



Benton – Franklin Workforce Development Council (BFWDC)

QUARTERLY BOARD OF DIRECTORS MEETING

Tuesday, January 31st, 2023, 4:00 p.m. Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

- I. **Call to Order & Welcome** – Todd Samuel
 - a. Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Wood
 - b. Visitor Welcome – Cyndelle Wood
 - c. Public Comment – Todd Samuel
- II. **Consent Agenda (Needs a Vote)**
 - a. Approval of Board Minutes
To approve October 25th, 2022, Quarterly Board Meeting Minutes as presented
 - b. Finance Reports
To adopt the BFWDC Finance Reports as submitted for the period ending November 30th, 2022.
 - c. Policies
Policy 2023-01 Stevens Amendment
Policy 2023-02 Management of Medical & Disability-Related Information
 - d. Motion to award the EcSA Round 2 Subrecipient Contractor, Career Path Services, an additional \$53,381, bringing the total contract amount to \$293,753, Effective January 1, 2023.
- III. **BFWDC CEO Presentation** – Tiffany Alviso
- IV. **WorkSource Columbia Basin Business Customer Spotlight** – Crystal Bright & Michelle Bishop-Gardner introducing Jennifer Krigbaum
- V. **DEIB (Diversity, Equity, Inclusion, and Belonging)** – Cynthia Garcia
- VI. **Community Health Assessment Presentation** – LoAnn Ayers, United Way & Kelly Harnish, BFHD
- VII. **Member Updates & Business Engagement** – All Board and Ex-Officio Members
- VIII. **Board Retreat** – Thursday, February 23rd, 2023, 8:30 – 4:30 p.m. Richland Library
Quarterly Board Meeting – Tuesday, April 25th, 2023, at 4:00 p.m. Zoom
- IX. **Adjournment**

Attachments:

1. 2022.10.25 Quarterly Board Meeting Minutes
2. 2022.11 Finance Reports
3. Policy 2023-01 Stevens Amendment
4. Policy 2023-02 Management of Medical & Disability-Related Information
5. Memo – Federal EcSA Budget Increase
6. DEIB Committee Infographic
7. 2023.01 Youth Committee Quarterly Report
8. 2023.01 AEL Committee Quarterly Board Report (AD DW RR NDWG)
9. 2023.01 AEL Committee Quarterly Board Report (OHDC, CDBG, EcSA)
10. 2021.12 Liaison Report
11. 2022.12 Liaison Report
12. 2022.12 TC Futures Report
13. 2022.11 WorkSource Operator Monthly Report
14. 2022.12 WorkSource Operator Monthly Report
15. Quarterly Performance Letter

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

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

Benton-Franklin Workforce Development Council

Quarterly Board Meeting

October 25, 2022, 4:00 p.m. – Zoom

Board - Present

Commissioner Will McKay
 Todd Samuel
 Adolfo DeLeon
 Amanda Jones
 Alicia Perches
 Bob Legard
 David Phongsu
 Dennis Williamson
 Jamie Rasmussen
 Jennie Weber
 Karl Dye
 Lynn Ramos-Braswell
 Michael Lee
 Richard Bogert

Board - Excused

Commissioner Clint Didier
 Carlos Martinez
 Kate McAteer
 Lori Mattson
 Michael Bosse

Absent

Jim Smith
 Lety Torres

BFWDC Staff

Tiffany Alviso
 Jan Warren
 David Chavey
 DeAnn Bock
 Cynthia Garcia
 Jessie Cardwell
 Isaac Estrada
 Cyndelle Wood

Guests

Crystal Bright

Call to Order and Welcome

Todd Samuel, Chair, called the meeting to order at 4:03 p.m.

Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle reported excused absences and conducted a roll call of the BFWDC Board Members and BFWDC Staff. Cyndelle welcomed guests and presenters who introduced themselves using the Zoom chat feature.

Consent Agenda

Chair Todd Samuel asked members if they wanted any consent agenda items removed for individual consideration or additional discussion. The response was no.

- a. Approval of Board Minutes
 To approve July 26, 2022, Quarterly Board Meeting Minutes as presented.
- b. Finance Reports
 To adopt the BFWDC Finance Reports as submitted for the period ending 8/31/22.
- c. Motion to Approve the QUEST NDWG Subrecipient Contract in an amount not to exceed \$650,000 to Career Path Services, Effective December 1, 2022 – September 30, 2024, Utilizing Sole Source Procurement.

Todd Samuel called for a motion to approve the consent agenda as presented. Motion moved by Richard Bogert, the second by Alicia Perches, and unanimously carried to approval.

BFWDC Board of Directors Officer Elections

Each standing committee of the board has nominated its leaders who, once approved by the full board, will serve in the vice chair role at the Benton-Franklin Workforce Development Council. Tiffany Alviso has yet to have any additional responses for Officer Elections.

BFWDC Board Chair

- Todd Samuel

Adult and Employer Linkage

- Adolfo de Leon

Youth Committee

- Dennis Williamson
- Co-lead Lynn Ramos-Braswell

Todd Samuel called for a motion to approve the Board of Directors Officer Elections as presented. Motion moved by Richard Bogert, the second by Commissioner Will McKay, and unanimously carried to approval.

BFWDC Credit Card limit and additional card needs

Tiffany Alviso outlined the business need for a credit card increase to the CEO's credit card and the addition of two credit cards, one for the COO for \$5,000 as a limit and then their administrative assistant in the amount of \$5,000. Tiffany discussed the reconciliation process and purchase order system presently in place to ensure all card transactions are approved. Tiffany relayed the difficulty in conducting business with a company of their size with an annual budget of five million. As the CEO of the BFWDC, Tiffany communicated that they have a business need to expand and have the CEO card limit increased to \$50,000 due to barriers and scope of work with the diversification of funding. Tiffany met with the BFWDC leadership team, which is the amount they thought would allow them to move forward succinctly and intentionally with their business transactions and meet those scopes that she had mentioned. This motion before now has been brought to the Executive Committee. To maintain transparency and be very intentional in the communication, she asks for the full board to consider and motion on the request.

Todd Samuel called for a motion to approve Tiffany Alviso's Company Credit Card limit to \$50,000. Motion moved by Bob Legard, the second by Lynn Ramos-Braswell, and unanimously carried to approval.

Todd Samuel called for a motion to approve an additional Company Credit Card for the BFWDC COO with a limit of \$5,000. Motion moved by Lynn Ramos-Braswell, the second by Bob Legard, and unanimously carried to approval.

Todd Samuel called for a motion to approve an additional Company Credit Card for the BFWDC Administrative Assistant with a limit of \$5,000. Motion moved by Adolfo de Leon, the second by Bob Legard, and unanimously carried to approval.

BFWDC CEO Presentation

Tiffany Alviso provided a slide deck and summarized the workforce services provided to job seekers and businesses over the last quarter.

