



Executive Committee Meeting

November 30, 2021, at 4:00 PM
Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

- 1. Call to Order & Welcome** - Todd Samuel
- 2. Roll Call & Excused Absences** - Tiffany Scott
- 3. Approval of Committee Minutes** - Todd Samuel
 - Executive Committee – October 26, 2021 (Needs a vote)
- 4. Finance Reports as of 10/31/21** - Jan Warren
- 5. BFWDC Diversification of Funding Plan and Procedure** - Tiffany Scott
- 6. BFWDC Video** - David Chavey-Reynaud
- 7. BFWDC Telecommuting Guidelines and Agreement** - Tiffany Scott (Needs a vote)
- 8. BFWDC PY21 WIOA Sub-Recipient Monitoring Plan and Schedule** - Cynthia Garcia (Needs a vote)
- 9. Liaison Report** - David Chavey-Reynaud
- 10. BFWDC CEO Report Out** - Tiffany Scott
- 11. Executive Member Round Table** - All
- 12. Next Meeting**
 - Decision on Holding or Cancelling the Tuesday, December 28, 2021 Meeting
History: The December Executive Committee Meeting has been canceled the past 8/10 years

Attachments

- a. Executive Committee Minutes - October 26, 2021
- b. Finance Reports – September 2021
- c. BFWDC Diversification of Funding Plan and Procedure
- d. BFWDC Telecommuting Guidelines
- e. BFWDC Telecommuting Agreement
- f. BFWDC PY21 WIOA Sub-Recipient Monitoring Plan and Schedule
- g. Liaison Report – October 2020
- h. Liaison Report – October 2021
- i. WorkSource Operator Monthly Report – October 2021
- j. TC Futures Report - October 2021

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



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

October 26, 2021

3:00 p.m.

Zoom

Present

Commissioner McKay
Todd Samuel
Adolfo de Leon
Dennis Williamson
Amanda Jones

Absent

Commissioner Didier

Guests

Emily McCann, CLA
Monique Didier, CLA
Deborah Hutchinson, CLA
Crystal Bright, WSCB

BFWDC Staff

Tiffany Scott
Jan Warren
David Chavey-Reynaud
Diana Hamilton
Cynthia Garcia
DeAnn Bock

Board Member

Jennie Weber

Excused

Jessie Cardwell
Jamilet Nerell

Call to Order

Todd Samuel called the meeting to order at 4:01 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC and expressed his appreciation for everyone taking time out of their busy schedules.

Roll Call

Tiffany Scott presented a land tribute acknowledging the traditional, ancestral territories of the Cayuse, Walla Walla, Umatilla, and Palouse 1st 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 September 28, 2021, Executive Committee Meeting for members to review.

Dennis Williamson moved to approve September 28, 2021, Executive Committee Meeting Minutes as presented, seconded by Commissioner McKay. Motion carried.

Audit Presentation by Clifton Larson Allen (CLA)

Emily McCann from CLA shared the results of the BFWDC Annual Audit and the 990. She used a PowerPoint slide deck to guide the presentation.

Emily thanked everyone for having CLA at the meeting. She introduced herself as the signing director on the audit engagement. Emily is the one who has the overall responsibility for the audit. She is based out of the Tri-Cities, and she specializes in serving nonprofit organizations. Emily introduced Monique

Didier, the one in charge and the director of the audit specializing in nonprofits. Emily introduced Deborah Hutchinson, who helped with the audit this year.

Emily shared the audit and other services that CLA provides the BFWDC, and they issued a few different deliverables. The top three are included in the financial statements. The first one is the CLA opinion on the financial statements. There's also a report and view on the organization's internal controls over financial reporting and compliance; lastly, internal control over compliance with the primary program requirements. CLA is also required to issue a governance communication letter to help prepare the federal tax return.

This year, CLA tested two significant programs at the BFWDC and the Workforce Innovation and Opportunity Act (WIOA) Disaster and Employment Recovery. During the single audit of the major program testing procedures, she looked at compliance and internal controls. CLA did not have any compliance findings, nor did they have any financial statement findings to report, which is incredible. Included with a single audit, CLA also did a financial statement audit. Emily mentioned that CLA's responsibility is to express an opinion on the fair presentation of the BFWDC financial statements. And to do that, CLA used a risk-based audit approach where they came into the organization to understand the BFWDC, looking at the internal control structure. CLA looked at the BFWDC significant accounts and analyzed where the risk and the financials lie. CLA tried to focus the testing on those areas. CLA did communicate the scope and timing in August. There were no significant changes to that scope. The results of the audit of the financial statement audit were an unmodified audit opinion, which is the highest audit opinion you can receive.

Emily discussed that CLA required communication to governance, which is a separate letter that they issue. At the beginning of that letter, it talks about the organization's significant accounting policies. For the BFWDC, that's going to be listed in footnote one of the financial statements. There were no new accounting standards adopted or new accounting policies that were changed during the year. Included in the BFWDC financial statements are some significant accounting estimates. That included the functional allocation of expenses. During the CLA testing, they did not identify any management bias. The forecast was deemed reasonable in the CLA testing.

CLA did have one uncorrected misstatement, but it was less than materiality. There were also no corrected misstatements identified during the BFWDC audit procedures. Emily shared that all disclosures were neutral, consistent, and transparent.

Emily shared that the Scheduled Expenditures of Federal Awards (SEFA) is considered supplementary information. CLA issues its opinion on that as well. CLA does sign a management representation letter asserting certain items noted during the BFWDC audit. Emily communicated that CLA did not encounter any difficulties in performing the audit. There were no disagreements with management, no consultations with other independent auditors, and no other findings discussed with management that CLA needs to bring to the attention of the BFWDC Board. For the uncorrected misstatements, Emily said that was just a small misstatement regarding WorkSource Columbia Basin (WSCB) revenue, based on when it should be recorded.

Emily responded to a question asked by Todd and stated that auditing procedures can be a little bit odd; you can have corrected misstatements or uncorrected misstatements. Anything over CLA's clearly trivial threshold is accumulated on the uncorrected misstatements schedule, then if it becomes material, they will consider making an adjustment. BFWDC's item was over the trivial threshold, but it wasn't material enough to suggest an adjustment. Based on Emily's understanding, the reconciliation of the revenue adjustment usually occurs in October or November, in the late fall timeframe. She recommended moving that up into the BFWDC year-end reconciliation process. Jan Warren shared

that the reconciliation being discussed is what the BFWDC does to true up the WSCB income to the actual expenditures. The BFWDC has issued this form over the last two years. It has been credited back to the partners. In the past, it was done once the audit had been completed and posted in the current year, even though it was based on the prior year. Jan stated that the BFWDC would undoubtedly go ahead and shift to posting in the current year moving forward.

Monique Didier shared various graphs of the BFWDC financial statements. She started with the assets in 2021. The BFWDC ended at \$664,000. The grants and contracts receivable \$436,000. At year-end, the BFWDC increased in cash with \$32,000 in the prior year, and it jumped to \$172,000 in the current year.

The BFWDC liabilities and net assets again in 2021 ended the year at \$664,000. The majority of the BFWDC payables are sub-recipient payables at \$390,000. At year-end, Monique noted the increased accrued payroll; it went from \$76,000 to \$126,000. She said this was due to the increase in accumulated vacation with the number of hours allowed to be carried over year over year.

