



## **Executive Committee Meeting**

October 26, 2021, at 3:00 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 & Welcome** - Todd Samuel
2. **Roll Call & Excused Absences** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
  - Executive Committee – September 28, 2021 (Needs a vote)
4. **Audit Presentation** – Clifton Larson Allen (CLA)
5. **Finance Reports as of 8/31/21** - Jan Warren
6. **CEO Updates** - Tiffany Scott
7. **Liaison Report** - David Chavey-Reynaud
8. **Executive Member Round Table** – All
9. **Next Meeting**
  - Executive Committee Meeting - Tuesday, November 30, 2021, at 4:00 PM on Zoom

#### **Attachments**

- a. Executive Committee Minutes - September 28, 2021
- b. CLA Audit Package
- c. Finance Reports - August 2021
- d. Liaison Report - September 2020
- e. Liaison Report - September 2021
- f. WorkSource Operator Monthly Report – September 2021
- g. TC Futures Report - September 2021

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

*The Benton-Franklin Workforce Development Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service 71*



## Benton Franklin Workforce Development Council (BFWDC)

### Executive Committee Minutes

September 28, 2021

4:00 p.m.

Zoom

#### **Present**

Commissioner McKay  
Todd Samuel  
Adolfo de Leon  
Dennis Williamson  
Amanda Jones

#### **Excused**

Commissioner Didier  
Melanie Olson

#### **Absent**

N/A

#### **BFWDC Staff**

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

#### **Board Member**

Jennie Weber

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#### **Call to Order**

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

#### **Roll Call**

Tiffany Scott presented a land tribute acknowledging the traditional, ancestral territories of the Cayuse, Walla Walla, 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 August 31, 2021, Executive Committee Meeting for members to review.

*De Leon moved to approve August 31, 2021, Executive Committee Meeting Minutes as presented, seconded by McKay. Motion carried.*

#### **Finance Reports as of 7/31/21**

Jan Warren thanked DeAnn Bock for bringing up the documents. The first report was the balance sheet for the Corporate Entity. There were just some minor changes on the balance sheet. A receivable line is no longer there since the deposit for the accrued vacation has been processed. On the next slide, Jan discussed the year-to-date interest. The interest is for the money market account for July. In the balance sheet for the BFWDC, she created a separate line item for the Community Development Block Grant (CDBG) receivable. It is easier to track when we look at it to separate it from the Employment Security Department (ESD) outstanding grants.

Jan communicated that the slides cover the first month of the program year. The reports are weighted with some one-time expenses, like liability insurance premium, membership dues (Washington Workforce Association (WWA), for example). WWA dues are a significant part of the BFWDC dues and fees expenses. Some of the line items will be a one-time expense paid at the beginning of the year. Then, we'll budget for the current period. Jan can usually tell within a month or two when those are going to take place.

With the reopening of the building, the BFWDC did have some unexpected expenses. It was discovered that the office had a freezing side and a comfortable side. The BFWDC needed to have some HVAC services as a result. Jan mentioned that DeAnn had had some great ideas for streamlining some of our practices and improving efficiencies.

The BFWDC did purchase some software to facilities those changes. Jan drew members' attention to the revenue portion. The BFWDC is just getting started with the CDBG. The miscellaneous and other revenue is a placeholder. Jan reflected a zero there, although the BFWDC did have some expenses. It will be fixed on the following statement. All the totals are correct, it is just the split on the grant revenue, and the other miscellaneous revenue is not what it shows. Overall, there are no surprises with the first month of the year.

The BFWDC salaries are over the budgeted line item. Jan stated that whenever there is turnover in staff, there is a temporary fluctuation in some expenses because the BFWDC pays out the accrued vacation and the salaries, payroll taxes, and benefits. The BFWDC does pay benefits in advance, so there was a refund that was posted in July. The minor variances in the budget were timing issues. Jan called for member questions; none were asked.

Jan moved on to the following report in the member packet. There were the same minimal changes on the balance sheet for the WorkSource account. The activity is consistent, so it stays about the same from month to month. Jan communicated that there was the same situation with the WorkSource building reopening on July 1. One timing issue was that the carpet cleaning was budgeted for June but could not be scheduled. This expenditure will be off for a month. Other WorkSource Columbia Basin (WSCB) purchases were due to the physical center opening and maintenance. Jan asked for member questions. Todd wanted to know what number he should use when answering the question, "what is the number of funds that the BFWDC managers?" Jan replied, \$4,696,929 was reflected in the report title column. Todd thanked Jan for her presentation and commented he would use the amount of just under 5 million.