She overviewed the program year (PY) 2022 Diversification of Funding Plan, including the Workforce Impact Fund (WIF) and Quality Jobs, Equity, Strategy, and Training (QUEST) National Dislocated Worker Grant (NDWG). The PY22 Diversification of Funding Plan was included with the meeting materials for Board members to review.

Tiffany recapped the quarter—one electronic voting summary included in the meeting attachments - Board Member reassignments and the Occupations in Demand list.

Tiffany congratulated the Employment Security Department on their recent survey results, their leadership, the culture that they've created, and what they're doing for their employees.

She mentioned that they sent a request for information for technology services, had a successful winner in Tech Impact, and will provide IT services for the Benton Franklin Workforce Development Council.

Tiffany discussed the most recent annual state, subrecipient program, fiscal monitoring, and equal-opportunity monitoring, resulting in "no findings." She stated that they had received their grants management performance letter. However, it was identified that some of the data needed to be corrected, and they are working on rectifying that.

Tiffany acknowledged system partners and reminded them of the expiring WINs (Workforce Information Notices) coming in December, with the ask for an extension to March 2023.

- WIN#0107: CASAS
- WIN#0108: Formula Transfers
- WIN#0109 Verbal Self-Attestation
- WIN#0111 Food for Youth

Tiffany requested Todd Samuel, Board Chair, provide a narrative of the last BFWDC Clifton Larson Allen (CLA) audit. Todd provided that there were no findings financially or programmatically. Todd congratulated the Benton-Franklin Workforce Development Council staff.

Tiffany shared that the WorkSource Columbia Basin Access Solutions committee has joined forces with the Diversity, Equity, Inclusion, and Belonging BFWDC advisory committee - to support this vital work done on September 6 - all those resources combined are going to make for a powerful committee.

The BFWDC has asked board members to complete their biographies and let us know if help is needed in starting a business biography and an updated headshot for our website and social media.

There is a survey with potential dates for our upcoming Board Retreat in February 2023. As soon as the results are in – a meeting invite will be sent out with details.

WWA Annual Conference – Workforce ~ Stronger Together

- November 8th – 10th 2022
 - Provide solution-oriented workshops and dialogue addressing the current and growing demand facing our workforce system.

WorkSource Columbia Basin Customer Spotlight

Crystal Bright, WSCB, presented this quarter's customer spotlight, introducing Procopio "Coco" Quintero. Coco has been a participant with WorkSource Columbia Basin and Columbia Basin college for the last several years after he, unfortunately, did experience a layoff from his regular job. Coco started working toward high school completion in January 2019. Within that year finished his high school diploma while helping implement a brand-new food pantry on the CBC campus. After he completed his high school diploma, he continued at CBC beginning in January 2020, starting toward his business associates degree. Three months into training, he had to shift and go to remote learning, bringing along many additional challenges for students. In addition to his small young family, raising children while going to school, working, and managing all that, Coco finished two certificate programs while working with CBC, one in business and one in accounting, and then finished up his associate degree in business. And now, Coco has joined the team at CBC and serves as a program coordinator. Coco shared his experience in working with CBC and WorkSource Columbia Basin. Coco thanked those who gave him the opportunity to better himself and his family.

Regional Economy Presentation

Ajsa Suljic, Regional Economist for the Employment Security Department (ESD), presented a slide deck encompassing the state of our local economy and forecasts for a recovery in Benton and Franklin Counties. The following was highlighted.

- Labor and Employment around Washington State.
 - 09/2021 – 09/2022
- Labor and Employment around the Region.
 - 09/2021 – 09/2022
- County Unemployment Rates, Not Seasonally Adjusted
- Total Covered Employment for U.S., WA. State and broken down by Benton-Franklin counties.
- Housing price index, inventory & ten-year trend

Member Updates & Business Engagement

Due to time constraints, no updates were made.

Next Meeting

Quarterly Board Meeting – Tuesday, January 31, 2023, at 4:00 p.m. via Zoom

Adjournment

With no further business, Todd adjourned the meeting at 5:12 p.m.

Todd Samuel, Chair

Date

Cyndelle Wood, Admin. Asst.

Date

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 11/30/2022

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	722.06
Corporate Entity MM Account	1111	46,261.94
CE 12 month CD	1112	52,654.00
Total Asset		99,638.00
Liabilities		
Accrued Vacation Payable	2500	73,581.61
Due to/from other funds	2990	(32,000.00)
Total Liabilities		41,581.61
Net Assets		58,056.39
Total Liabilities and Net Assets		99,638.00

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2022 Through 11/30/2022
(In whole numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Interest/Program Income	94	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	0	0	0.00%	0	0.00%
Total Revenue	<u>94</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Donation fees	0	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	61	0	0.00%	0	0.00%
Non WIOA Expenses	0	0	0.00%	0	0.00%
Total Expenses	<u>61</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u><u>33</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 11/30/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	22,580.24
CDBG Receivable	1201	35,047.74
AR OHDC	1202	4,887.58
Receivable (Grants)	1300	313,563.57
Total Asset		376,079.13
Liabilities		
Accounts Payable (AP System)	2000	335,027.23
Due to/from other funds	2990	32,000.00
Total Liabilities		367,027.23
Net Assets		9,051.90
Total Liabilities and Net Assets		376,079.13

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2022 - 11/30/2022
(In Whole Numbers)
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	1,731,040	1,646,703	105.12%	3,952,086	43.80%
Interest	6	0	0.00%	0	0.00%
OHDC Admin revenue	10,458	0	0.00%	0	0.00%
Misc/Other Revenue	182,426	346,371	52.67%	845,691	21.57%
Total Revenue	1,923,930	1,993,074	96.53%	4,797,777	40.10%
Expenses					
Sub-Recipient Reimbursements	1,317,822	1,342,424	98.17%	3,221,817	40.90%
Rent and Facilities	25,000	26,663	93.76%	61,122	40.90%
Salaries and Wages	327,550	331,255	98.88%	786,590	41.64%
Payroll Taxes and Benefits	85,977	91,130	94.35%	245,791	34.98%
Non-WIOA reimbursement	0	0	0.00%	0	0.00%
Professional Services and Contracts	53,988	115,799	46.62%	299,504	18.03%
TC Futures	25,870	26,250	98.55%	65,000	39.80%
Travel and Training	19,885	20,000	99.43%	46,320	42.93%
Supplies, Furniture and Equipment	23,121	5,950	388.59%	13,900	166.34%
Equipment and Software - Lease and Maintenance	6,924	6,865	100.86%	28,685	24.14%
Communications (Telephone, Postage and Internet)	1,009	1,650	61.15%	3,960	25.48%
Insurance	7,679	7,679	100.00%	7,679	100.00%
OHDC Admin fees	11,233	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	17,873	17,409	102.67%	17,409	102.67%
Total Expenses	1,923,930	1,993,074	96.53%	4,797,777	40.10%
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 11/30/2022

