-appraisal activities, including submitting a self-appraisal report to ETA.
- Finding 6: Noncompliance with “sunshine provision” requirements. The websites for all twelve of Washington’s Local Boards were missing one or more of the six items required to be made available by electronic means. Local Boards are required to conduct business in an open manner by making information available to the public.
- Inability of agency to successfully implement and manage large scale technology projects. Throughout the Workforce Investment Act (WIA), which is the former federal legislation to (WIOA), Washington State lead the nation in outcomes and performance. Currently, Washington State is rounding out the bottom in WIOA outcomes and performance due to lack of data reporting through our ETO. Department of Labor has been working with WA State ESD since April 2021 to correct the ETO database so it can produce accurate performance reporting into the Federal PIRL. This technical assistance has brought to light how broken, inefficient, and poorly constructed the ETO database is. Some examples of this are attaching enrollment to participants three years before they were ever determined eligible; not able to report credential and measurable skills attainment for adults, dislocated workers, and youth; and those that are showing on the federal performance are not accurate nor does it allow for the local workforce boards know who these individuals are to connect them with services.
- Lack of a cohesive and effective policy/process environment that facilitates the successful use of technology.
- A one size fits all model for statewide data management that doesn’t rely upon the latest in distributed data management systems thinking.
- Lack of reliable Participant Individual Record Layout (PIRL) Data that if not corrected will impact Washington State and Local Workforce Development Boards negatively with sanctions.



Our ask:

At this point, we find the approach alarmingly insufficient and feel obligated to escalate our concerns to you. We request a meeting with you to share our experience in more detail and discuss critical missing elements to this effort which would include the following:

- Policy & Financial support for our State Workforce Training and Education Coordinating Board (WTECB) to take an active role in providing oversight and accountability for large scale projects that affect the entire workforce development system, a key role spelled out in WIOA.
- Recognize that ETO replacement is not just about the technology. In fact, the technology component is preceded by People and Processes. Without clear attention and improvements to the first two components, the technology effort will fail, again. A concurrent parallel policy track that addresses the policy and process concerns is necessary.
- Build consensus among key stakeholders on what is in scope and out of scope for the project.
- Transparent accounting of financial investment with tracking of dollars and time spent. A role we expect the OCIO will play, a critical missing entity when ETO was developed.

Thank you for your consideration to our concerns and looking forward to your involvement in this critical endeavor.

With regards,

A handwritten signature in black ink that reads 'Tiffany A. Scott'.

Tiffany Scott  
Washington Workforce Association Chair

Cc: Cami Feek, WS Employment Security Department  
Eleni Papadakis, Washington Workforce Board  
John Aultman, Office of the Governor  
Sue Langen, Office of the Chief Information Officer  
Carol Padovan, US Department of Labor



BOARD OF DIRECTORS

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**Cheryl Fambles, Chief Executive Officer**

*Pacific Mountain Workforce Development Council*

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**Kevin Perkey, Chief Executive Officer**

*Workforce Southwest Washington*

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**Mark Mattke, Chief Executive Officer**

*Spokane Workforce Council*

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**Amy Martinez, Chief Executive Officer**

*South Central Workforce Development Council*

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**Joy Emory, President & CEO**

*Workforce Snohomish on behalf of  
Future Workforce Alliance*

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**Rod Van Alyne, Director**

*Eastern Washington Partnership  
Workforce Development Council*

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**Marie Kurose, Chief Executive Officer**

*Seattle-King County Workforce Development Council*

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**Tiffany Scott, Chief Executive Officer**

*Benton-Franklin Workforce Development Council*

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**Katie Condit, Chief Executive Officer**

*Workforce Central*



To: Honorable Senator Patty Murray  
Honorable Senator Maria Cantwell

Dear Senators Murray and Cantwell:

On behalf of Washington Workforce Association members, we request your support of the workforce funding levels proposed in the House Education and Labor Committee's *Build Back Better Act*.