### **Chief Executive Officer Items**

Tiffany Scott shared a summary of advocacy work that the Washington Workforce Association (WWA) is doing on behalf of local areas.

### **Washington State Chief of Staff Correspondence**

On September 20, WWA sent a letter to Governor Inslee's Chief of Staff, Jamila Thomas, requesting a conversation regarding the failure of the Employment Security Department (ESD) to provide a statewide workforce development data management and labor exchange system that works. WWA felt obligated to escalate concerns due to the negative impacts a failed system has on local areas. In addition, with a replacement pending, ESD cannot have another severe misstep. In the letter, WWA is asking for:

- Policy & Financial support for the 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 the Workforce Innovation and Opportunity Act.
- Recognition that replacement is not just about the technology. People and Processes precede the technology component. Without precise attention and improvements to the first two components, the technology effort will fail again.
- Consensus building among key stakeholders on what is in scope and out of range for the project.
- Transparent accounting of financial investment with tracking of dollars and time spent. A role we expect the Office of the Chief Information Office will play.

Tiffany Communicated that out of respect for partnership; the WWA Executive Leadership met with ESD Commissioner Cami Feek and her executive team as a professional courtesy before sending this letter to Jamila Thomas.

### **WIOA Funding Letter to Senators**

Tiffany reported that on September 22, WWA sent a letter to Senator Murray and Senator Cantwell urging support for the workforce funding levels proposed by the House Labor and Education Committee in the Build Back Better Act. This is a critical bi-partisan issue that has local impacts on businesses in our community. WWA understands that the House bill includes \$78 billion for workforce programs, and the Senate is recommending a much lower level of funding, possibly as low as \$14 billion. The increased

funding is needed for critical programs offered in WIOA, Apprenticeship, Adult Education and Literacy, Sector Partnerships, and Reentry.

## **Miscellaneous Business Happenings**

### **Economic Development Association - Build Back Better Application with Business Oregon**

Regional Challenge Grants. Business Oregon has approached us to join the Inland Northwest Coalition for Agriculture and Technology. The project is still being flushed, but we know it will focus on robotics and drones in Morrow, Umatilla, Benton, Franklin, and Walla Counties. The Benton Franklin Council of Governments has also expressed interest in joining the coalition. Since this is nationally funded, the competition is massive. Business Oregon will be asking for initial phase 1 funding of \$500,000, leading into a more significant phase 2 ask still to be determined.

### **State of WA Department of Commerce - Outreach to Historically Disadvantaged Communities**

We will be responding to a Request for Proposal released by the Department of Commerce for Outreach to Historically Disadvantaged Communities. The RFP is due October 15, and a specific budget request has not yet been finalized. There is a possibility that the BFWDC will have the business need to tap into the BFWDC Cooperated Entity Account to pay for minimal staff grant writing time.

### **ESD Supplemental Decision Packages (Office of Financial Management, Governor's Office, State Legislature)**

Tiffany shared that ESD has submitted four decision packages to the Office of Financial Management. They will be reviewed, sent to the Governor's Office than on to the State Legislature. The packages included 48.8 million for a Federal Fund Adjustment, 18.1 million for WorkSource Integrated Technology (WIT) replacement, 4.7 million for Full-Time Equivalent replacement, and 6.2 million for Economic Security for All.

### **Tri-Cities (TC) Futures Director Announcement and BFWDC Board Resignation**

The recruitment and interview process has been completed for the TC Futures Director. Our partner, Educational Service District (ESD) 123, has offered their top candidate, and they have accepted. This Thursday, the ESD123 Board of Directors will hire Melanie Olson, who will begin her tenure on October 1. Due to her new role in our local Workforce Development System, she will be resigning her BFWDC Board Member seat. Melanie will be joining our Quarterly Board meeting on October 26 in her new capacity. We are looking forward to working with Melanie.

### **The Next Executive Committee Meeting**

The start time of the next Executive Committee Meeting will be moved from 3:15 p.m. to 3:00 p.m. to allow for the Clifton Larson Allen Audit Presentation. The BFWDC Quarterly Full Board Meeting will begin after that at 4:00 p.m.

### **August 2021 Liaison Report**

David Chavey – Reynaud commented that when peeking back through the previous liaison reports, he liked the red and green colors showing the change month over month. He will continue to add commentary year over year with each report. Under the WorkSource section, some of the changes are reflected. Benton-Franklin is evening out in terms of where our numbers were pre-pandemic. Our counties are still down 9% in total job seekers and 2% in services to job seekers against 2019. David recalled that from previous months, the gap has steadily been getting closer and closer. Benton-Franklin is up 135% and 219%, respectfully, compared to last year because that was the height of the pandemic.