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	50,875.17
Accounts Receivable	1200	3,390.01
Total Asset		54,265.18
Liabilities		
Accounts Payable (AP System)	2000	3,055.93
Total Liabilities		3,055.93
Net Assets		51,209.25
Total Liabilities and Net Assets		54,265.18

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2022-11/30/2022

(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	95,447	95,452	99.99%	229,085	41.66%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	65,411	65,411	100.00%	156,987	41.67%
Employee Recognition Non-Operating Income	3,999	0	0.00%	0	0.00%
Total Revenue	<u>164,857</u>	<u>160,863</u>	<u>102.48%</u>	<u>386,072</u>	<u>41.67%</u>
Expenses					
Rent and Facilities	139,795	146,072	95.70%	352,177	39.69%
Supplies, Furniture and Equipment	2,857	6,950	41.11%	16,200	17.64%
Employee Recognition	519	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	4,887	1,200	0.00%	1,200	407.25%
Managed Print	51	2,800	1.82%	6,720	0.76%
Business/Community	0	2,125	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,411	1,975	71.44%	4,775	29.55%
Total Expenses	<u>149,521</u>	<u>161,122</u>	<u>92.80%</u>	<u>386,072</u>	<u>38.59%</u>
Net Surplus/ (Deficit)	<u>15,337</u>	<u>(259)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Subject: Stevens Amendment Requirements Policy

Policy No: 2023-01

Effective Date: 02/01/2023

1. Purpose:

The Benton Franklin Workforce Development Council (BFWDC) is establishing policy 23-01 to ensure compliance with the Stevens Amendment requirements, requiring all outreach and marketing materials note federal funding appropriately.

2. Background

BFWDC has established the following policy pursuant to P.L. 115-141, Division H, Title V, Section 505. P.L. 115-141, Division H, Title V, Section 505 is an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for grant program the percent of the costs financed with federal funds, the federal dollar amount, and the percentage and dollar amount financed by nongovernmental funds. Additionally, a different two-part formulation of the Stevens Amendment is included in the Department of Agriculture's (USDA's) general permanent statutory authority at 7 USC 2209d.

The policy requirements below are separate from those in 2 CFR 200 and, when appropriate, both must be complied with.

3. Policy

BFWDC staff as well as BFWDC's Subrecipient Program Operators and Managers will include a statement in all applicable outreach and marketing materials acknowledging the use of Federal funds. Applicable outreach and marketing materials include but not limited to; statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with Federal money.

All grantees receiving Federal funds included in this Act, including but not limited to State and local governments and recipients of Federal research grants, shall clearly state:

- the percentage of the total costs of the program or project which will be financed with Federal money;
- the dollar amount of Federal funds for the project or program; and
- the percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

BFWDC, as the Administrative Entity and Fiscal Agent for the Benton Franklin Workforce Area and its subrecipients of WIOA funds, will formally monitor annually, the outreach and marketing materials distributed by self or subrecipients receiving state or federal dollars in accordance with the grant requirements.

Attachment A

Funding Statements in Publicly Distributed Outreach and Marketing Materials

Procedure

An acknowledgment statement is required for all distributed outreach and marketing materials. Some examples include but are not limited to; Posters, brochures, resource guides, flyers, social media posts, etc.

The general structure of the acknowledgment for compliance include:

The [project/program] is supported by the [federal agency]. A total of \$[amount] or [percentage] percent of [project/program] [is/will be] financed with federal funds, and \$[amount], or [percentage] percent [is/will be] funded by other sources.

Example:

Montana's Jobs for Veterans State Grant Program is supported by the U.S. Department of Labor. A total of \$900,000, or 90 percent, of the program is financed with federal funds, and \$100,000, or 10 percent, is funded by other sources

Alternatively, if the program or project is solely financed by the Federal Government:

Example:

Florida's Jobs for Veterans State Grant program is 100 percent funded by the U.S. Department of Labor through awards totaling \$15,000,000.

Social Media

An acknowledgment statement is required for social media posts. The acknowledgment statement shall be in any given part of the communication (e.g., on a flyer or in a blurb.) as long as the required information is clearly stated within the communication.



Subject: Management of Medical and Disability-Related Information Policy

Policy No: 2023-02

Effective Date: 01/XX/23

Purpose:

This policy addresses the requirements for managing medical records and disability-related information on applicants, registrants, eligible applicants or registrants, participants, and terminees under the Workforce Innovation Opportunity Act (WIOA) umbrella. This includes an outline of permissible uses, filing, and confidentiality requirements.

Background:

Medical and disability-related information for customers should only be collected and used for the purposes of documenting eligibility, where disability is an eligibility criterion for a program or activity, to document reasonable accommodations, and for data analysis. All WIOA partners must ensure that customer medical and disability-related information is collected as outlined by federal law and this information notice.

Operational Procedure

The following instructions serve as guidance for WIOA partners to use in order to meet the requirements related to the management of medical and disability-related information:

A. Securing Medical and Disability-Related Documents/Information

- Medical and disability-related documents must be secured and maintained in a separate and confidential customer file. Medical and disability files should be stored as medical records and separate from all other confidential information (e.g., court documents). Each customer's medical file should be separate (i/e/ medical information for multiple customers should not be kept in the same file).
- Medical and disability-related information in case notes, assessment forms, or other documentation in the Management Information System (MIS) must be secured in a separate and confidential medical file. This is accomplished by copying the specific sheet of the case note file, assessment form, or language in the MIS that contains medical or this disability-related formation, placing it in a separate medical and disability file, then redacting the medical and disability-related information in the case notes, assessment form or language in the MIS and inserting 'See separate confidential file.'
- Partner staff co-located at a center should place their medical and disability-related information with that of the center or send it to their main office (WorkSource Columbia Basin) for similar storing. If medical files are maintained in power, they should be kept in a locked cabinet with limited access and separate from other file types maintained for the customer. Please note that medical and disability-related information should not be stored on staff desks. If medical files are maintained electronically, they should be secured in a password-protected file, or access to the electronic file location should be limited and separate from other file types.
- To ensure confidentiality, there should be limited access to the medical and disability file. Individuals monitoring for compliance with 29 CFR Part 32 and 38 may have access for monitoring purposes.

B. Recording of Medical or disability Related Information

- The information of value to staff is most often the limitations caused by a customer's disability or medical condition and the effect on the customer's ability to advance through the program, as opposed to a disability or medical diagnosis. It is possible to record relevant information without documenting actual medical or disability-related information.