It is our understanding that proposed House bill includes \$78 billion for workforce programs. Unfortunately, we recently were made aware that the Senate is recommending a much lower level of funding, possibly as low as \$14 billion. We need the increased funding level in the House bill for the critical programs offered in WIOA Title I, apprenticeship, Adult Education and Literacy, sector partnerships, and reentry. The funding helps ensure that our nation's workforce system has the resources needed to effectively connect workers to career coaching, skill development, credential attainment and ultimately the jobs available throughout the many vital sectors of our national economy.

While we know our country faces many public health related challenges to overcome due to the ongoing impacts of the COVID-19 pandemic, we also know that full economic recovery cannot occur without a healthy and vibrant workforce. Every day we hear from our local employers that their businesses are suffering and many remain at risk of failure due to the lack of an available and skilled workforce. We also hear from workers in need of re-skilling to adapt to the rapidly changing 21<sup>st</sup> century economy. Our tested and proven national public workforce system, led by local workforce development boards in communities all across our country, stands ready to utilize investments of public funds and effectively grow our human capital to meet the needs of diverse businesses, individuals and families as we navigate our way to a full economic recovery.

We strongly urge you to support the workforce funding levels proposed by the House Labor and Education Committee in the *Build Back Better Act*. This is an important bi-partisan issue that has huge local impacts for business and communities.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads 'Tiffany A. Scott'.

**Tiffany Scott, Chief Executive Officer**  
*Benton-Franklin Workforce Development Council*  
WWA Chair



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**Cheryl Fambles, Chief Executive Officer**  
*Pacific Mountain Workforce Development Council*

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**Kevin Perkey, Chief Executive Officer**  
*Workforce Southwest Washington*

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**Mark Mattke, Chief Executive Officer**  
*Spokane Workforce Council*

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**Amy Martinez, Chief Executive Officer**  
*South Central Workforce Development Council*

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**Joy Emory, President & CEO**  
*Workforce Snohomish on behalf of  
Future Workforce Alliance*

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**Rod Van Alyne, Director**  
*Eastern Washington Partnership  
Workforce Development Council*

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**Marie Kurose, Chief Executive Officer**  
*Seattle-King County Workforce Development Council*

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**Tiffany Scott, Chief Executive Officer**  
*Benton-Franklin Workforce Development Council*

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**Katie Condit, Chief Executive Officer**  
*Workforce Central*

## 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.

# August 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: 299
- Total Staff Assisted Services to Job Seekers: 549
- Unique Number of Businesses Served: 48
- Staff Provided Business Services: 83

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): 193

- 61 from Out-of-School Youth (OSY) program
- 137 from Open Doors Program
- 5 Co-enrolled in Both Programs
- 9 youth attained General Educational Development (GED)

Total OSY Employed and/or Post Secondary Exits: 2

Placement Rate: 100%

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, PY19 Rapid Response Increase Employment and Disaster Recovery Dislocated Worker Grant

Total Participants Served (YTD): 163  
Monthly To Date Target: 240

Total Employed Exits (YTD): 33  
Monthly To Date Target: 25

### Additional BFWDC Programs: Economic Security for All (EcSA) and Families Forward WA

EcSA Participants Served (YTD): 10  
Monthly To Date Target: 63  
Total Employed Exits: 2

FFW Participants Served (YTD): 59  
Total Employment Placement: 33  
Study Goal: 56

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. Job seekers are still able to access assistance with job search, résumé and cover letter assistance, interview preparation, career counseling, labor market and wage information, online workshops and referrals to community resources as needed. For those who qualify, one-on-one case management services also are available. Businesses can still receive assistance with recruitment of qualified candidates, labor market data, tax incentives and layoff aversion, including Shared Work and Rapid Response services for temporary layoffs and/or permanent closures. As of June 29th, TC Futures started providing GED testing services by appointment only.