The WSCB Business Services Team (BST) has broken records and is hitting it out of the park. BST is up 300% on both the unique number of businesses served and staff-provided business services. BST is up 200%, 259%, and 224% compared to pre-pandemic levels in 2019. David expressed that over the past year that the WSCB BST has shown success every single month. There is a virtual job fair on the Brazen platform that regularly gets positive feedback from both job seekers and businesses that participate. David communicated that just this morning; he received correspondence from a physician at Lourdes Hospital that he has been able to fill a couple of positions and get some referrals from the BST. Gratitude was expressed.

Todd asked who the primary contact for WSCB BST is. David responded that there is a directory with each of the points of business sector contracts. The document is posted on social media and can be shared. David conveyed his appreciation for the WSCB BST and WSCB Leadership. Todd expressed how impressive the numbers are, and he likes how the BST has raised their game. They are very professional, and their performance is remarkable. He went on to express what an outstanding job the entire workforce system is doing. David echoed Todd's feedback and spoke about the excellent job WSCB is doing in narrowing the gap between job seekers and employers. Todd mentioned that he was pleased to see the partnership between WSCB and Goodwill Industries for the Walmart hiring event.

David continued to summarize the report. He pointed out that there are some numbers for Economic Security for All (EcSA) and a place holder for CDBG. The BFWDC still does not have any numbers there, and it might be a month or two because of CDBG target areas like the BFWDC National Dislocated Worker Grants (NDWG). With those two grants ending in March, the BFWDC is under more of a crunch to spend down those dollars. David stated that Program Managers Jamilet Nerell and Diana Hamilton are doing a great job creating action plans. David indicated that unemployment continues to drop. Benton county is down 0.3%, and Franklin County is down 0.5% against last month. Our area has lower unemployment rates now than pre-pandemic. It was 5.2% and 5.8%, respectively, in 2019.

David pointed to the bottom of the report and discussed COVID-19 recovery. Last month he reported a 108% recovery. However, that was a preliminary number. ESD reported a final number of 98%. It is seasonal and very typical for this time of year and it does look like we should be back to 100% recovery by the time the next cycle completes.

WSCB had another virtual job fair on August 31. Sixty-two people attended the event, and 44 of those customers received a direct referral from WSCB staff. Thirty employers attended and hosted booths. There has been a new appointment tool implemented at WSCB called QTRAC that is receiving positive feedback. David conveyed to Todd that yes, the monthly liaison report is uploaded to the BFWDC website and the BFWDC Facebook page following the Executive Committee Meeting.

Todd asked guest Crystal Bright from WSCB if she had anything to share about the One-Stop Operator (OSO) monthly report transmitted in the member packet. She expressed that the numbers reflected do not come lightly. The WSCB Team is working diligently to network in the community to share upcoming events. She is super proud of the numerous activities and results, including the stellar 75% attendance rate. Anything over 50% is excellent. Crystal also commented that Public Service Announcements (PSA's) and content on the WSCB Facebook page drive the customer to the facility.

Cynthia Garcia shared some updates regarding Tri-Cities (TC) Futures. She highlighted that the year-over-year numbers served have doubled. Cynthia recognized the fantastic work of those providing business services at TC Futures. She recommended members follow the Facebook Page for up-to-date activity. Cynthia stated that there are 28 GED's in progress at the center.

### **Executive Member Round Table**

Dennis Williamson shared that he had a meeting at TC Futures to share the benefits of apprenticeships with the team. He mentioned that a youth who attended a previously hosted workshop had been hired as a materials handler with the electricians. Opportunities such as these give youth exposure to the construction world and understand what it is like to work in construction occupations.

Commissioner Will McKay shared that the Benton County Commissioner has completed the final interviews for the Benton County Sheriff. They had three strong candidates. He stated that they have appointed Tom Croskrey to the position and will begin his tenure on Monday, October 4.

Todd Samuel reflected that Pacific Northwest National Laboratory (PNNL) had a fantastic year. The lab is now at 5,300 staff and has a \$1.1 billion budget. He is looking forward to bringing on an additional 500 team members.