Here are examples of information that is **not considered medical or disability-related** to secure and maintain:

"The customer cannot lift more than 20 pounds"; "cannot sit for more than an hour"; "must take frequent breaks or must take breaks at least every hour"; "must be located in a quiet room with few interruptions"; "cannot drive in mornings until 9 a.m."; "will be unavailable during the next six weeks"; etc.

Here are examples of information that is **considered medical/disability information** and must be secured:

"The customer has a herniated disk," "stage 2 abdominal cancer", "Crohn's disease," "seasonal affective disorder," "hypertension," "diabetes," "a fractured tibia," "mild depression," etc.

- Medical and disability-related information can be acquired during the delivery of case management services but should then be stored securely. This information should be kept confidential and not be shared with employers, other customers, immediate co-workers, or those providing labor exchange and job matching services. It may be appropriate to discuss a customer's disability or medical condition in

limited circumstances and at the customer's request, such as with program supervisors or trainers to explain reasonable accommodations or with first aid and safety personnel if the customer asks us to because the condition may require emergency treatment.

C . Records Retention

Medical files, whether they exist in electronic form (including email) or hard copy, must be maintained in a separate confidential file for a period of **not less than six years** from the close of the applicable program year.

References

- [WIN 0023 Change 2](#)
- [The Washington State Nondiscrimination Plan Element 5.](#)
- [The Americans with Disabilities Act, as amended, 28 CFR Part 36.](#)

MEMORANDUM

DATE: January 24, 2023

TO: Benton - Franklin Workforce Development Council (BFWDC) Full Board

FROM: Becky Tuno, Community Programs Manager

SUBJECT: Motion to award the EcSA Round 2 Subrecipient Contractor, Career Path Services, an additional \$53,381, bringing the total contract amount to \$293,753, effective January 1, 2023.

Background: The Economic Security for All (EcSA) program was designed for building and testing locally developed approaches for streamlining access to existing services and benefits, helping more low-income families move out of poverty. With a goal of replicating and expanding successful approaches, the EcSA program is funded by the Workforce Innovation and Opportunity Act (WIOA) statewide activities funds.

Due to excellent performance with our EcSA Program, exceeding all other WDAs (126% of performance targets/20% greater than the 2nd highest performing area), the BFWDC has been awarded an additional \$62,000.81 of Federal EcSA dollars to support our local EcSA program. A total of \$53,381 will be utilized to support direct client training, support service needs, and staffing/CPS overhead. The remaining amount is retained by the BFWDC to cover internal costs related to program & fiscal oversight.

BFWDC staff recommends increasing Career Path Services' PY 21 Federal EcSA contract, amount not to exceed \$53,381 beginning January 1, 2023, to be expended by June 30, 2023.

DIVERSITY, EQUITY, INCLUSION (DEI) COMMITTEE



BACKGROUND

The Benton-Franklin Workforce Development Council (BFWDC) has established a DEI Committee to identify and dismantle systemic and structural racism, inequities, and oppression within our community. By bringing together leaders with unique backgrounds, experiences, and ways of thinking, we can collectively build trust, remove barriers, and create conditions that enable everyone opportunities to thrive.

MISSION

To promote diversity, equity, inclusion, access, and belonging for all community members, not just those we serve.



OBJECTIVES

- Build a clear understanding with employers and partners of the importance of DEI in the workplace.
- Review Workforce Development Area (WDA) 11 Regional and Local Workforce Plan through an Equity lens and make recommendations for continuous improvement to the BFWDC board of directors.
- Connect the workforce system to DEI resources & training opportunities.
- Increase DEI awareness, accessibility, and outreach on social media platforms.
- Develop relationships with Black, Indigenous, and People of Color (BIPOC) Committees and other historically disadvantaged communities.
- Develop and support an environment that fosters a drive for awareness and knowledge of various populations and a continuous push to be more inclusive and respectful of cultural differences.
- Create a safe place to have difficult conversations which increase shared understanding and drive our mission forward.



RISKS

- Not supporting the intention of Executive Order 22-04 by Governor Jay Inslee "Washington is a state where all are welcomed and will have the opportunity to thrive regardless of race, ethnicity, creed (religious beliefs), color, national origin, citizenship or immigration status, sex, honorably discharged veteran or military status, sexual orientation, or the presence of a sensory, mental, or physical disability."
- Insufficient data to measure Pro-Equity, Anti-Racism outcomes in our community.



CURRENT STAKEHOLDERS

- Small Business Owners
- WA State Dept. of Social and Health Services (DSHS)
- Washington State Department of Services for the Blind (DSB)
- WorkSource Columbia Basin (WSCB)
- Tri-Cities Futures (TC) Futures
- Opportunities Industrialization Center (OIC)
- Labor and Industries (L&I)
- Employment Security Department (ESD)
- Career Path Services (CPS)
- Columbia Basin College (CBC)
- Goodwill Industries of the Columbia
- Benton-Franklin Workforce Development Council (BFWDC)



Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC Board voted for Dennis Williamson as the Committee Chair and Lynn Ramos-Braswell as the Co-Chair for the BFWDC Youth Committee. We are grateful for their leadership and commitment to serving Youth and Young Adults on our committee.
- Youth Committee received the PY21 Annual Monitoring Summary of the Youth program. State monitors determined that the BFWDC complied with all the requirements of WIOA and its regulations, all the federal rules in Washington and Washington state policies, and the data element validation requirements.
- The BFWDC received a recognition letter from the Employment Security Department (ESD) recognizing the positive performance outcomes attained during the quarter ending September 30, 2022. They were impressed with the hard work and dedication put into finding solutions and support for communities served by the WIOA Title I grants and discretionary contracts. Congratulations, Youth Team, for the number of enrollments and employment placements this past quarter.
- BFWDC Staff completed PY22 OSY Qtr. 2 program review. There were no findings or disallowed costs identified.

TC Futures Highlights

- TC Futures Leadership Team presented at the Washington Workforce Association (WWA) Conference: *Stronger Together*. Their presentation demonstrated how partners could come together to provide a cohesive model of service that allows each organization to focus on its strengths and resources while supporting program participants to achieve a common goal.
- TC Futures was awarded \$10,000 from the Community Health Plan of Washington (CHPW) for advancing Health Equity. The funds have been used to pursue opportunities to reach youth in underserved populations.
- TC Futures has added a Computer Essentials module that provides industry-recognized certificates to those who complete the module.
- The STEM Foundation invited the BFWDC/TC Futures to be part of the Washington Student Achievement Council (WSAC) Tier-1 Challenge Grant. The purpose of this partnership is to: “employ regionally- and locally-based, innovative and collective-impact strategies to build a culture of credential attainment using a two-generation model”; specifically, to increase exposure to careers and education pathways for all students; to improve the effectiveness of High School and Beyond planning and accelerate the implementation of the Career Connect Washington model to ensure all students, elementary through high school, have a robust career connected learning experiences each year; and to increase direct enrollment of high-school students in the post-secondary credential.