Monique articulated that the BFWDC 2021-year revenue was \$4.56 million, a healthy increase from 2020. Most of the BFWDC revenue comes from grants and contracts at 4.2 million. She mentioned that the expenses in 2021 were 4.56 million. CLA expects the percentages year over year to remain consistent, which the BFWDC did. 86% of the BFWDC expenditures in 2021 were spent on program service delivery.

Emily discussed the CLA opportunity wheel; CLA does do audit and tax, but CLA also helps nonprofit clients with things such as Information Technology (IT) risk assessment, workforce and recruiting, and policies and procedures. Emily also noted CLAconnect.com for articles and webinars specific to nonprofit clients. CLA has COVID response resources out there available for clients as well.

Monique concluded the CLA presentation. She updated the BFWDC on form 990 and some significant schedules within that form. A few things were noted; the 990 is still currently in draft form until board approval. Then CLA will file with the Internal Revenue Service (IRS). The BFWDC 990 is available for public inspection on the IRS website as well as guidestar.com. Page two of the 990 articulates the BFWDC program service accomplishments. It outlines the impact the BFWDC had on the community; how many people were served. Reflected on pages 10 and 11 are the BFWDC financial statement, information on revenue expenses, and the BFWDC balance sheet.

The data comes directly from the BFWDC audited financial statements. Schedule A is the BFWDC charity status on page 14. It outlines how much of the BFWDC revenue comes from the public. The BFWDC is well above the 33 percent threshold. Schedule B is a schedule of contributions. It lists out the BFWDC's significant contributions from individuals, organizations, as well as in-kind goods, and it is on page 22. Monique noted that Schedule B donor information was omitted from public inspection. Schedule D is supplemental financial statement information. The most crucial reconciliation on this schedule is the BFWDC financial statements to form 990. If there are any reconciling differences, Schedule D. Schedule I on page 29 is grants and other assistance to individuals or entities. There, CLA listed sub-recipient payments. Schedule O is supplemental information and answers required questions.

Emily thanked the BFWDC, Jan, DeAnn, Tiffany, and everyone else who helped with the audit and pulled information together. Emily reflected on how smoothly the audit went this year. She mentioned that she appreciated all the work getting ready for the audit procedures because it does take a lot of time to pull all the documentation for CLA. She said that the BFWDC makes the job of CLA easier.

Jan mirrored and thanked CLA for its consistent professionalism. She said that each year, the BFWDC does learn something and try to improve going forward. The BFWDC appreciated the input from CLA and the help with BFWDC practices. Jan communicated that she enjoyed the feedback CLA. Tiffany chimed in and thanked CLA for sharing their subject matter expertise and supporting the BFWDC. She said that the BFWDC values the continued working relationship and partnership. Todd thanked both Jan and DeAnn for the outstanding work this past year to make sure that the BFWDC finances were in excellent shape. He reflected that it takes a lot of work and expertise to keep finances in good space. Todd recognized the BFWDC fiscal team for the remarkable audit results.

Finance Reports as of 8/31/21

Jan Warren presented the Corporate Entity balance sheet. She commented that there was very little change. It is a consistent statement from month to month. There was a bit of an increase in the BFWDC interest-bearing accounts. Just the year-to-date interest is the only activity that the BFWDC had for August.

Todd asked Jan how much money she thought the BFWDC could spend out of corporate entity funds right now that would not cause the organization any issues?

Jan responded that the accrued vacation is listed on the statement under liabilities, almost \$85,000. It is an estimate of what, if everyone took leave tomorrow, the BFWDC liability would be, and the way it is maintained is each quarter. Jan, I estimate or calculate everyone's accrued vacation and the associated taxes and benefits to payout. So that's adjusted, and then we treat that just like an expense or a credit, depending on which way it goes. Jan includes it on the draw. If it's more and the BFWDC needs to increase that account, she will request that money be drawn. If it's less money, then she creates a credit on the draw. The BFWDC transfers that money back into the operating account. It is almost \$85,000 and where we need to maintain it to make sure that the total assets are at least that. Jan states that if you look at the bottom of the statement, where it says net assets, that is the difference between the assets, the cash, and the liabilities. Jan shared that would be the maximum, although she does not recommend writing a check for \$60,000 and clearing that account because the BFWDC does not have any way of replenishing it.

Jan presented the balance sheet of the primary account. Not much changed from last month. It is a snapshot of where we were at the end of August. Jan pointed out that on CLA's balance sheet, when they shared the BFWDC financials, down under the liabilities, they had a payroll payable and then payroll tax payable. That is the traditional way to present, but because the BFWDC outsources payroll, the payroll payable and the associated taxes and benefits are all rolled into that Accounts Payable just on one line.

Jan shared that in the revenue section up at the top, she separated the block grant to track that separately from the Employment Security Department (ESD) grant/contract revenue. There are no big surprises in the expenditures, and everything is in line with where they're budgeted. And year to date is reasonable. She presented the balance sheet for the partnership. Again, very little change from the prior month, just the kind of the standard payables. The BFWDC does not have a lot of variance in how this account is presented. In looking at the statement of revenue and expenditures for the partnership. WSCB is just getting started in the year as far as a reopening. Most of the expenses are concentrated on the building and maintenance and are now in this current month coming up, starting to purchase supplies. The shredding contracts are back, and that can come into play. Jan expects that those other accounts will start to show activity in the coming months.

Chief Executive Officer Updates

Tiffany Scott stated that her report would be minimal with a full presentation with slides at the Quarterly Board Meeting at 4:00 p.m. Tiffany commented that BFWDC staff members have been exploring new work. About two weeks ago, the BFWDC submitted a bid (\$500,000) to conduct outreach to historically disadvantaged communities through resources from the Department of Commerce. Locally the program has been named "Together We Rise." Tiffany commented that the BFWDC was one of 65 respondents to the Request for Proposals (RFP). The BFWDC should be notified of funding status by November 23. The BFWDC also responded to a Request for Information (RFI) from Career Connect Washington in the past month. Tiffany mentioned that it is still not known if there will be an RFP or not. Tiffany shared that the BFWDC is amid bidding on a local United Way grant. Tiffany communicated that resources would be utilized cautiously from the Corporate Entity account with BFWDC staff writing to opportunities outside the WIOA cluster. Todd thanked Tiffany for the update and the approach to diversifying BFWDC funding.

September 2021 Liaison Report

David Chavey-Reynaud verbalized details from the most recent Liaison Report. The number of job seekers who are coming through WSCB has dropped. This is expected and a little bit seasonal and typical for this time of year. Those numbers should begin ticking up next month. COVID-19 recovery is reflected with steady figures. He said that the month-to-month numbers have dropped compared to 2020. WSCB is up 52% in total staff-assisted job seekers at 109%. Staff assistance services to job seekers continue to be very strong, and the number of businesses and staff provided companies served as well with 154% and 203%, respectively.

The Tri-Cities (TC) Futures section now includes the month-over-month numbers. Compared to last year, it is close in terms of the number of youth served, just a difference of a percentage. The Out of School Youth (OS) program has increased by 74%. TC Futures is sitting at 122 now, and it was 70 at the same time in 2020. David commented that some comparisons across the other data points still don't quite make sense due to reporting changes. For example, co-enrollment numbers are up to 500%. That's just because of how last year was reported versus how this year's comparisons are.

David pointed to the Title 1 programs employed outcomes section. He stated that we are doing very well here; the figures in green, the 99% in 82%, is the goal against the month-to-date target, which is just doing well. Those figures haven't been that high for a substantial period. This is an excellent position to be in.