## Local Business Demands

Source: Employment Security Department Labor Market Information

### Top 5 Occupations

- **Benton County:** Registered Nurses; Retail Salespersons; Nurse Practitioners; Sales Representatives and Computer Occupations.
- **Franklin County:** Laborers and Freight (Material Movers); Registered Nurses; Heavy and Tractor-Trailer Truck Drivers; Janitors and Cleaners and Retail Salespersons.

### Top 5 Licenses and Certifications

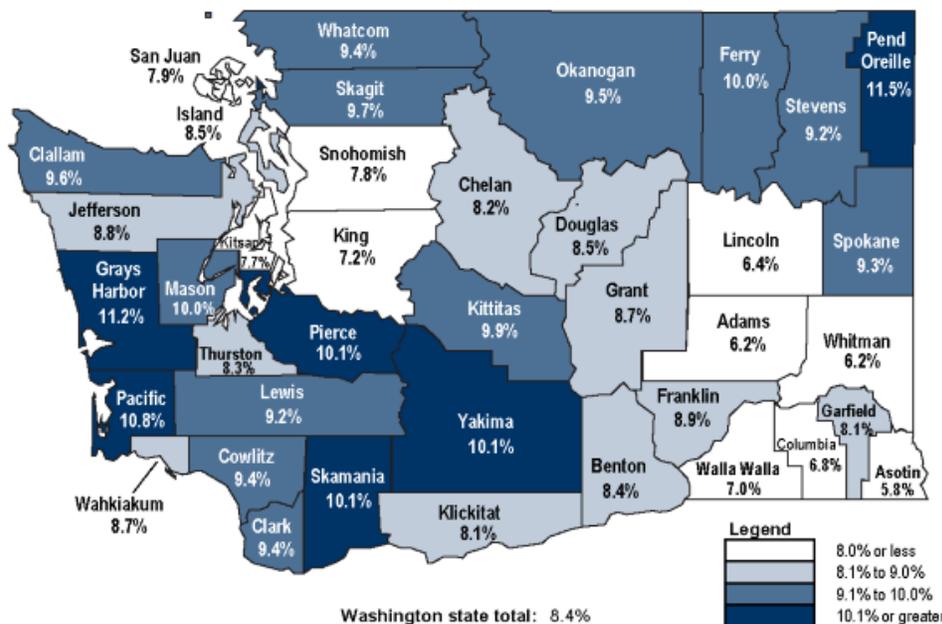
#### Benton County

1. Driver's License
2. Registered Nurse
3. First Aid Cardiopulmonary Resuscitation (CPR)
4. Advanced Cardiac Life Support (ACLS) Certification
5. Food Handlers Certification

#### Franklin County

1. Driver's License
2. Certified Teacher
3. Registered Nurse
4. Commercial Driver's License (CDL) Class A
5. Forklift Certification

August 2020  
County unemployment rates, not seasonally adjusted



### August Unemployment Facts

Washington's economy increased by 19,800 jobs in August, 2020

- 1,993 initial claims filed in Benton County
- 931 initial claims filed in Franklin County
- Total of 2,924 unemployment initial claims filed in both counties (last month 5,510 unemployment initial claims were filed)

Source: ESD Claims Reports

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

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

### Questions about this report?

Contact Cynthia N. Garcia  
at 509-734-5986

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



## 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

# August 2021 Liaison Report

Program Year July 2021-June 2022



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

Total Staff Assisted Job Seekers: 704 (-59)  
Total Staff Assisted Services to Job Seekers: 1754 (+11)  
Unique Number of Businesses Served: 201 (+75)  
Staff Provided Business Services: 347 (+140)

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): 203  
Out-of-School Youth (OSY) Program: 112  
Open Doors Program: 143  
Co-enrolled in Both Programs: 52  
Youth Attained General Education Development (GED): 12  
Total OSY Employed and/or Post-Secondary Exits: 12  
Average Wage: \$14.6  
Placement Rate: 100%