### **Next Meeting**

Executive Committee Meeting – Tuesday, October 26, 2021, at 3:00 p.m. – Zoom  
Quarterly Full Board Meeting – Tuesday, October 26, 2021, at 4:00 p.m. – Zoom

**Adjournment**

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

Respectfully Submitted

\_\_\_\_\_  
Todd Samuel, Board Chair      Date

\_\_\_\_\_  
Tiffany Scott, CEO      Date

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 10 - Corporate Entity  
 As of 8/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	80,245.15
CE 12 month CD	1112	52,391.09
Total Asset		133,199.01
Liabilities		
Accrued Vacation Payable	2500	84,664.18
Due to/from other funds	2990	(12,000.00)
Total Liabilities		72,664.18
Net Assets		60,534.83
Total Liabilities and Net Assets		133,199.01

**Benton Franklin Workforce Development Council**  
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
 10 - Corporate Entity  
 From 7/1/2021 Through 8/31/2021  
 (In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	20	0	0.00%	0	0.00%
Total Revenue	20	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	20	0	0.00%	0	0.00%

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 20 - WDC Main  
 As of 8/31/2021

		Current Period Balance
<b>Asset</b>		
Cash (Bank Acct - WDC)	1120	17,562.51
CDBG Receivable	1201	4,283.46
Receivable (Grants)	1300	<u>260,783.62</u>
Total Asset		<u><u>282,629.59</u></u>
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	261,577.69
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>273,577.69</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>282,629.59</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2021 - 8/31/2021  
(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	626,107	756,621	82.75%	4,595,768	13.62%
Interest	2	0	0.00%	0	0.00%
Misc/Other Revenue	4,283	5,000	85.66%	101,161	4.23%
<b>Total Revenue</b>	<b>630,393</b>	<b>761,621</b>	<b>82.77%</b>	<b>4,696,929</b>	<b>13.42%</b>
Expenses					
Sub-Recipient Reimbursements	425,005	550,364	77.22%	3,485,368	12.19%
Rent and Facilities	13,256	12,738	104.07%	72,280	18.34%
Salaries and Wages	115,438	113,960	101.30%	674,615	17.11%
Payroll Taxes and Benefits	32,364	36,534	88.59%	220,007	14.71%
Professional Services and Contracts	7,759	8,660	89.60%	52,010	14.92%
TC Futures	10,000	10,000	100.00%	70,000	14.29%
Travel and Training	1,472	2,790	52.76%	50,115	2.94%
Supplies, Furniture and Equipment	292	1,800	16.22%	13,900	2.10%
Equipment and Software - Lease and Maintenance	2,410	1,990	121.11%	26,075	9.24%
Communications (Telephone, Postage and Internet)	826	1,240	66.61%	7,544	10.95%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	13,967	13,939	100.20%	17,409	80.23%
<b>Total Expenses</b>	<b>630,393</b>	<b>761,621</b>	<b>82.77%</b>	<b>4,696,929</b>	<b>13.42%</b>
<b>Net Surplus/ (Deficit)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>	<b>0.00%</b>

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 30 - WSCB Partnership  
 As of 8/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	<u>62,926.99</u>
Total Asset		<u><u>62,926.99</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,712.67</u>
Total Liabilities		<u>2,712.67</u>
Net Assets		60,214.32
Total Liabilities and Net Assets		<u><u>62,926.99</u></u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30 - WSCB Partnership From 7/1/2021-8/31/2021

(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	36,733	36,732	100.00%	220,413	16.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	26,083	26,084	100.00%	156,500	16.67%
Employee Recognition Non-Operating Income	151	0	0.00%	0	0.00%
Total Revenue	<u>62,967</u>	<u>62,816</u>	100.24%	376,913	16.67%
Expenses					
Rent and Facilities	59,894	56,424	106.15%	338,018	17.72%
Supplies, Furniture and Equipment	35	2,900	1.21%	15,375	0.23%
Employee Recognition	47	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	7	1,120	0.63%	6,720	0.10%
Business/Community	0	850	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	0	1,600	0.00%	10,600	0.00%
Total Expenses	<u>59,983</u>	<u>64,094</u>	93.59%	376,913	15.90%
Net Surplus/ (Deficit)	<u>2,984</u>	<u>(1,277)</u>	0.00%	0	0.00%

## Vision

The Benton-Franklin Workforce Development Council contributes to a 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.