David commented that the Community Development Block Grant (CDBG) section does not show placements or community. It will not happen for a month or two. Locally the service delivery focus is still on disaster recovery grant participants. CDBG is specifically for food banks, and that is where disaster recovery participants are placed.

The top occupations and top licenses and certifications have not changed all that much. The unemployment rate has gone up by point 3% in both Benton and Franklin counties. And again, that's kind of a seasonal shift. But compared to 2019, pre-pandemic levels were close in both their Benton County is just pointed 2% higher and Franklin County is point 3% Higher.

David shared that LinkedIn Learning is reported in the liaison report. During the first six months of the year, the figures were reported out during a pilot that BFWDC ran with LinkedIn learning. The pilot is over, and the BFWDC is utilizing licenses from the state contract. LinkedIn learning licenses are used with businesses, community partners, and job seekers. We have 700 licenses to use by July of 2022.

The WSCB customer satisfaction survey had a 92% return on positive referrals from friends and family. David said that WSCB completed the Wagner Pyser self-appraisal in September, including input from the entire partnership. The attempt was to align results with the migrant seasonal farm working monitoring feedback and what was gleaned during the certification process. He communicated that WSCB is continuing to join various sector-based advisory committees, including healthcare IT. The idea is to keep a pulse on workforce trends and continue to optimize pipelines.

David concluded that Benton and Franklin Counties are 92% COVID-19 job recovery from April 2020 to August 2021.

Todd thanked David for the excellent report that summarizes the impact of Benton Franklin Workforce Development Council, WorkSource Columbia Basin, and TC Futures has in the community.

Before moving on, Todd wanted to know if WSCB supports any of the large new or expanding businesses in Franklin County (Amazon, Darigold, Costco)?

Guest Crystal Bright stated that she is not aware that WSCB is receiving folks coming through that we are referring; she would need to check back in with the business service team to learn more about our involvement in the hiring efforts and what that looks like. Todd commented that he hopes that WorkSource is right in the middle of helping these employers with their hiring needs. Crystal communicated that she is confident that the business service team will step up to the challenge.

Todd shared that he noticed a post on Facebook about Goodwill teaming up with serval financial institutions in the community to create offerings on managing a budget. Crystal communicated that WSCB does actively promote its financial courses via a calendar on WorkSource Washington. She recognizes that this is content needed for folks to be successful.

Executive Member Round Table

Todd mentioned that he enjoyed the TRIDEC Coffee with Karl last Friday as the Pacific Northwest National Laboratory (PNNL) President, Steve Ashby was interviewed. Steve talked about the significant growth going on right now, with the finalization of a \$90 million Energy Sciences facility. PNNL is breaking ground on the new grid storage Launchpad, next-generation battery research, and development facility, a \$70 million research facility at the lab. PNNL is getting \$1.3 billion of revenue this last year and 5500 staff. PNNL has a goal to grow by another 350 teams this year. Amanda Jones asked if Todd had noticed if the new PNNL staff are moving to the Tri-Cities? Or are they working from home? Todd responded that the Department of Energy is not allowing PNNL to relocate anybody to the Tri-Cities right now. The people hired are all working remotely until the COVID situation decreases.

Next Meeting

Executive Committee Meeting – Tuesday, November 30, 2021, at 4:00 p.m. – Zoom
Quarterly Full Board Meeting – Tuesday, January 25, 2022, at 4:00 p.m. – Zoom

Adjournment

The meeting of the Executive Committee adjourned at 3:51 p.m.

Respectfully Submitted

Date _____

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
10 - Corporate Entity
As of 9/30/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	80,255.04
CE 12 month CD	1112	52,443.91
Accounts Receivable	1200	<u>1,407.30</u>
Total Asset		<u><u>134,669.02</u></u>
Liabilities		
Accrued Vacation Payable	2500	86,071.48
Due to/from other funds	2990	<u>(12,000.00)</u>
Total Liabilities		<u>74,071.48</u>
Net Assets		60,597.54
Total Liabilities and Net Assets		<u><u>134,669.02</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2021 Through 9/30/2021
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	83	0	0.00%	0	0.00%
Total Revenue	83	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	83	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
Balance Sheet - Unposted Transactions Included In Report
20 - WDC Main
As of 9/30/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	18,583.63
CDBG Receivable	1201	3,145.64
Receivable (Grants)	1300	<u>356,537.24</u>
Total Asset		<u><u>378,266.51</u></u>
Liabilities		
Accounts Payable (AP System)	2000	357,214.61
Due to/from other funds	2990	<u>12,000.00</u>
Total Liabilities		<u>369,214.61</u>
Net Assets		9,051.90
Total Liabilities and Net Assets		<u><u>378,266.51</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2021 - 9/30/2021
(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	1,028,493	1,139,031	90.30%	4,595,768	22.38%
Interest	3	0	0.00%	0	0.00%
Misc/Other Revenue	5,743	8,500	67.56%	101,161	5.68%
Total Revenue	1,034,239	1,147,531	90.13%	4,696,929	22.02%
Expenses					
Sub-Recipient Reimbursements	730,267	830,692	87.91%	3,485,368	20.95%
Rent and Facilities	17,595	22,190	79.29%	72,280	24.34%
Salaries and Wages	171,711	169,415	101.36%	674,615	25.45%
Payroll Taxes and Benefits	48,439	54,324	89.17%	220,007	22.02%
Professional Services and Contracts	20,399	19,990	102.05%	52,010	39.22%
TC Futures	15,000	15,000	100.00%	70,000	21.43%
Travel and Training	1,472	3,755	39.20%	50,115	2.94%
Supplies, Furniture and Equipment	829	2,700	30.70%	13,900	5.96%
Equipment and Software - Lease and Maintenance	5,951	6,000	99.18%	26,075	22.82%
Communications (Telephone, Postage and Internet)	1,004	1,920	52.29%	7,544	13.31%
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%
Total Expenses	1,034,239	1,147,531	90.13%	4,696,929	22.02%
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 9/30/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	<u>65,722.34</u>
Total Asset		<u><u>65,722.34</u></u>
Liabilities		
Accounts Payable (AP System)	2000	<u>2,509.80</u>
Total Liabilities		<u><u>2,509.80</u></u>
Net Assets		63,212.54
Total Liabilities and Net Assets		<u><u>65,722.34</u></u>

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2021-9/30/2021

(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	55,099	55,098	100.00%	220,413	25.00%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	39,125	39,126	100.00%	156,500	25.00%
Employee Recognition Non-Operating Income	151	0	0.00%	0	0.00%
Total Revenue	<u>94,375</u>	<u>94,224</u>	<u>100.16%</u>	<u>376,913</u>	<u>25.00%</u>
Expenses					
Rent and Facilities	86,971	85,311	101.95%	338,018	25.73%
Supplies, Furniture and Equipment	720	4,600	15.65%	15,375	4.68%
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	1,680	0.42%	6,720	0.10%
Business/Community	0	1,275	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	647	2,325	27.83%	10,600	6.10%
Total Expenses	<u>88,392</u>	<u>96,391</u>	<u>91.70%</u>	<u>376,913</u>	<u>23.44%</u>
Net Surplus/ (Deficit)	<u>5,983</u>	<u>(2,167)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Benton – Franklin Workforce Development Council (BFWDC)
Diversification of Funding - Strategic Plan and Procedure
November 18, 2021

Background

Since the incorporation of the BFWDC in 1984, the primary funding source has been the Department of Labor (DOL). Over time, the law has changed. However, this federal funding stream is the primary resource contributor allowing the BFWDC to operate as a 501(c)3 successfully. On an annual basis, Workforce Innovation and Opportunity Act (WIOA) formula dollars are allocated from DOL to the Washington State Employment Security Department (ESD), making them the cognizant agency of the BFWDC. Each year ESD approves the BFWDC cost allocation plan.