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): 366

Monthly-to-Date Target: 371

Total Employed Exits (YTD): 86

Monthly-to-Date Target: 107

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 57      Monthly-to-Date Target: 72  
Total Employed Exits: 12      Monthly-to-Date Target: 45

### 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 (July)

Employment Security Department Labor Market Information

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

### Top Occupations

- Registered Nurses
- Laborers and Freight, Stock, and Movers
- Sales Representatives
- Managers, All Other
- Retail Salespersons
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Automotive Service Technicians/Mechanics

### Top Licenses and Certifications

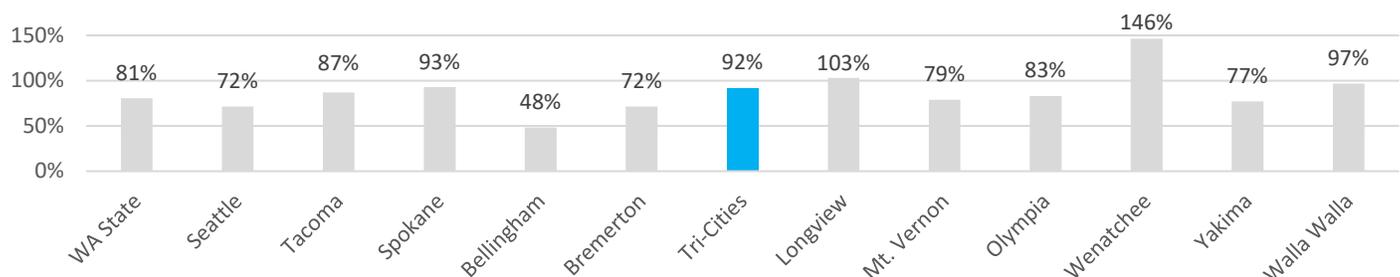
- Driver's License
- Registered Nurse
- Advanced Cardiac Life Support Certification
- Certified Teacher
- CDL Class A
- ServSafe
- First Aid CPR

	Benton	Franklin
Unemployment	4.5%	4.9%
Average Wage (2019)	\$33.91	\$24.7

### Other News

- The WSCB Business Services Team hosted the August Virtual Job Fair on August 31st, 2021. Of the 83 customers who completed registration, 75% (62) attended the event. 44 customers received a direct referral for employment from WSCB staff. 30 employers hosted booths and successfully connected with applicants
- WSCB implemented a new appointment tool called QTRAC. The tool allows for management of traffic flow, measure wait times, and more.
- We had 93 Customer Satisfaction Survey responses (13% response rate), 99% of whom would refer family and friends.
- Success / Challenges: EcSA staff continue to benefit from the soft reopening of WorkSource Columbia Basin. EcSA clients who were on the fence about the program now have a chance to meet with staff directly to ensure the legitimacy of the program and its offerings. Unfortunately, enrollment continues to be a challenge as outreach methods continue to be reduced due to the COVID-19 pandemic; outreach in North Franklin County being most affected.

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



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

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

Email: [dchavey@bf-wdc.org](mailto:dchavey@bf-wdc.org)  
[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5980**



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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 August 2021

**August Highlights:**

- The WSCB Business Services Team hosted the August Virtual Job Fair on August 31<sup>st</sup>. Of the 83 job seekers who completed registration, 75% (62) attended. 44 customers received a direct referral for employment from WSCB staff. 30 employers hosted booths and successfully connected with applicants.
- WSCB implemented a new appointment tool called QTRAC. The tool will allow us to manage traffic flow, measure wait times, and more.