PY22 2nd QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY

	<u>Actual</u>	<u>Goal</u>
Youth Served	147	140
Total Employed Exits	46	21
Total Post-Secondary Exits	3	3
Individual Training Accounts (ITA)	19	10
On-the-Job Training (OJT)	1	2
Work Experience (WEX)	14	17
Pre-Apprenticeships	0	N/A
Credentials Earned	8	N/A
General Equivalency Diploma	12	12
Median Wage	\$16.63	\$16.00

WIOA Program Participant Success Story

Olga is a 24-year-old high school graduate, unemployed, single mother who needed training, employment, housing assistance, and career guidance. Olga wanted to participate in training in either the nursing or dental field, to secure employment and provide for herself and her 1-year-old daughter. Olga was able to secure housing with the assistance of TC Futures and the Housing Resource Center. While in the program, Olga explored her educational and career options and decided that the dental assistant industry was the right fit for her. She participated in the fall semester dental assistant training at Tri-Cities Dental Assisting School, graduating in November of 2022. Olga was top of her class and was referred by her teachers to various dental assisting jobs in the surrounding areas. School Youth staff nominated Olga for the Soroptimist Live Your Dreams Scholarship, a unique education award for women who are the primary financial support for their families. Live Your Dreams Awards gives young women the resources they need to improve their education, skills, and employment prospects. Live Your Dream recipients can use the cash award of \$2500.00 to help offset any costs associated with their efforts to attain higher education, such as books, childcare, tuition, and transportation. Olga was the 2022 recipient of this award, thanks to TC Futures' ongoing partnership with Soroptimist 3 Rivers. Olga worked hard to overcome her barriers and is a well-deserved recipient of this award! Olga continued her dedication to gaining self-sustainability and procured full-time employment with Columbia Basin Health Association in Othello, WA, her hometown. Olga has relocated to Othello to be closer to her family and is working full-time as a dental assistant as of December 2022. She is making \$23.00 per hour, with full benefit options. Olga is now in her desired career and able to support herself and her daughter. Olga has expressed gratitude to TC Futures and is excited about her future.



Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC Board voted to approve Adolfo de Leon as the Adult and Employer Linkage (AEL) Committee Chair. We are so grateful for Adolfo’s leadership and commitment to serve this committee.
- The AEL Committee had a closed session in November, to discuss the committee going forward and what committee members would like to have at the meetings. We discussed having more businesses present at the meetings to talk about what they are looking for in candidates, also discussed was seeking more feedback from members of the committee, having members report out during the round table session and including performance metrics. The meeting was rescheduled to the the same Thursday (3rd of the month) but at a later time, 4:00 p.m-5:00 p.m. to accommodate members who could not attend the previous time.
- The BFWDC received a letter from the Employment Security Department (ESD) recognizing the positive performance outcomes attained during the quarter ending September 30, 2022. They were impressed with the hard work and dedication put into finding solutions and support for communities served by the WIOA Title I grants and discretionary contracts.
- The BFWDC invited a representative from theWorkSource Columbia Basin (WSCB) Business Services Team (BST), Carya Bair from ESD, to attend our AEL committee meeting to share more about who they are and what services they provide to the community. Members of AEL learned about the industry sectors the BST focuses on, who works with businesses from those sector and about the services and performance outcomes of the Business Services Team.
- BFWDC Staff completed PY22 Adult and Dislocated Worker Qtr. 2 program review. There were no findings or disallowed costs identified.

WIOA Program Participant Success Story

Laisle, age 57, was unemployed and seeking assistance from the Adult program to help her overcome employment barriers. She was struggling to make ends meet and after months of job searching without success, she felt it was necessary to obtain retraining to compete in the job market. She enrolled into the Adult program in February 2022. While in the program, customer was provided support services in the form living expenses such as mortgage assistance, utility assistance, personal hygiene items, and fuel. Laisle successfully completed her training at ProTrain in August 2022 with earned a QuickBooks and Excel certification. Soon after completion of her training, she received a full-time job offer. Laisle was hired by Amazon as a Customer Service Representative and is earning \$16.00 per hour and full benefits.

PY22 2nd QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY

<u>Dislocated Worker Program</u>			<u>Adult Program</u>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Dislocated Workers Served	96	107	Adults Served	156	109
Employed Exits	25	38	Employed Exits	39	32
On-the-Job Trainings (OJT)	0	1	Work Experiences (WEX)	0	0
Individual Training Accounts (ITA)	11	19	On-the-Job Trainings (OJT)	0	0
Median Wage	\$21.50	\$22.00	Individual Training Accounts (ITA)	16	17
			Median Wage	\$19.13	\$18.00

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- BFWDC program staff worked extensively to finish/finalize grant activity programming for our OHDC grant to ensure funds are fully expended. This work included continuous collaboration with partners at WorkSource, Opportunities Industrialization Center, 2-1-1, Washington State Department of Services for the Blind, and Labor & Industries, as well as the Washington State Department of Commerce (funder).
- BFWDC program staff spent a significant amount of time completing client file reviews for Quarters 1 & 2 for both the State and Federal EcSA programs, respectively, to ensure subrecipient compliance with program regulations.

Economic Security for All (EcSA)

- Due to excellent performance, exceeding all other WDAs, we were awarded an additional \$62,000.81 of Federal EcSA dollars to support the program. A total of \$53,381 will be utilized to support direct client training and support service needs. The remaining amount is retained by the BFWDC to cover internal costs related to program & fiscal oversight.
- Success Story: Brandon Hobart (31) entered the EcSA2 and State EcSA programs in September 2022. Brandon was unemployed and receiving SNAP assistance. He had financial and potential transportation barriers at the time of enrollment. Brandon had been working in warehouse positions since 2012 and, most recently, was working at a railroad company, but was laid off in July 2022. Brandon successfully completed the training program (Nov 2022) and received a certification, as well as his Class A CDL. During this time, Brandon also received program support to pay for his drug test and physical prior to training. He obtained employment at Combined Transport in Medford, OR, where he is working as a truck driver. He is earning \$.54 a mile with an average of 10,000 miles a month. This equals to \$33.75 hourly. He is also receiving benefits.

Community Development Block Grant (CDBG)

- BFWDC staff completed a thorough monitoring with the Department of Commerce. As of 12/31/22, no issues were identified. The monitoring is expected to be closed with our funder at the end of January.
- BFWDC staff developed a desktop monitoring tool to evaluate the programmatic management & compliance of our subrecipient. The desktop monitoring was deployed in October and is closed with the subrecipient.