Opportunity Statement

BFWDC staff are knowledgeable subject matter experts (SME's) in the workforce development field. Through the scope of work, information is shared at the local, regional, state, and national levels regarding funding opportunities. Historically, the possibilities are presented formally via Request for Information (RFI) and Request for Proposal (RFP). In addition, BFWDC staff connect with networks and resources such as the National Association of Workforce Boards (NAWB) and The Washington State Bid System for opportunities.

The BFWDC Executive Board has been vocal in expressing the need for funding diversification outside of the WIOA Cluster (Adult, Dislocated Worker, Youth) to serve Benton and Franklin Counties more holistically with less restriction. BFWDC staff to the Board are leaders in the community focused on a human-centered Workforce service delivery system at both WorkSource Columbia Basin (WSCB) and Tri-Cities (TC) Futures that meets the needs of business/employers and workers/job seekers. It is essential that the pursuit of BFWDC growth is done strategically and does not jeopardize the integrity of the BFWDC. The BFWDC is known for clean audits and monitoring. This status must continue. It can be done with planning, streamlined documentation, and robust communication.

Criteria

There will be no specific dollar amount articulated from the BFWDC Executive Board to staff regarding annual resource building as the opportunities are not forecasted and only arrive periodically. The BFWDC is not a fund-raising entity.

All BFWDC growth shall be to elevate the human potential in our Local Workforce Development System. In addition, Diversity Equity, and Inclusion (DEI) is at heart to ensure that marginalized populations and people of color are represented.

Fiscal Guidelines

The BFWDC available funds will not go below \$45,000 as these resources are needed to sustain our business. Going below this amount would leave the BFWDC vulnerable.

A single audit is required for any Type B program with a threshold over \$187,500 in expenditures of federal awards. BFWDC staff will consider this cost before taking on additional funding from a new entity.

BFWDC Staff time is allocated mainly to WIOA. It is crucial that BFWDC Staff and Board Members are cognizant that the law is followed during BFWDC growth periods/cycles.

Expenses that do not meet the criteria of allowable costs according to 2 CFR § 200.402 – 405 shall not be charged to any federal award, including WIOA grants.

Procedures

Leading into each program year (start date of July 1), the BFWDC Leadership, comprised of the Chief Executive Officer (CEO), Chief Financial Officer (CFO), and Chief Operations Officer (COO), will convene to set the diversification exploration target for the year. This, the plan for the number of opportunities (tangible resources that fit the mission/vision of the BFWDC that benefit our local community) for consideration. The BFWDC CEO will then communicate the target to the BFWDC Executive Committee at the next monthly meeting and all Board Members at the subsequent Quarterly Meeting.

All BFWDC staff have the permission to present a diversification exploration to the BFWDC Leadership for consideration. The BFWDC CEO will determine the ultimate go/no go. As soon as an exploration opportunity is submitted for review, it shall be added to the BFWDC grant tracker. The BFWDC Leadership and BFWDC staff sponsor and any additional key BFWDC SME's will convene with the applicable documents necessary to make an informed decision as soon as possible to review and discuss the practical nature and vitality of the opportunity. Before the diversification exploration leading to the formal pursuit of resources, the following (at a minimum) must be established:

- Estimate of time that BFWDC staff will be contributing to the writing and budget development.
- The determination if WIOA resources can be charged or not. If not, a calculation of anticipated dollars to draw from the BFWDC Corporate Entity Account will be allocated. Because Corporate Entity is not a replenished account, funds must only be spent under extreme scrutiny and care.

- The narration of staff impacts post-award and cost estimates, such as hiring additional Full-Time Equivalent (FTE).

During the opportunity development process, should the RFI/RFP be non-WIOA related, all BFWDC staff time shall be reflected on the BFWDC timesheet as Non-WIOA (Research/Project). This is imperative for the tracking process to prevent disallowed costs.

Consideration

Even as we look to grow, the priority of the BFWDC will be to serve our existing grants in a full and complete manner. At any given time, the BFWDC Leadership reserves the right to change the exploration target should new projects interfere with existing grants, or if bandwidth is not be available based on the current BFWDC staff workload. Should a change occur, it will be communicated to the BFWDC Board Chair as soon as possible.

It is important to note that external factors (Covid-19 restrictions, natural disasters) can also prohibit the implementation of growth at the BFWDC. If, unfortunately, a situation such as this arises, it will be addressed and communicated in real-time.

Benton-Franklin Workforce Development Council

Telecommuting Guidelines

Effective: TBD, Early 2022

Telecommuting Agreement Overview

The Benton Franklin Workforce Development Council (BFWDC) Telecommuting Agreements are designed to provide you with an opportunity to develop a work schedule that helps you meet the demands of conflicting obligations while ensuring that BFWDC constituents continue to receive quality products, support, and services. To be eligible, employees must have successfully completed their indoctrination period (90 days) and not be on any active disciplinary or performance monitoring program.

Telecommuting — A voluntary arrangement for employees to conduct some of their work at an alternative worksite. Telecommuting allows employees to work from a remote office for a maximum of 2 days per week. The employee will be electronically linked to the office. An approved Telecommuting Agreement is required to telecommute 1 or 2 days per week and must be renewed annually. A formal telecommuting arrangement is different from, and should not be confused with, the more common practice of occasional remote work (for example, to catch up on administrative work or prepare for a presentation uninterrupted).

Benefits of Telecommuting

Effectiveness — In measuring the “effectiveness” of employees, four measures are considered: quantity, quality, timeliness, and ability to handle multiple projects and priorities. Research shows that organizations have experienced an increase in the effectiveness of telecommuters due to such factors as fewer work distractions or interruptions and being able to work at the employee’s most productive time.

Recruitment and Retention — High performers are attracted to organizations that offer flexible work arrangements. As a result of implementing a telecommuting arrangement, many organizations have seen an expanded pool of qualified applicants, as well as retention of valuable employees.

Employee Morale and Loyalty — Organizations cite improved employee morale, motivation, and commitment to the job due to increased flexibility for balancing work and personal life.

Reduced Absenteeism and Stress — Declines in both absenteeism and stress associated with conflicting professional and personal demands of commuting are other positive outcomes of telecommuting.

Eligibility Requirements

Not every individual or position may be appropriate for Telecommuting. Eligibility determination and confirmation rests with your immediate supervisor and the Chief Executive Officer. The BFWDC Office must have at least one employee present at 815 N. Kellogg St. Suite C in Kennewick, WA Monday through Friday from 8 a.m. until 5 p.m., except for on Holidays. Availability of teleworking days will be on a first come, first served basis.

Teleworking eligibility may be revoked if the employee is placed on a Corrective Action Plan

The Telecommuting Agreement document must be completed by the employee and approved by their immediate supervisor and the CEO.

The terms and conditions of the BFWDC Telecommuting Agreement are subject to the provisions set forth in the BFWDC Employee Handbook and may be amended from time to time. However, none of the policies or benefits described in the Telecommuting Agreement or the Employee Handbook are intended to create a contract of employment, confer any special rights or privileges upon specific individuals, or to entitle any person to any fixed term or conditions of employment.