**WorkSource Site Operations:**

<b>Customer Counts 8/1-8/31/2021</b>		
<b>Total Staff Assisted Seekers</b>	<b>704</b>	
<b>Total Staff Assisted Services</b>	<b>1754</b>	
<i>Basic Services</i>	1476	
<i>Individualized, Training &amp; Support Services</i>	278	
<b>Unique Number of Businesses Served</b>	<b>201</b>	
<b>Staff Provided Business Services</b>	<b>347</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	16	12
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	25	10
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	169	126
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	131	100
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	6	5

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



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### **August 2021 Customer Satisfaction Survey:**

- 93 survey responses received (13% response rate):
  - Of the customers who responded, 99% would refer family and friends
  - Top 3 services rated: job search, workshop, and training
- WorkSource team members relaunched the one question interview practice with customers during the month of August. The team collected actionable, specific feedback which will inform enhancements to service delivery during quarter 2.
- Customer Feedback – *What we did well:*
  - “They were very attentive and very friendly indeed!! My best praise for Lissandra valencia and maria Martínez”
  - Gena was so very helpful with any and all questions I had. She was helpful, compassionate and knowledgeable.
  - “Arlene is amazing, communication, amazing help in general”
  - “I suffer from ADHD, normally I never say it, so working one on one I have the opportunity to work at my speed and ask as many questions as I have. Thank you”
- Customer Feedback – *What we can do better:*
  - We received actionable, specific feedback about workshops. This customer input will help us as we evaluate current customer need and potential updates to our service offerings/process for the upcoming quarter.
    - “Offer more workshops on how to build skills.”
    - “Provide follow up Powerpoint for reference”
    - “extend workshops to decrease number of participants to allow for meaningful discussion and participation”
    - “...add more basic computer skills. Ex: how to use zoom was perfect for me, to learn and to practice.”

### **Service Delivery**

#### **Career Services:**

- Group services continue to be an in-demand service with praise for virtual options. During August, WSCB provided 498 group services to 224 individuals through our locally offered workshops and group sessions. Other services in high demand include staff assistance to search for and save jobs, as well as provision of workforce information.
- WSCB began using an electronic appointment scheduler called QTRAC. We are currently using this tool for in-person appointments for basic career services. As we become more proficient, we plan to expand our use of the scheduler, including allowing customers to make appointments online.



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- WSCB relaunched LinkedIn Learning on 8/9, three weeks earlier than the statewide kickoff under the new contract. Users who engaged in the pilot with WSCB, including job seekers, businesses, and staff, were provided access. Additional users have been signed up since our relaunch as well.

#### **Business Services:**

- The team continues gathering input from local businesses to inform service delivery options. Examples of focus areas this month include employer suggestions regarding resumes and an update of the Brazen (Virtual Job Fair platform) Handbook based on business customer feedback.
- The Hot Jobs publication has been revised to include hiring events and open job positions are organized by sector. This list is published twice weekly, on Tuesday and Thursday. It is available on the WorkSourceWA.com calendar for customer viewing.
- In partnership with TC Futures, the Business Services Team will have a representative onsite to provide information to customers on how to access careers in local sectors.
- Upcoming Events –
  - Business Friendly Programs: 9/15/21 from 12:15-1:00pm
  - Tri-Cities Transportation & Food Processing Virtual Job Fair: 9/30/21 from 10am-1pm

#### **Community Connections:**

- 8/3, 8/10, & 8/24 : 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.
- 8/12 & 8/26: During the month of August WSCB staff collaborated to provide resources to Spanish speaking community members via two radio programs with La Zeta de Pasco. These shows are part of a series which runs from 7/15-12/30/21. Our goal is to educate, build trust, and better engage Hispanic/Latinx community members through these efforts.
- 8/25: A member of the Business Services Team attended an interview with the Tri-City Herald to invite businesses and job seekers to the August Virtual Job Fair. The team also utilize a variety of other methods to increase community engagement with the event, such as email, social media, networking, and Flash Alert.
- WSCB is utilizing GovDelivery to send weekly emails to connect with both job seeker and business customers and inform of event, workshop, and other service offerings available to them.