Outreach to Historically Disadvantaged Communities (OHDC)

- Focus groups had been conducted with Sonar Insights from 5 different identified target populations to explore and develop optimal communication strategies when reaching underserved populations locally. A community Survey has been released and will be live until the middle of February to collect quantified data on the focus group findings.
- Supported outreach efforts for L&I and OIC resulted in community engagement events such as Health fairs, visiting work sights, career fairs, resource fairs, and other events that helped connect individuals to resources and programs offered by our partners.
- OHDC Supported a radio campaign that started on January 12th and will run until April 5th. The advertisement includes messaging to create awareness and provide information for individuals to connect and learn more about the vocational rehabilitation program that DSB offers locally.

PY 21 2nd QUARTER PROGRAM CUMULATIVE SUMMARY

	<u>ECESA Program**</u>						<u>CDBG Program</u>		
	<u>Actual</u>			<u>Goal</u>			<u>Actual</u>	<u>Goal</u>	
	<u>Federal</u>	<u>State</u>	<u>Total</u>	<u>Federal</u>	<u>State</u>	<u>Total</u>			
Total Enrollments	133	63	172*	125	30	155	Total Placements	8	11
Placed in Training	47	28	75	36	13	49	Low-Moderate Income Served	64,002	40,000
Employed Exits	42	13	46*	60	18	78	<u>OHDC Program</u>		
							<u>Actual</u>	<u>Goal</u>	
							Persons Reached	4,295	N/A
							Referrals	575	300

*Does not include those co-enrolled

**Includes PY 20 & PY 21 funds

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 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

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 1st, 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 (April 2020)	Jobs Gained (November 2021)	Recovery
Total Nonfarm	118600	(500)	4,300	11,200	11,700	104%
Total Private	99800	(400)	3,400	10,100	11,300	112%
Goods Producing	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%
Service Providing	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%
Government	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

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



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Vision

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December 2022 Liaison Report

Program Year July 2022-June 2023



A proud partner of the AmericanJobCenter network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 811 (+206)
Total Staff Assisted Services to Job Seekers: 1610 (+384)
Unique Number of Businesses Served: 56 (+10)
Staff Provided Business Services: 137 (+53)

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 Enrolled (YTD): 383 (-41)
Out-of-School Youth (OSY) Program (YTD): 147 (+7)
Co-enrolled in Both Programs: 8 (-5)
Total Youth attained GED: 33 (+5)
Total OSY Employed and/or Post-Secondary Exits: 42 (+7)

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

Total Participants Served (YTD): 399
Monthly-to-Date Target: 356 (112%)

Total Employed Exits (YTD): 110
Monthly-to-Date Target: 121 (91%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 133 Monthly-to-Date Target: 125
Total Employed Exits: 42 Monthly-to-Date Target: 60

Economic Security for All (STATE EcSA)

Participants Served (YTD): 63 Monthly-to-Date Target: 30
Total Employed Exits: 13 Monthly-to-Date Target: 18

Community Development Block Grant (CDBG)

Site Placements: 8 Program Target: 12
Low/Middle Income Served: 64,002 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 575 Monthly-to-Date Target: 300
Customers Reached: 4295 Program Target: 1,110

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

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.0%

Franklin County Unemployment: 6.2%

Tri-Cities Employment (November 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	125200	400	0.3%	5,400	4.5%	163%
Total Private	105900	500	0.5%	4,900	4.9%	172%
Goods Producing	19600	-	0.0%	1,000	5.4%	153%
Mining, Logging, and Construction	11100	-	0.0%	600	5.7%	145%
Manufacturing	8500	-	0.0%	400	4.9%	175%
Service Providing	105600	400	0.4%	4,400	4.3%	165%
Private Service Providing	86300	500	0.6%	3,900	4.7%	176%
Trade, Transportation, Warehousing and Utiliti	21300	400	1.9%	(100)	-0.5%	233%
Retail Trade	14400	300	2.1%	(100)	-0.7%	181%
Financial Activities	4200	-	0.0%	-	0.0%	67%
Professional and Business Services	22600	100	0.4%	1,000	4.6%	317%
Administrative and Support Services	11900	-	0.0%	(200)	-1.7%	367%
Educational and Health Services	20700	100	0.5%	1,600	8.4%	318%
Leisure and Hospitality	12900	(100)	-0.8%	1,200	10.3%	123%
Food Services	10300	100	1.0%	1,000	10.8%	144%
Government	19300	(100)	-0.5%	500	2.7%	82%
Federal Government	1100	-	0.0%	(100)	-8.3%	100%
Total State Government	3000	-	0.0%	200	7.1%	0%
Total Local Government	15200	(100)	-0.7%	400	2.7%	111%

Other News

- In collaboration with ESD, the BFWDC and members of WSCB leadership created a draft change management plan in preparation for the transition to a new Management Information System (MIS), which will replace Efforts to Outcomes (ETO).
- Due to winter weather, WSCB saw an increase in customer traffic due to seasonal unemployment starting in November 2022. This is demonstrated by a year over year (PY22 vs PY21) increase in customer traffic at the front end of 46% in December and 58% in November. Service access is reviewed regularly, with adjustments as needed to accommodate customer needs/traffic flow.
- WSCB partnered with CBC, WSU Tri-Cities to support DOE and the Hanford site in hosting the One Hanford Virtual Career Fair on December 7th and 8th. The event had 951 registrations, 659 attendees (69% attendance rate), and resulted in 1095 chats between job seekers and businesses. Positions posted and interviewed for included firefighters, engineers, crane operators, contract specialists, project controls, IT specialists, truck drivers, security specialists, safety specialists, and more.

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

Questions about this report?
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DECEMBER 2022

Monthly Data-December 2022*

Total program (OSY/Open Door) enrollments: 383 (including carry-ins)

GED month-to-date: 5

GED YTD: 33

Co-enrollment month-to-day: 0

Co-enrollment YTD (Includes carry over): 37

Summary

December is typically a slower month for traffic due to the holidays, cold weather, and poor driving conditions. Despite these factors, the team at TC Futures worked diligently together and created a month full of well-attended activities, and enrolled 22 new customers in our services.

- The CG Public House prepared and donated a meal for 50+ to enjoy
- Staff and customers created gingerbread houses and made no-bake treats
- Soroptimists brought gifts for women and young families
- Both buildings were decorated with a holiday tree and lights

*An error was discovered on the datasheets for Open Doors causing enrollment numbers and other data to be incorrect. The formulas have been corrected, and the information in this report should be accurate.

Student Learning

ESD 123 expanded the Essential Education software platform to include services to address individuals needing extra reading comprehension support. Also, the team is now able to offer new GED pre-tests to add a variety of preparation options.

Housing Assistance

We continue to work through the issue of access to the Homeless Management Information Systems (HMIS) issue, which has resulted in the temporary suspension of managing the financial aspect of our housing contract. At this time, we are waiting for the Federal Department of Education to weigh in on whether or not we are able to provide information into the HMIS system, as required by our contract. Currently, there is no precedence for allowing Local Education Agency (LEA) to have HMIS access. We are hopeful to have this resolved in the very near future.