Telecommuting Agreement Renewal

An approved Telecommuting Agreement is effective for one year following the date of the CEO's approval. The employee is responsible for initiating the renewal by completing and submitting the Telecommuting Agreement to their immediate supervisor and the CEO prior to the expiration of the previous agreement.

Technology and Equipment

Employee will be provided with standard computing equipment. If additional equipment is required, the employee should submit a request describing the item(s) and business necessity to their immediate supervisor. BFWDC is not responsible for maintaining employee-owned technology equipment, which may be used in connection with the telecommuting arrangement.

Office Furniture

Employees may request to take excess equipment for home office use, but BFWDC does not guarantee furniture for an employee's telecommuting office, and requests will be approved on a case-by-case basis. Under all circumstances, the employee will be responsible for electricity, heat, and insurance costs.

Office Supplies

All office supplies should be ordered through the BFWDC procurement process. Expenses pertaining to office supplies ordered outside of BFWDC will not be reimbursed.

Legal and Regulatory

Occupational Safety and Health Administration (OSHA)

OSHA laws that apply to the workplace apply to the remote worksite. If you are working from home, ensure you are maintaining a safe space.

Workers Compensation

It is important that employees report accidents resulting in injury and occurring in the remote work environment to the COO within 24 hours.

Confidentiality and Security

Employees who take any BFWDC materials out of the BFWDC office are responsible for keeping those materials secure and confidential, that is, in an area of their telecommuting office that is not accessible to others. Confidential or proprietary information is not to be taken out of the BFWDC office without the approval of the Chief Operations Officer (COO) or the CEO. Telecommuting employees are responsible for complying with the BFWDC Acceptable Use Policy, which include requirements and best practices for wireless access while working remotely and password protection among others. In addition,

telecommuting employees should report any suspected or actual security breaches in accordance with the BFWDC Acceptable Use Policy.

Changing State of Residence

Prior to making any change to your state of residence or your work location, you are required to inform the CEO. The accuracy of your state and local income taxes withheld by jurisdiction is your responsibility.

Procedures and Approvals

All telecommuting arrangements are discretionary and require management approval. The following workflow details the three major steps to follow.

Process for Requesting Telecommuting Arrangement

- Employee requesting a telecommuting arrangement should discuss and agree on the feasibility of telecommuting with their immediate supervisor
- If supervisor and employee agree that a telecommuting arrangement is feasible, the employee completes the Telecommuting Agreement and submits to their supervisor for review and signoff.
- Once the Telecommuting Agreement is approved and signed by the supervisor, the employee submits the Telecommuting Agreement to the CEO.

Supervisor Guidelines

A successful telecommuting arrangement requires a different way of managing. Good planning, ongoing communication, and regular reviews, especially during the first few weeks of a telecommuting arrangement, are critical to success. The following are some suggestions to help you manage telecommuting employees.

Establish Expectations — Duties and obligations will not change due to entering a teleworking agreement. Employees will be expected to maintain their scope of work and workflow regardless of teleworking status.

Manage for Results — When evaluating a telecommuting arrangement, emphasis should be placed on quality, timeliness of results, and outcomes achieved. Use feedback from the employee's colleagues, customers, and other teams to assess how the arrangement is working.

Communication — It is imperative that employees remain in the communications loop even when telecommuting. Set up a protocol with the employee for regularly checking in with the office. Supervisors should remember to include telecommuters when sending memos, announcements, or emails to the team. If a telecommuting employee begins to feel isolated, encourage them to spend more time in the office (if possible) and discuss whether there may be gaps to address in the team's communications. While not required, camera usage while teleworking is encouraged for clearer communication purposes.

Flexibility in Schedules — Telecommuting employees need to understand that circumstances may arise when they need to be in the office more than usual; for example, to attend training or meetings. However, when scheduling appointments, meetings, etc., supervisors and team members should be sensitive to the telecommuters' schedules and try to give them advance notice.

Required Travel — All requisite costs for travel to/from assigned office including airfare, lodging, meals,

and transportation will be the sole responsibility of the telecommuting employee.

Working Time — Supervisors should work with the employee to establish a schedule that meets the needs of the business, the day-to-day team, and the telecommuting employee. Time records should be kept by telecommuting employees just as they would if they were working in the office.

Monitoring Non-Telecommuters' Perceptions — Employees working exclusively in the office may feel that telecommuting employees are not really working, and that they have to pick up the slack. Shifting this perception can take time. Supervisors must monitor telecommuters and reassure all employees that telecommuting arrangements will not place additional burdens on employees working entirely in the office. Additional training and resources are available for supervisors of telecommuters. Contact the COO for more information.

Reversibility and Schedule Changes — Telecommuting arrangements are made on a trial basis to ensure that they are mutually beneficial to the employee and BFWDC. If arrangements are working satisfactorily, they may continue. If arrangements are causing a hardship on a telecommuter or the day-to-day team's operations, if the telecommuter's performance is not meeting expectations, or if business conditions change to make the current arrangement impractical, schedule changes or a return to a standard work arrangement in the office may be necessary.

Upfront Expectation-Setting and Planning — One of the most difficult aspects of managing a telecommuter is ensuring a clear understanding that working off-site doesn't mean not at work. If a supervisor and telecommuting employee have done a good job of upfront planning, then there is no reason to believe that an employee who was productive in the office will not be as productive, or more so, when telecommuting. It is a matter of trust, clear upfront expectations, and a written arrangement.

Employee Guidelines

Recording Time

Telecommuting employees should charge telecommuting time to their normal project code and hours type.

Who to Contact?

Inquiries or questions should be sent to the COO.

- **Telecommuting Agreements** should be sent to the CEO at tscott@bf-wdc.org.
- **Eligibility questions** should be sent to your immediate supervisor, the COO, or CEO.
- **Technology questions** should be sent to Information Technology (IT) by logging a ticket with Elevate or contacting their Helpdesk.

Benton Franklin Workforce Development Council (BFWDC)

Telecommuting Agreement

(To be completed by Employee and approved by Supervisor and CEO)

Employee Name: [Click here to enter text.](#)

Employee Title: [Click here to enter text.](#)

Telecommuting Address: [Click here to enter text](#)

Date Begins: [Click here to enter text.](#)

The purpose of this agreement is to outline the terms and conditions of BFWDC' telecommuting arrangements. Please read the Telecommuting Guidelines carefully and discuss your desired arrangement with your supervisor prior to initiating a telecommuting agreement. Tuesday is a BFWDC core day, and as such all employees must report to Suite C for their regularly scheduled hours.

My supervisor and I have agreed to the following work schedule and it has been captured in the BFWDC Calendar:

Base Schedule of _____ (4-10s, 5-8s, 5-9s)

Days/Hours at BFWDC vs. Telecommuting Office	Mon	Tue	Wed	Thu	Fri
BFWDC Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours	Enter hours	Enter hours	Enter hours	Enter hours	Enter hours
Telecommuting Office	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours	Enter hours	N/A	Enter hours	Enter hours	Enter hours

I understand and agree to the following terms and conditions of the Telecommuting Agreement:

- 1) An initial telecommuting agreement is on a trial basis and will be evaluated in **30** days. All telecommuting agreements will be reviewed annually to assure that they are mutually satisfactory. If at any time, my supervisor or I believe that the arrangement is not working satisfactorily, or my supervisor determines that it is in the best interest of either BFWDC or myself to return to my normal work location five days per week, the arrangement may be discontinued.
- 2) An approved telecommuting agreement is effective for one year following the date of BFWDC CEO approval. All telecommuting agreements must be renewed by completing and submitting a new agreement. The telecommuting employee is responsible for initiating the renewal process with their supervisor and the CEO.
- 3) This telecommuting agreement is based on business applicability. If business conditions change, and as a result, the telecommuting agreement can no longer continue, I agree to either work in the office, or if I decide not to work in the office after being requested by management, I will be considered as having voluntarily resigned from BFWDC and will be treated as such under the BFWDC' standard policies regarding termination.