# September 2020 Liaison Report

Program Year July 2020-June 2021



A proud partner of the American Job Center network



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

- Total Staff Assisted Job Seekers: 331
- Total Staff Assisted Services to Job Seekers: 709
- Unique Number of Businesses Served: 68
- Staff Provided Business Services: 92

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): 196

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

Total OSY Employed and/or Post Secondary Exits: 5

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): 200  
Monthly To Date Target: 278

Total Employed Exits (YTD): 45  
Monthly To Date Target: 46

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

EcSA Participants Served (YTD): 12  
Monthly To Date Target: 69  
Total Employed Exits: 3

FFW Participants Served (YTD): 60  
Total Employment Placement: 39  
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

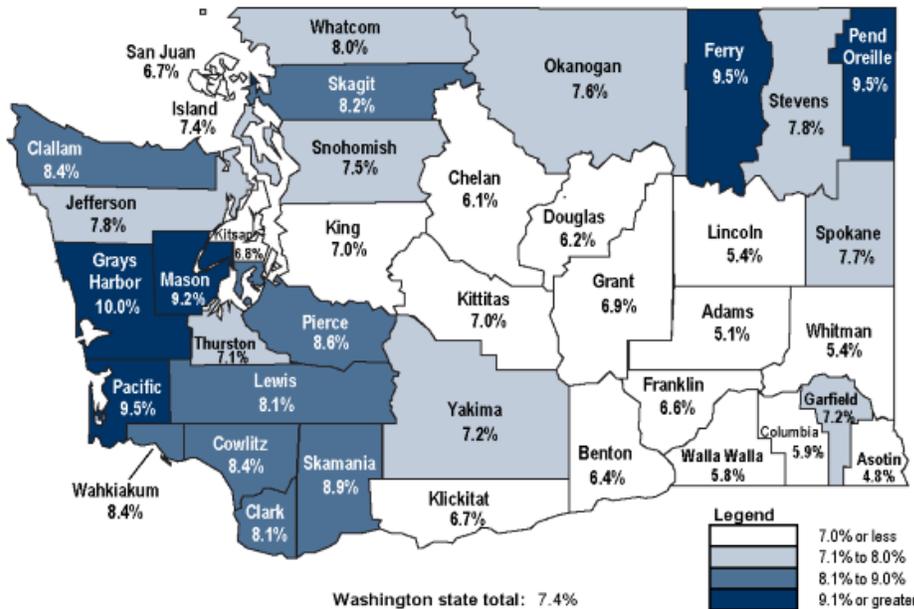
#### Benton County

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

#### Franklin County

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

September 2020  
County unemployment rates, not seasonally adjusted



### September Unemployment Facts

The Bureau of Labor Statistics indicates the private sector gained 12,100 jobs and the public sector lost 9,700 jobs, for a net gain of 2,400 nonfarm jobs in Washington State

August's preliminary estimated gain of 19,800 jobs was revised to a gain of 69,000

Benton County - 2,042 initial claims filed  
Franklin County - 882 initial claims 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 David Chavey-Reynaud at  
509-734-5988

[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

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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

# September 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: 502 (-202)  
Total Staff Assisted Services to Job Seekers: 1484 (-270)  
Unique Number of Businesses Served: 173 (-28)  
Staff Provided Business Services: 279 (-202)

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): 196 (-7)  
Out-of-School Youth (OSY) Program: 122 (+10)  
Open Doors Program: 131 (-12)  
Co-enrolled in Both Programs: 57 (+5)  
Youth Attained General Education Development (GED): 15 (+3)  
Total OSY Employed and/or Post-Secondary Exits: 13 (+1)  
Average Wage: \$14.60 (\$0.00)  
Placement Rate: 86% (-14)

For more information contact 509-537-1710 or visit [TCFutures.org](http://TCFutures.org)

## Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth \* Adult \* Dislocated Worker \* Rapid Response Increase Employment \* Disaster Recovery \* Employment Recovery*

Total Participants Served (YTD): 403

Monthly-to-Date Target: 406 (99%)

Total Employed Exits (YTD): 107

Monthly-to-Date Target: 130 (82%)

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 63 Monthly-to-Date Target: 80

Total Employed Exits: 13 Monthly-to-Date Target: 50

### 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](http://WorkSourceWa.com) or [TCFutures.org](http://TCFutures.org) for a full menu of services.