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**Staff Training & Development:**

**Training/Development Attended:**

- 8/4: Cross Training – Business Services; July WSCB Data Review
- 8/10 & 8/11: Concern & Complaint Training
- 8/18: Cross Training – Business Services

**Upcoming Training/All Staff Meetings:**

- 9/1: Cross Training – DVR; WSCB business updates
- 9/15: Cross training – Front End Services & Digital Literacy; August WSCB Data Review
- 10/6: Community Partner Cross Training – Job Corps

**Facilities:**

- 8/5: NW Architectural conducted annual maintenance on the divider walls at WSCB.
- WSCB staff workstations have been updated to include a sit/stand function. This feature was not available at all desks previously.

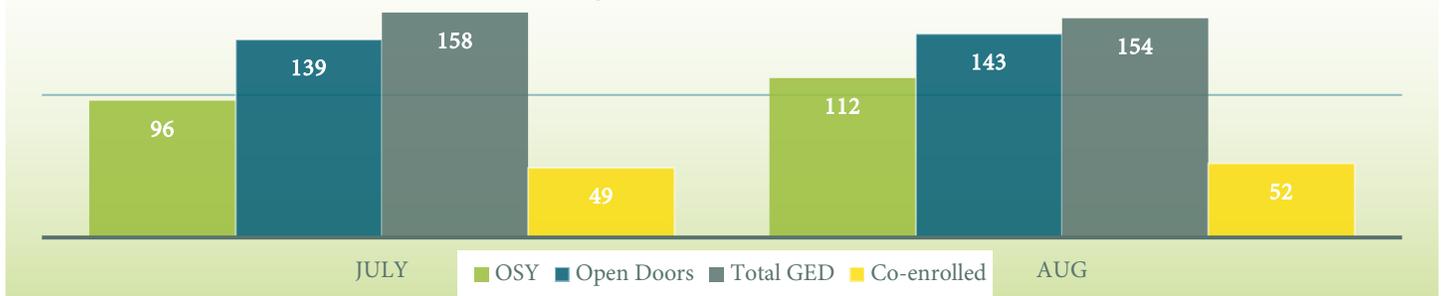
Respectfully submitted by C. Bright on 9/10/21



## Update

August was a month of transition. We welcomed our new Guest Resource Specialist, Matthew Russell, and he has hit the ground running! He has already made great connections with youth and staff. Career Path Services also filled their vacant Employment Practitioner position by hiring Zac Shileika. His first day will be September 1<sup>st</sup>. TC Futures Director, Mark Wheaton, submitted his letter of resignation. His last day will be September 17<sup>th</sup>.

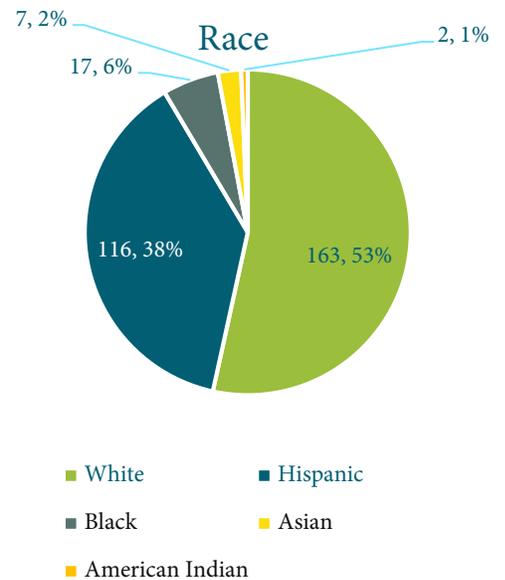
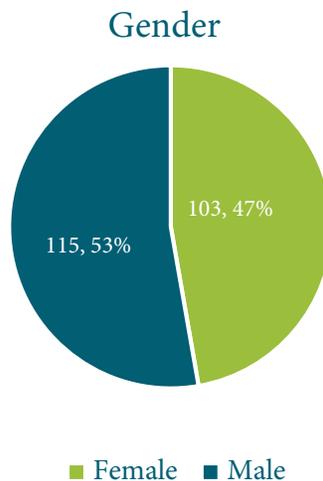
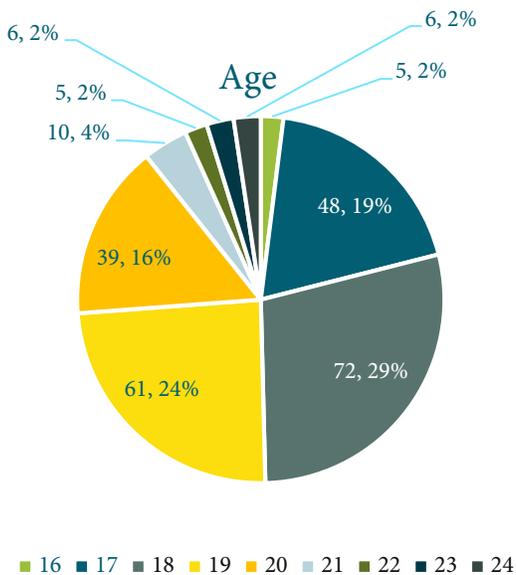
### August 2021 Numbers