- 4) This telecommuting agreement will have no effect on the terms and conditions of my employment with BFWDC, including my salary, performance reviews, salary increases, job responsibilities, compliance with BFWDC policies, and compliance with BFWDC' Code of Conduct.
- 5) There may be times when it is necessary for me to be in the office on days I would normally be scheduled to work remotely. In such circumstances, I will adjust my schedule accordingly. I understand BFWDC will not reimburse me for travel expenses to and from the office on days when I come into the office.
- 6) BFWDC will provide me with the standard equipment, listed in the Telecommuting Guidelines, to be used for BFWDC business. BFWDC is not responsible for maintaining employee-owned technology equipment which may be used in connection with the telecommuting arrangement. All BFWDC property must be returned upon request, upon termination of the telecommuting agreement, resignation, or termination of employment. I understand that I am expected to take all reasonable precautions to protect all BFWDC property from theft, damage, or misuse. I understand that BFWDC agrees to carry appropriate insurance to cover BFWDC-provided property and any liability claims or judgments that arise while carrying out BFWDC business at the telecommuting address indicated above. However, I acknowledge that I have considered the extent to which I need to carry homeowner's insurance given this telecommuting arrangement.
- 7) I understand that I am responsible for determining any tax implications of maintaining a telecommuting office and that BFWDC will not assume any additional tax liability.
- 8) My supervisor and I have discussed and documented whether this telecommuting agreement is a voluntary arrangement or required as a condition of employment.
- 9) Any BFWDC materials taken out of a BFWDC office will be kept in my designated telecommuting work area and will not be accessible to others. Confidential or proprietary information will not be taken out of the BFWDC office without approval from my supervisor.
- 10) As a telecommuter, I am expected to keep my telecommuting office as clean and free from obstructions and disturbances as if it were my primary workspace. I agree to promptly report to the COO any injuries related to work I do for BFWDC in my telecommuting work area.
- 11) I agree to provide a rapid response and transmitting proof (pictures, etc.) upon request of BFWDC equipment taken for telecommuting purposes.
- 12) I agree to use Microsoft Teams to communicate the start and end of my working day.
- 13) I agree to notify my supervisor and Elevate immediately if I experience any equipment or software failures in my telecommuting location that affect my ability to carry out my responsibilities. However, BFWDC assumes no responsibility for the maintenance or repair of any equipment or software not provided or paid for by BFWDC.
- 14) My supervisor and I have established, discussed, and clearly understand performance expectations (see Telecommuting Guidelines).
- 15) I recognize that the accuracy of my state and local income taxes withheld by jurisdiction is my responsibility.
- 16) I understand that this document does not constitute a contract of employment, either expressly or implied, for any fixed period. I also understand that BFWDC reserves the right to change or cancel

the Telecommuting Agreement at its sole discretion.

17) I understand that once the BFWDC Official Board and Sponsored Committee Meetings revert to being held in person, all BFWDC staff must attend in person and that there will not be a virtual alternative.

An inventoried list of all equipment including serial numbers or other identifying characteristics (e.g. model numbers) that Employee is using in their remote work location is set forth on Exhibit A.

I have read the BFWDC Telecommuting Guidelines and the above and have discussed the terms and conditions with my supervisor. I understand and agree to all the above terms and conditions.

☐ Check here for a renewal of an existing agreement. I certify that I continue to meet the eligibly requirements as outlined in the Telecommuting Guidelines.

APPROVALS:

_____ Employee Signature	_____ Date
_____ Supervisor Signature	_____ Date
_____ CEO Approval	_____ Date

**Benton-Franklin Workforce Development Council (BFWDC)
PY21 Sub-Recipient Monitoring Plan and Schedule**



Contract Name/ Grant CFDA Number	BFWDC Contract Number/ Grant Number	Grant Funding Agency	Subrecipient	Contract Period of Performance	Contract Amount	Revised Amount	BFWDC Annual Monitoring Period	State Monitoring Visit
Youth Program CFDA 17.259	BFWDC-PY21-OSY-CPS 6111-7001	ESD	CPS	7/1/21 - 6/30/22	\$779,699	N/A	1/2022-4/2022	May 23-27, 2022
Adult Program CFDA 17.258	BFWDC-PY21-ADULT-CPS 6111-7101	ESD	CPS	7/1/21 - 6/30/22	\$653,380	N/A	1/2022-4/2022	May 23-27, 2022
Dislocated Worker Program CFDA 17.278	BFWDC-PY21-DWP-CPS 6111-7201	ESD	CPS	7/1/21 - 6/30/22	\$977,227	N/A	1/2022-4/2022	May 23-27, 2022
PY19 Rapid Response Increased Employment CFDA 17.278	BFWDC-PY19-RRIE-CPS 6111-7509-10	ESD	CPS	9/1/19 - 12/31/21	\$248,679	\$271,309	1/2022-4/2022	May 23-27, 2022
Disaster Recovery DWG CFDA 17.227	BFWDC-PY20-DRDWG-CPS 6111-7580-64	ESD	BFWC (CPS-Fiscal Agent)	7/1/20 - 3/31/22	\$424,000	N/A	1/2022-4/2022	May 23-27, 2022
Employment Recovery DWG CFDA 17.227	BFWDC-PY20-ERDWG-CPS 6111-7590-64	ESD	CPS	7/1/20 - 3/31/22	\$446,253	N/A	1/2022-4/2022	May 23-27, 2022
One-Stop Operator CFDA 17.258 & 17.278	BFWDC-PY21-OSO-CPS	ESD	BFWC (CPS-Fiscal Agent)	7/1/21 - 6/30/22	\$180,000	N/A	1/2022-4/2022	May 23-27, 2022
Economic Security for All-Connell CFDA 17.258, 17.278 & 17.259	BFWDC-PY19-ECSA-CPS 6111-7628-10	ESD	CPS	7/1/19 - 3/31/22	\$700,000	N/A	1/2022-4/2022	May 23-27, 2022
Community Development Block Grant (CDBG) CDFA 14.228	BFWDC-PY21-CDBG-CPS 20-6221C-131	WA State Dept. of Commerce	CPS	7/1/21-1/31/23	\$448,718	NA	Date TBD	Date TBD
BFWDC Monitoring Team:	David Chavey-Renaud , Chief Operating Officer Jan Warren , Chief Financial Officer DeAnn Bock , Fiscal Manager			Diana Hamilton , Workforce Programs Manager Cynthia Garcia , Youth Programs Manager/EO Officer		Jamilet Nerell , Community Programs Manager Jessie Cardwell , Programs Coordinator		

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

October 2020 Liaison Report

Program Year July 2020-June 2021



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Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 541
Total Staff Assisted Services to Job Seekers: 866
Unique Number of Businesses Served: 87
Staff Provided Business Services: 131