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

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (August)

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
- Supervisors of Retail Sales Workers
- Heavy and Tractor-Trailer Truck Drivers
- Customer Service Representatives
- Maintenance and Repair Workers

### 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	4.8%	5.2%
Average Wage (2019)	\$33.91	\$24.7

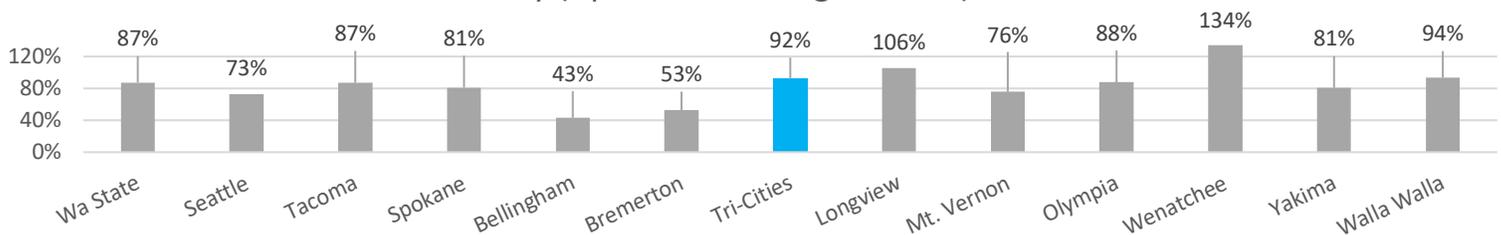
### Other News

- WSCB relaunched LinkedIn Learning in August. The online learning platform will be offered to job seekers and business partners. Below is the engagement to date:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9-9/30/21	126	71	192	31	983	819

- We had 93 Customer Satisfaction Survey responses (19% response rate), 92% of whom would refer family and friends.
- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business.

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



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

Questions about this report?  
 Contact David Chavey-Reynaud  
 Phone: 509-734-5988  
 Email: [dchavey@bf-wdc.org](mailto:dchavey@bf-wdc.org)

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



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



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

**September Highlights:**

- WSCB successfully completed and submitted the Wagner Peyser Self-Appraisal in September. The appraisal included input from the full partnership and results were in alignment with recent certification and MSFW monitoring feedback.
- In collaboration with CBC, WSCB Business Services Team members have joined various sector based advisory committees, including Health Care, IT, and Business. We are looking forward to continuing to learn about business needs and deepening relationships through this streamlined way of connecting.

**WorkSource Site Operations:**

<b>Customer Counts 9/1-9/30/2021</b>		
<b>Total Staff Assisted Seekers</b>	<b>502</b>	
<b>Total Staff Assisted Services</b>	<b>1484</b>	
<i>Basic Services</i>	1201	
<i>Individualized, Training &amp; Support Services</i>	283	
<b>Unique Number of Businesses Served</b>	<b>173</b>	
<b>Staff Provided Business Services</b>	<b>279</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	5	4
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	18	12
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	94	62
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	160	118
<b><i>Wage &amp; Occupation Information</i></b> Labor Market Info, etc.	2	1

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (10/8/21).



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### **September 2021 Customer Feedback:**

- 93 survey responses received via Survey Monkey and QTRAC (19% response rate):
  - Of the customers who responded, 92% would refer family and friends
  - Top 3 services rated: job search, one-on-one career guidance, and workshops
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 49 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
  - “Gena was very helpful to figure out which way should I go in finding my employment goal. I have anxiety but Gena was very patient with me, and listened to my concerns.”
  - “You are like a dream come true Thailae! Being able to provide a licensed child care job fair for these businesses would be amazing and it is just so exciting that you would be able to do this for us!”
  - “Every technology problem I have Payton can solve it. Today I was able to get my email to work on my phone again thanks to her help.”
  - “Wow thank you so much for working with me in upskilling my business partner and I. We are a brand new business still trying to learn how to better market ourselves and you have provided a lot of cost saving options for us to learn I am excited to get into LinkedIn Learning!”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in September to be addressed in October:
    - “I wish attendees would fill out their (Brazen) profiles in more detail.”
    - “Let me know in advance I could update resume.”

### **Service Delivery**

#### **Career Services:**

- During September, WSCB provided 245 group services to 111 individuals through our locally offered workshops and group sessions. Other services in high demand include staff assisted job search and resume review.
- QTRAC is being used to schedule basic career service one-on-one appointments for employment services and technology assistance, as well as self serve computer and phone needs. We have also implemented the survey option within the software to increase feedback from customers which can be used to enhance service delivery.
- WSCB continues to require masking of all individuals who enter the facility regardless of vaccination status, a health screening, and observation of 6 feet of social distancing. To ensure COVID safety during one-on-one appointments where use of a computer is needed, front line leaders have created work spaces which allow staff and customers to work on a single document or webpage which is projected to a large tv screen, where each uses a separate keyboard and mouse. This allows maintenance of 6 feet of social distancing and eliminates shared equipment.