GED Testing			
Month	Total	Passed	Graduates
July	41	28	6
August	45	31	6
<b>Total</b>	<b>86</b>	<b>59</b>	<b>12</b>

TC Futures Center Traffic	
Month	Total
July	281
August	348
<b>Total</b>	<b>629</b>

### Demographics



Follow @tricitiefutures on Facebook and Instagram!



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



### Success Story

Kevin is an 18-year-old who came to the program in need of housing, educational, and employment opportunities. He had multiple barriers to employment, as he was homeless, he had just timed out of the teen shelter, and he had limited I-9 documents, little to no work experience, and no GED or High School Diploma. While enrolled in TC futures, Kevin was provided immediate housing resources. He was able to obtain I-9 documents, and get connected with healthcare and nutrition benefits. Kevin was also provided information about the local labor market, coaching on self-sufficiency, guidance on careers and training providers, and employment referrals. Kevin has been able to obtain full-time employment and pass 3 out of 4 GED exams within a short period of time. Because of the support of TC Futures, Kevin was able to receive the services necessary to obtain employment that will lead to self-sufficiency.

### Upcoming Events

September 3<sup>rd</sup>: Hapo Back to School Bash

September 22<sup>nd</sup>: TC Futures Welcome Back Open House

October 6<sup>th</sup>: Pro-train workshop

October 7<sup>th</sup>: GED Completion Presentation



Follow @triciesfutures 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

**TC FUTURE**S





STATE OF WASHINGTON  
EMPLOYMENT SECURITY DEPARTMENT

PO Box 9046 • Olympia WA 98507-9046

September 16<sup>th</sup>, 2021

RE: Recognizing Your Team's Successes

Dear Tiffany,

It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please thank your entire team for the hard work and dedication they put into finding solutions and support for the communities served by your LWDB.

Benton-Franklin Workforce Development Council quarter ending June 30, 2021 (December 31, 2020 for employment outcomes)

**\*Goals set pre-Covid**

Outcome	Target	Actual
WIOA Adult Enrollments	193	189
WIOA Youth Enrollments	219	201
NDWGs Disaster Recovery Enrollments	24	25
NDWGs Disaster Recovery Exits to Employments	2	13

The labor market and workforce system have struggled, and yet it's evident your team worked hard to find solutions. Your team continues to lead in best practices regarding innovation of strategy and enrollment. We especially appreciate efforts to expand working hours and implement innovative outreach efforts. If we could offer additional technical service in any area of grant administration, training, policy guidance, or others, please just let us know. Our goal is to support your local success.

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to [ESDGPWorkforceInitiatives@esd.wa.gov](mailto:ESDGPWorkforceInitiatives@esd.wa.gov). Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence. Our next peer-to-peer call is scheduled for **September 21<sup>st</sup>, 2021** and we'd love for you to attend.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington's employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst  
Grants Director  
360-790-4913