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): 215
Out-of-School Youth (OSY) Program: 80
Open Doors Program: 135
Co-enrolled in Both Programs: 16
Youth Attained General Education Development (GED): 9

Total OSY Employed and/or Post-Secondary Exits: 11
Placement Rate: 68.75%

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): 236

Monthly-to-Date Target: 321

Total Employed Exits (YTD): 64

Monthly-to-Date Target: 107

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 12 Total Employed Exits: 4
Monthly-to-Date Target: 75 Monthly-to-Date Target: 48

Families Forward Washington (FFW)

Enrolled: 62 Study Goal: 56
Placed in Employment: 44

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

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

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October 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: 485 (-17)
Total Staff Assisted Services to Job Seekers: 1502 (+18)
Unique Number of Businesses Served: 116 (-57)
Staff Provided Business Services: 189 (-90)

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): 239 (+43)
Out-of-School Youth (OSY) Program: 132 (+10)
Open Doors Program: 169 (+38)
Co-enrolled in Both Programs: 62 (+5)
Total OSY attained GED: 8 (-7)
Total OSY Employed and/or Post-Secondary Exits: 26 (+13)
Average Wage: \$15.05 (\$0.45)
Placement Rate: 82% (-3.86)

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): 447

Monthly-to-Date Target: 448 (100%)

Total Employed Exits (YTD): 137

Monthly-to-Date Target: 158 (87%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 68

Monthly-to-Date Target: 92

Total Employed Exits: 14

Monthly-to-Date Target: 57

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.

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (September)

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
- Certified Nursing Assistant
- First Aid CPR

	Benton	Franklin
Unemployment	3.7%	4.2%
Average Wage (2019)	\$33.91	\$24.7

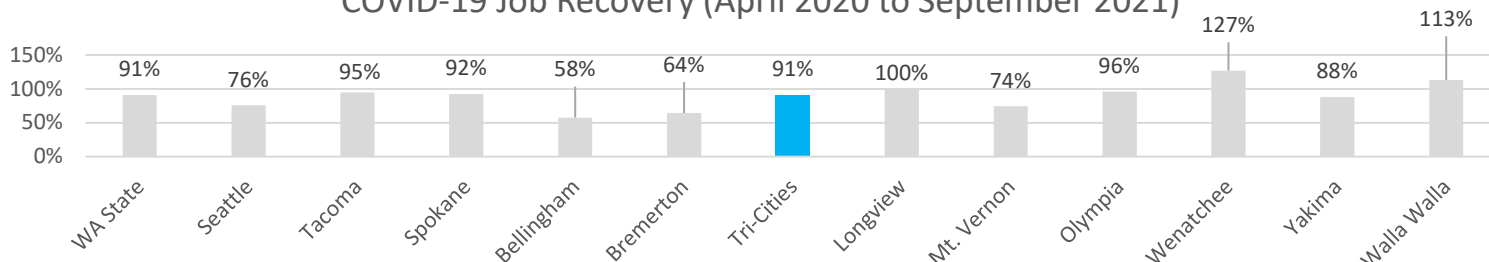
Other News

LinkedIn Learning Licenses	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9 - 10/31/21	130	74	249	49	1472	1219

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.) As of October 2021, DVR partner staff will not use LinkedIn Learning for professional development as their agency has obtained their own licenses. DVR staff will continue using the WSCB licenses to offer online learning to customers.

- WSCB was recognized as one of the top users of QTRAC, the customer scheduling tool, across the state. We have requested functionality to track walk in customers and are expanding our reporting portfolio. We were also able to build in appointment reminder language informing of check-in protocols.
- The business services team hosted the Virtual Holiday Hiring event on October 21st, 2021. Despite an active communication strategy, attendance at the event was low: 9 employers and 5 job seekers.
- Due to a decrease in virtual job fair attendance over the past 2 months, the team will be pausing on hiring events during the month of December.

COVID-19 Job Recovery (April 2020 to September 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
www.bentonfranklinwdc.com
Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

October 2021

October Highlights:

- WSCB hosted a visit from Jairus Rice, Employment Connections Director and Nona Malicoat, Deputy Director with ESD. The team received high praise for their efforts to outreach, engage customers, and ensure that services are accessible, even to those without digital skills or access.
- The WSCB Business Services Team and TC Futures continue collaborating to increase access to in demand sector information for youth in our community. This includes a WorkSource hosted table at TC Futures twice weekly, in addition to invitations to monthly job fairs for staff to meet local employers. The desired outcome is to connect business with qualified candidates and youth to employment and career pathways.

WorkSource Site Operations:

Customer Counts 10/1-10/31/2021		
Total Staff Assisted Seekers	485	
Total Staff Assisted Services	1502	
<i>Basic Services</i>	1216	
<i>Individualized, Training & Support Services</i>	243	
Unique Number of Businesses Served	116	
Staff Provided Business Services	189	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	15	12
<i>Employee Training</i> Assessment, referral, enrollment, etc.	15	8
<i>Other</i> Employer outreach visit, marketing business services, etc.	80	62
<i>Recruitment</i> Hiring events, referrals, etc.	78	58
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (11/10/21).



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October 2021 Customer Feedback:

- 54 survey responses received via Survey Monkey and QTRAC (11% response rate):
 - Of the customers who responded, 96% would refer family and friends
 - Top 3 services received: job search, training, 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:*
 - “Your crew (Business Services Team) is awesome. We are spoiled with such good customer service!”
 - “The team of people that I have had the pleasure of working with are phenomenal. Amy, Jose, Marissa, and Lisandra have all been incredibly helpful. You can tell they truly care about the people they work with.”
 - “Nothing, Maria and Gena were very professional and kind, they helped me in everything I needed.”
 - “Work Source has helped my family so much, I want others to know the services you provide. You have met and exceeded all my expectations and you never cease to amaze me with the help you are able to give. My wife and I are Work Source advocates. We are amazed at the number of people who are really struggling and don’t even know Work Source exists.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in October to be addressed in November:
 - “More contact.”
 - “The thing I would change about my services so far would be to have the earlier WorkSource workers let me know about the services that were offered.”

Service Delivery

Career Services:

- During October, WSCB provided 168 group services to 108 individuals through our locally offered workshops and group sessions. Other services in high demand include resume, staff assisted job search and staff assisted saved jobs.
- WSCB was recognized as one of the top users of QTRAC, the customer scheduling tool, across the state. We have requested functionality to track walk in customers and are expanding our reporting portfolio. We were also able to build in appointment reminder language informing of check-in protocols.
- The Front End Services Team attended a facilitated retreat during the month of October. The session focus was team building.
- WSCB continues to offer LinkedIn Learning to customers who would benefit from online learning to learn new skills or polish existing ones. We have been working with the LinkedIn Learning



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team to create a strategic engagement plan. Here are the number of staff/customer engagements to date:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9 - 10/31/21	130	74	249	49	1472	1219

Notes: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.) As of October 2021, DVR partner staff will not use LinkedIn Learning for professional development as their agency has obtained their own licenses. DVR staff will continue using the WSCB licenses to offer online learning to customers.