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- WSCB relaunched LinkedIn Learning in August. We have been offering the online learning platform to customers during one-on-one appointments, to include both job seekers and businesses. Here is our engagement to date:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9-9/30/21	126	71	192	31	983	819

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

**Business Services:**

- The WSCB Business Team has been finding new ways of meeting business needs through networking with WorkSource offices and Business Specialists across the Eastern side of the state. This includes working with WS Spokane and Yakima.
- The Business Services Team hosted the Transportation and Food Processing Virtual Job Fair on September 30<sup>th</sup>. Nine employers and 11 job seekers attended. To engage local business and job seeker customers, the team leveraged social media, PSAs, GovDelivery email, communication with community partners, and business networking.
- We also hosted onsite interviews with Intermountain Cleaning on September 21 as the company does not have an office space.
- To support local business, the Business Services team is actively promoting local hiring events being hosted by businesses and community partners.
- Upcoming Events –
  - Virtual Holiday Hiring Event: October 21 from 10am-1pm
  - Virtual Childcare Hiring Event: November 4<sup>th</sup> from 10am-1pm

**Community Connections:**

- 9/3: WSCB hosted a table at the HAPO Back to School Bash. This allowed the opportunity to connect with over 400 families from Benton and Franklin Counties to educate on services available. We also distributed resources to support community members with resume building.
- 9/7: 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.
- 9/9: WSCB team members hosted a radio show with La Zeta de Pasco 96.7 to better engage Spanish speakers in our community. The theme of the program was “What if I Need More Training/Education.” It promoted the non traditional and traditional education and training resources available through the WSCB Partnership.
- 9/16: WSCB attended Resource Night at Vista Elementary. We were able to connect with over 100 families to orient to our services and share resume building resources.



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- 9/23: We also hosted a show focused on resources available for customers who are ready to job search. This was radio show 5 of 13 in the series, which continues through the end of December 2021.
- 9/24: To ensure readiness for a potential influx of Afghani refugees to our local area, WSCB team members and World Relief met to discuss assistance available and the referral process. Currently, one family has arrived from Afghanistan and an additional 40 individuals are anticipated to arrive in October. To support their transition, World Relief has contracted with an individual from Afghanistan for interpreting services.
- 9/27: Held introductory meeting and WSCB tour for Efrain Cardoza, Community Engagement Manager with New Horizons High School. Provided USBs which are preloaded with WSCB resource information and resume resources for students who are job seeking and do not have the means to purchase their own storage device.
- Our Migrant Seasonal Farm Worker (MSFW) Outreach Specialist led outreach efforts in collaboration with WSCB team members to connect with community members attending vaccination clinics throughout the month.
- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available.

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

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

- 9/1: Cross Training – DVR; WSCB business updates
- 9/15: Cross training – Front End Services & Digital Literacy; September WSCB Data Review
- 9/22: QTRAC training & WSCB data/customer review
- 9/29: Community Health Worker Paid Internship & Training Resources (GCACH), COVID Safety, Roundtable

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

- 10/6: COVID Safety, Roundtable
- 10/19: Are You Working to Burnout or Working to Wellness Webinar (Larry Robbin)
- 10/20: Cross Training – Job Corps

#### **Facilities:**

- 9/30: Installation of Veterans Priority of Service signage in front entryway

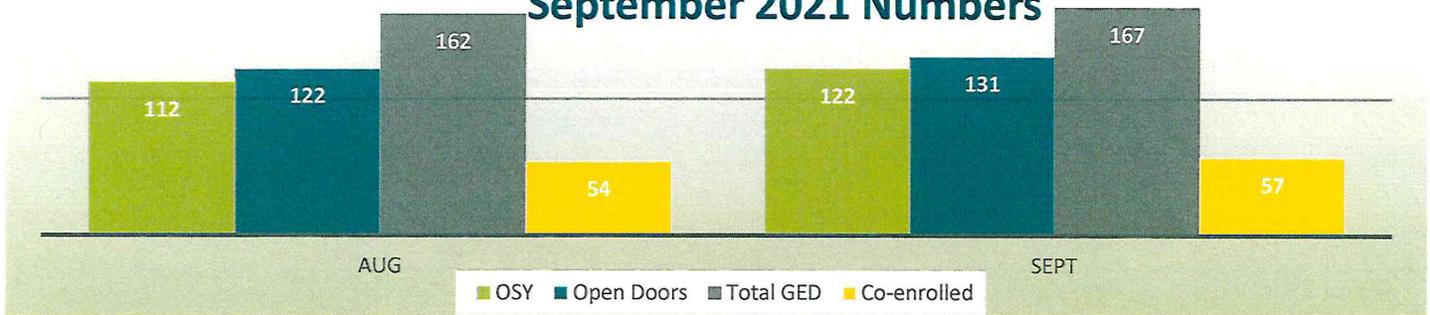
Respectfully submitted by C. Bright on 10/11/21