Until we receive a response for the federal government, we continue to provide case management services and have been able to transition the fiscal management back to our contractor without any disruption of service to our customers. We will continue practicing in this manner until there is a full resolution to this issue.

Continuous Improvement

TC Futures has been without an adequate means to measure the number of visits of our customers. We are working with the BFWDC and the OHDC funds to introduce a process for tracking traffic as well as develop a means to survey and follow up with customers.

Qualified Case Management and Instruction

Career Path Services experience some attrition and is in the process of hiring a replacement for the open position.

Data-driven

As mentioned above, an error was discovered in the formulas used to calculate some of the data that has been reported out over the past several months. The data and formulas have been reviewed to ensure we are reporting accurate numbers and have the most updated information each month.

Moving Forward

The STEM Foundation, in partnership with several other organizations, responded to a planning grant offered by the Washington Student Achievement Council (WSAC). The purpose of the funding is to:

“employ regionally- and locally-based, innovative and collective-impact strategies to build a culture of credential attainment using a two-generation model”; specifically, to increase exposure to careers and education pathways for all students; to improve the effectiveness of High School and Beyond planning and accelerate the implementation of the Career Connect Washington model to ensure all students, elementary through high school, have a robust career connected learning experiences each year; and to increase direct enrollment of high-school students in post-secondary credential programs, and increase enrollment of young adults and family members returning to education/training.’

We are one of several partners involved in this project and are looking forward to creating, building on and solidifying our community partnerships through our contributions to this grant.

For more information, please contact TC Futures Director Melanie Olson by calling 509-537-1706 or emailing molson@esd123.org.



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 November 2022

November Highlights:

- Our Front End Services Manager provided an accessibility presentation at the state EO conference in partnership with our local EO Officer, Cynthia Garcia. The presentation focused on the most commonly utilized accessibility options at WSCB and included a video of onsite accommodations available.
- Amazon launched a statewide workshop around hiring practices and applicant tips. This workshop was originally piloted with WSCB staff in October 2022. The team’s feedback helped shape the final product.

WorkSource Site Operations:

Customer Counts 11/1 – 11/30/2022		
Total Staff Assisted Seekers	605	
Total Staff Assisted Services	1226	
<i>Basic Career Services</i>	1002	
<i>Individualized, Training, and Support Services</i>	153	
Unique Number of Businesses Served	46	
Staff Provided Business Services	84	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	4	3
<i>Employee Training</i> Assessment, referral, enrollment, etc.	10	3
<i>Other</i> Employer outreach visit, marketing business services, etc.	46	29
<i>Recruitment</i> Hiring events, referrals, etc.	36	21
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (12/8/22).



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November 2022 Customer Feedback:

- 44 survey responses were received via Survey Monkey and QTRAC (7% response rate):
 - Of the customers who responded, 94% will refer family and friends.
 - Top 3 services reviewed: job search, resume help, and Unemployment Insurance assistance.
- We received two reviews on our Google Business page, including a 5-star review and a 4-star review with a positive comment.
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 26 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “AnJanet is swift to respond. She is very informative and helps with literally everything. I appreciate her promptness, professionalism and stellar customer service skills.”
 - “Michelle, the lady that helped me, put me at ease immediately!! I am not good at phone interviews, but felt relaxed and confident after only a couple of minutes.”
 - “Just wanted to thank Lisandra for all her help through my process in obtaining my CDL I really appreciate it all the extra effort she gave me! I was stuck...and I was going to give up because I was discouraged however Lisandra took the time to help me...I am now employed earning \$1000 a week...”
 - “Elina was very nice, polite, and very explanatory. I appreciate her taking the time to send me actual screen shots of WorkSourcewa.com website so I can navigate the site properly.”
 - “My BFET coach (Marissa) was wonderful, thank you for helping me get the things I needed in order to get back to work. I truly appreciate you and WorkSource.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in November to be addressed in December:
 - “Drop the mask requirement.”
 - “Turn the thermostat up a few degrees in one of the rooms.”

Service Delivery

Career Services:

- One on one services highest in demand include deskside job seeker assistance, provision of workforce information, and basic assessment.
- During November WSCB provided 44 group services to 44 individuals through our locally offered workshops and group sessions. WorkFirst Orientation was our most attended group service. Note: this number is lesser than previous months and is directly impacted by a temporary shift from in-person Strategies for Success classes to virtual state wide class offerings.



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- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 12/1/22	210	131	253	97	1900	1668

Business Services:

- Using the outcomes from the Human Centered Design (HCD) activities completed in October, the team is identifying priority areas to inform the BST Strategy plan. Five areas have been identified: re-evaluate and grow our business service offerings, partnerships, business-candidate connections, and communication – both internally and with businesses.
- The team has completed a pilot of LinkedIn and bitly links to job posts for quick candidate application on the Hot Jobs posts. Due to lack of return on investment, both projects have been discontinued. Frequency of the Hot Jobs posts and method for identifying these in demand positions is also under evaluation and actively being adjusted.
- October/November Events (with outcomes where available) –
 - 10/12: Local Police & Correctional Officers Hiring Event at Richland Public Library
 - 46 attended; 15 candidates screened and hiring process in progress, awaiting employed outcomes
 - 11/17: Senior Life Resources Hiring Event at TC Futures
 - 2 attended
- Upcoming Events –
 - 12/7 & 12/8: One Hanford Virtual Career Fair (on Brazen)

Community Connections:

- 11/18: The WSCB Veteran team hosted a booth at the annual Veterans Resource Expo and Stand Down to provide access to employment, training, and other related resources. There were a total of 487 attendees. You can learn more about the event here:
 - [Veterans resource expo and stand down in Kennewick | News | nbcrighnow.com](#)
 - [Hundreds gather for Tri-Cities Veterans Resource Expo and Stand Down Friday | KEPR \(keprtv.com\)](#)
- 11/21: Attended the Highlands Middle School Resource Fair-November 21st. This was an opportunity to connect with families to educate on our resources and how to connect with them.
- 11/30: Provided tour and information session for a group of students and teachers with the Kennewick School District vocational studies program for individuals with disabilities.



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- The WSCB Outreach group is currently evaluating outreach events to determine where we are able to connect with and provide the most meaningful interactions with customers. One of the areas they are piloting is extending the doors of WSCB into the community by providing services weekly at the Pasco Library. Regular outreach at other locations within the community will also be piloted.