Business Services:

- The team had the opportunity to showcase their excellent work in collaboration with other WorkSources on the Eastern side of the state during the BFWDC quarterly board meeting. During the meeting, they invited Jennifer Easterly to speak on the successful hiring efforts Premera has had with the support of the WSCB, Spokane, and Yakima Business Services Teams.
- The Business Services Team hosted the Virtual Holiday Hiring event on October 21st, 2021. Despite an active communication and networking strategy, attendance at the event was low: Nine employers and 5 job seekers attended.
- Due to a decrease in virtual job fair attendance two months in a row, the team will be pausing on hiring events during the month of December. This will provide time to evaluate whether current strategies to connect businesses with candidates are working, to identify those that are, and to brainstorm creative new solutions to meet this need.
- Upcoming Events –
 - Virtual Childcare Hiring Event: November 4th from 10am-1pm
 - Business Friendly Programs in partnership with ESD: November 10th from 12:15-1pm

Community Connections:

- 10/5 & 10/19: 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.
- 10/7: WSCB hosted the 7th radio show in a 13 show campaign on La Zeta 96.7. The campaign is intended to better engage Spanish speaking community members. The program topic was interviewing.
- 10/11: WSCB was invited to speak at the CBC Board of Trustees meeting to showcase the positive impact of our partnership within the community.
- 10/21: During our 8th radio show with La Zeta 96.7 we shared information about seasonal employment and the resources available for our community members who work in seasonal jobs.



A proud partner of the [AmericanJobCenter](#) network

- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available via WSCB and our community partners.

Staff Training & Development:

Training/Development Attended:

- 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
- 10/21: The Great ShakeOut 2021 Earthquake Drill hosted by the WSCB Safety Committee

Upcoming Training/All Staff Meetings:

- 11/3: Cross training – Migrant Seasonal Farmworker (MSFW) Resources, Vocational Rehabilitation for Injured Workers
- 11/17: Veteran's Celebration; Cross training - National Farmworker Jobs Program (NFJP); WSCB Data
- 12/1: Cross training – Youth Services & WSCB Customer Feedback Updates

Facilities:

- 10/1: Update of WSCB hours of operation signage
- 10/11: Repair of men's customer toilet by local plumber
- 10/21: WSCB parking lot lights reprogrammed

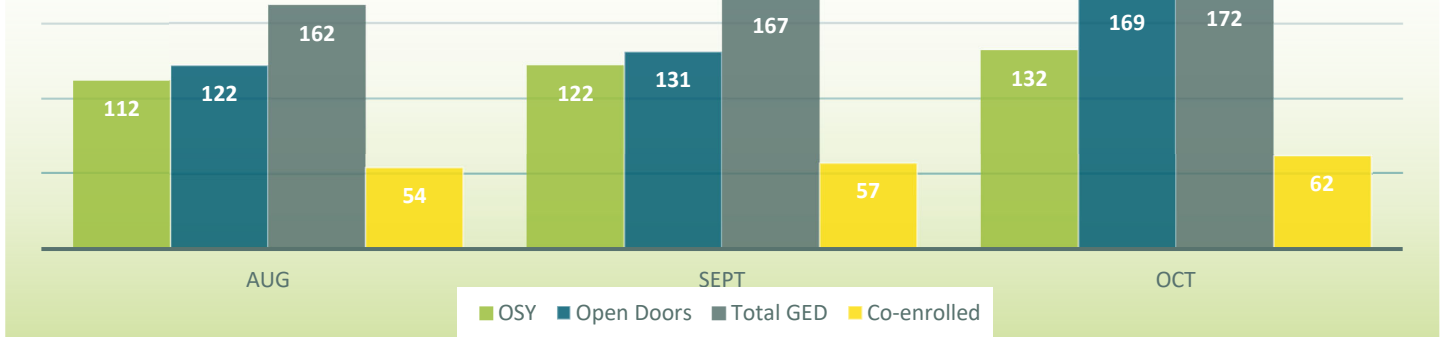
Respectfully submitted by C. Bright on 11/10/21



Update

On October 1st, Melanie Olson joined the team as TC Futures Director. She comes to TC Futures with a background in Behavioral Health and Workforce Development.

October 2021 Numbers



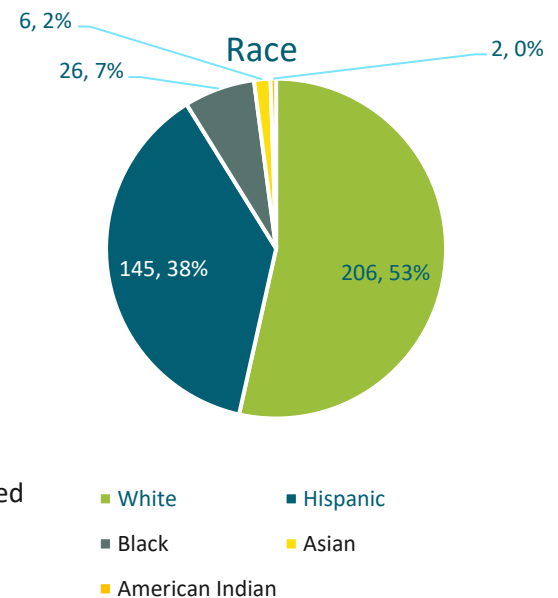
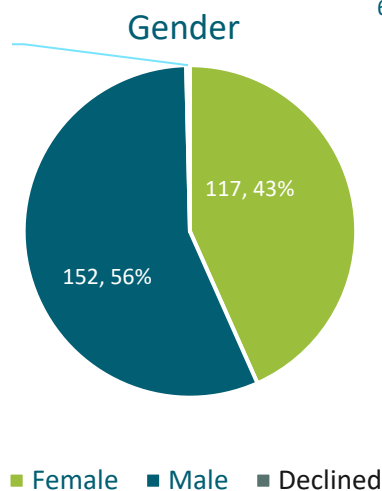
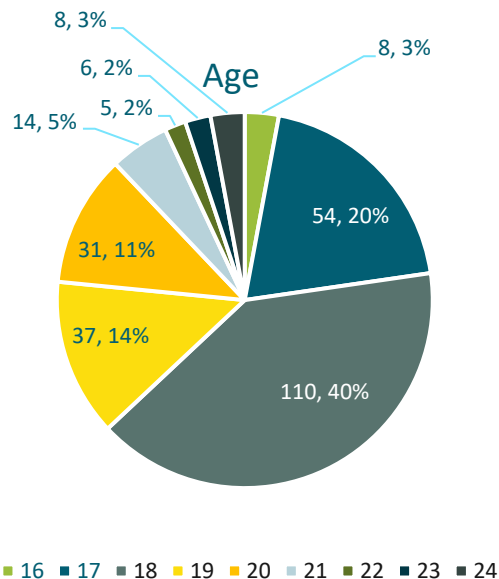
GED Testing

Month	Total	Passed	Graduates
August	42	27	4
September	41	33	5
October	32	20	5
Total	115	80	14

TC Futures Center Traffic

Month	Total
August	348
September	347
October	270
Total	965

Demographics



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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

On October 7th, TC Futures celebrated the graduation of 22 GED Recipients. Many grads shared their accomplishment with their families and other loved ones. Each person was presented to the audience with a story about their success by their primary TC Futures support team member. One graduate spoke on his own behalf and shared his story.

The significance of what he presented was not only the perseverance and will to accomplish a goal but how each person who serves our customers had touched his life so that he could make that goal happen. This is the true embodiment of how teamwork, compassion and persistence collide to ensure a persons' needs are met for them to become successful.

Upcoming Events

11/3/2021- Domestic Violence Awareness Training

11/3/2021 Meet with Associated General Contractors Org

11/4/2021 Meet with new staff at Columbia Safety

11/10/2021- Electrical Apprenticeship Workshop