# TC FUTURES

## Update

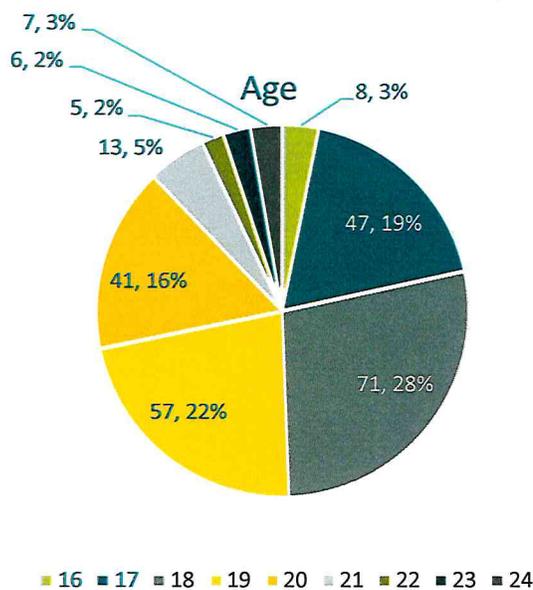
In September, we welcomed another new team member. We are incredibly excited to add Zac Shileika to our OSY team. Zac comes with a lot of experience working with at risk youth and working on legislation for crime victim advocacy. Zac has served on a variety of nonprofit boards throughout the state and our community.

### September 2021 Numbers

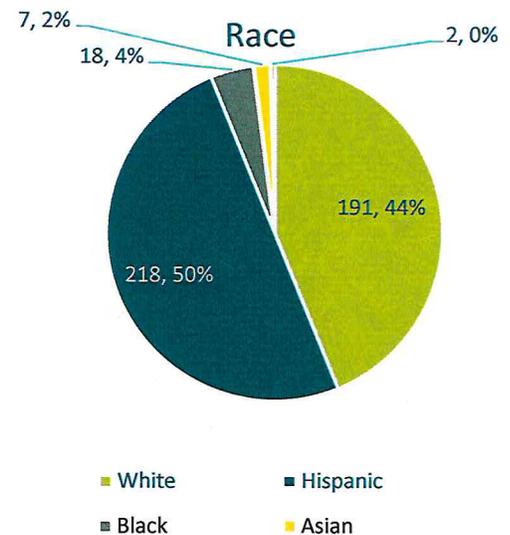
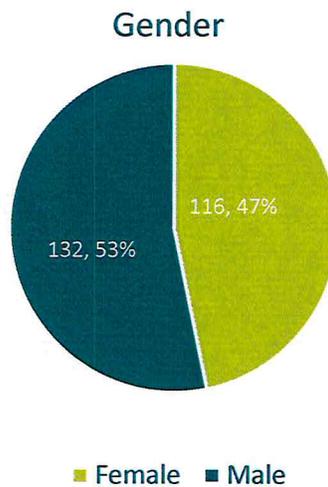


GED Testing			
Month	Total	Passed	Graduates
July	41	28	6
August	42	27	4
September	41	33	5
<b>Total</b>	<b>124</b>	<b>88</b>	<b>15</b>

TC Futures Center Traffic	
Month	Total
July	281
August	348
September	347
<b>Total</b>	<b>976</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

When Jordan came to TC Futures, he was looking for support to obtain his GED. With the support of the TC Futures team, Jordan was able to obtain his GED within 4 weeks of enrolling. He was able to pass all four tests on his first attempt! Jordan works part time in the fast-food industry and is now looking into training options to expand employment opportunities. With the help of the OSY team, Jordan was able to obtain his Driver's License which will allow him to explore different job opportunities. Jordan plans to look into a short-term training option that will lead him to self-sufficiency. We are very proud of Jordan's hard work and determination in overcoming obstacles. We look forward to helping him continue to pursue his dreams in the near future!

## Upcoming Events

October 5<sup>th</sup>: PSSI Meet the Employer Event

October 6<sup>th</sup>: ProTrain Workshop