Staff Training & Development:

Training/Development Attended:

- 11/2: Cross Training – Youth Services, HCD Project Presentations, September Customer Feedback Updates, WSCB Business
- 11/9: Policy Training – WSSP 1009 Priority of Service for Veterans and Eligible Spouses; Cross Training – Resources for Injured Workers (L&I); HCD Project Presentations; Veteran’s Day Celebration
- 11/30: Community Partner Cross Training - Apprenticeship Programs with WA Community Health

Upcoming Training/All Staff Meetings:

- 12/7: Cross Training – National Farmworker Jobs Program, October Customer Feedback Updates, WSCB Business
- 12/14: October Customer Kudos, Cross Training – RESEA, November Data Review, BFWDC Updates

Facilities:

- No items to report.

Respectfully submitted by C. Bright on 12/9/22



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WorkSource Operator Report

Benton Franklin Workforce Consortium

December 2022

December Highlights:

- In collaboration with ESD, the BFWDC and members of WSCB leadership created a draft change management plan in preparation for the transition to a new Management Information System (MIS), which will replace Efforts to Outcomes (ETO).
- Due to winter weather, WSCB saw an increase in customer traffic due to seasonal unemployment starting in November 2022. This is demonstrated by a year over year (PY22 vs PY21) increase in customer traffic at the front end of 46% in December and 58% in November. Service access is reviewed regularly, with adjustments as needed to accommodate customer needs/traffic flow.

WorkSource Site Operations:

Customer Counts 12/1 – 12/31/2022		
Total Staff Assisted Seekers	811	
Total Staff Assisted Services	1610	
<i>Basic Career Services</i>	1457	
<i>Individualized, Training, and Support Services</i>	151	
Unique Number of Businesses Served	56	
Staff Provided Business Services	137	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	8	8
<i>Employee Training</i> Assessment, referral, enrollment, etc.	12	7
<i>Other</i> Employer outreach visit, marketing business services, etc.	50	33
<i>Recruitment</i> Hiring events, referrals, etc.	65	26
<i>Wage & Occupation Information</i> Labor Market Info, etc.	2	2

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (1/10/23).



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December 2022 Customer Feedback:

- 48 survey responses were received via Survey Monkey and QTRAC (7% response rate):
 - Of the customers who responded, 96% will refer family and friends.
 - Top 3 services reviewed: one-on-one career guidance, job search, and resume assistance.
- WSCB Team members engaged customers 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:*
 - “Chante has been really great to work with. Excellent communication. Everything done in a timely manner.”
 - “Excellent customer service, Patty is amazing.”
 - “Customer found mock interview assistance to be very beneficial, He mentioned he's been following Brenda's tips and has seen an improvement in his interviewing skills.”
 - “Marco was very helpful with my in-person resume appointment....(he) also gave me a thumb drive to keep it on so I could easily upload it when I applied for jobs online.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in December to be addressed in January:
 - “The fire alarm was unprofessional.”
 - “Hire more people to help with more customers.”

Service Delivery

Career Services:

- One on one services highest in demand include provision of workforce information, deskside job seeker assistance, and basic assessment.
- During December WSCB provided 34 group services to 33 individuals through our locally offered workshops and group sessions, including WorkFirst Orientation, LinkedIn, and Navigating Career Pathways (Career Assessments).
- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 1/10/23	213*	132	311	105	2286	1944

*This includes staff and customers who have had access, however, no longer hold an active license.



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Business Services:

- The team is creating an action plan around the five focus areas identified in previous human centered design activities: re-evaluate and grow our business service offerings, partnerships, business-candidate connections, and communication – both internally and with businesses.
- The team is collaborating with TRIDEC and local businesses through attendance at the monthly Business Builders meeting. This is an opportunity to learn about business needs and resources, to network, and share WSCB/tcFutures updates.
- December Events (with outcomes where available) –
 - One Hanford Virtual Career Fair (on Brazen)*
 - 12/7: 348 registered & 227 attended (65% attendance rate); 436 chats between job seekers and businesses
 - 12/8: 603 registered & 432 attended (72% attendance rate); 659 chats between job seekers and businesses
 - Follow up to obtain employed outcomes scheduled for February due to hiring process.
- Upcoming Events –
 - 1/12: Lamb Weston Hiring Event (at tcFutures)

Community Connections:

- 12/1: Met virtually with Joel Bouchey to learn more about AGC's Construction website, which connects individuals with career pathways to construction careers. Follow up meeting for additional information pending – scheduled for January 2023.
- 12/9: Spoke with Julie Jackson, Advisory Board member with Richland School District on behalf of the City of Richland, about skills based assessments at WSCB. Discussed current employer technical skill needs, such as proficiency with Microsoft Excel software, and a potential pilot to assist teachers and students in evaluating career readiness.
- The WSCB Outreach group submitted a proposal for outreach items to increase brand awareness in our community. This includes WS branded items which help identify staff, as well as functional items for community members to take away from events/offsite visits.

Staff Training & Development:

Training/Development Attended:

- 12/7: Cross Training – National Farmworker Jobs Program, October Customer Feedback Improvements, Policy Training – Lost & Found Procedure, WSCB Business
- 12/14: November Customer Kudos, Cross Training – RESEA, October & November Data Review, BFWDC Updates, Veteran's Services Refresher



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Upcoming Training/All Staff Meetings:

- 1/4: Cross Training – Trade Act, November Customer Feedback Improvements, Policy Training – WIN0082: Realtime Data Entry in ETO, WSCB Business Updates
- 1/18: December Customer Kudos, Cross Training – Strategies for Success, December Data Review, WSCB Business

Facilities:

- 12/6: Riggle Plumbing completed repair work in customer restroom
- 12/8: Guardian Security completed partial fire alarm system check
- 12/14: New vinyl Wi-Fi password procured from Mustang Signs and installed on exterior doors for customer access
- 12/19: Cintas contracted to maintain AED and first aid kits onsite; installed AED and delivered first aid kits
- 12/20: Guardian Security completed remainder of fire alarm system check; repairs identified

Respectfully submitted by C. Bright on 1/10/23



STATE OF WASHINGTON
EMPLOYMENT SECURITY DEPARTMENT

PO Box 9046 • Olympia WA 98507-9046

January 10th, 2023

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 feel free to share this with your board and entire team, as you see fit, in appreciation of 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 September 30th, 2022 (March 31, 2022 for employment outcomes):

Outcome	Target	Actual
WIOA Adult Enrollments	82	80
WIOA Adult Employment Placements	62	74
WIOA Youth Enrollments	110	121
WIOA Youth Employment Placements	70	76
Federal EcSA Enrollments	110	125
Federal EcSA Employment Above Self-Sufficiency Wage	40	34
State EcSA Enrollments	22	55

You continue to exceed your targets for exits to employment in the WIOA Adult program while also maintaining high median earnings. In the EcSA program, excellent progress toward meeting, and exceeding, most outcome targets. Additionally, great job launching an electronic approval process for eligibility to connect participants more efficiently to the program and services. 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. 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.

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