



BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Youth Committee

May 18, 2022, 3:30-4:30pm.

Meeting Link: <https://bf-wdc-org.zoom.us/j/86347793426>

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** – Dennis Williamson
2. **Welcome & Roll Call**
3. **Approval of Committee Minutes** – Chair
 - Youth Committee – February 16, 2022 (Needs a Vote)
4. **PY20 Youth Reallocations-** Cynthia
5. **PY22 OSY Allocations Update-** Cynthia
6. **State Monitoring Visit** – Cynthia
7. **Together We Rise – Outreach to Historically Disadvantaged Communities (OHDC)–**
Jamilet
8. **Liaison Report-** David
9. **TC Futures Updates-** Melanie
10. **Other Business/ Updates-** All
11. **Next Meetings**
 - Youth Committee Meeting – Wednesday, September 14th, 2022, at 3:30 p.m. on Zoom
12. **Adjournment**

Attachments

- February 16, 2022, Youth Committee Minutes
- Youth Program Performance Summaries- February, March, April
- Together We Rise- OHDC Summary Page
- Liaison Report – April
- TC Futures Report- April

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

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



Benton-Franklin Workforce Development Council (BFWDC)

Youth Committee Minutes

February 16, 2022, at 3:30 pm – Zoom

Present

Dennis Williamson
Alicia Perches
Lynn Ramos-Braswell

Excused

Bob Legard
Cinthia Alvarez

Absent

BFWDC Staff Present

Tiffany Scott
David Chavey-Reynaud
Diana Hamilton
Cynthia Garcia
Jamilet Nerell
Jessie Cardwell

Ex-Officio

Darryl Banks
Jamie Ohl
Paul Randall

Presenters

Melanie Olson, TC Futures

Call to Order

Dennis Williamson called the meeting to order at 3:31 pm. Members responded as Cynthia Garcia called roll.

Approval of Committee Minutes

The Minutes of November 17, 2021, Youth Committee Meeting were provided for members to review.

Alicia Perches moved to approve November 17, 2021, Youth Committee Minutes as presented, seconded by Darryl Banks. Motion carried.

Expansion of TC Futures Cynthia

Since July 2019, TC Futures has grown in terms of customers and staff. To date, TC Futures houses 12 Out of School Youth (OSY) and Open Doors staff. On average, TC Futures serves 300 customers per month. Due to the rapid growth and increased need for services to youth and young adults in our community, TC Futures has explored the square-foot expansion of the facility. The additional real estate space will be used for:

- Current and future staff to have one-on-one appointments in a private environment;
- Workshops; Management and operations meetings;
- Additional GED testing, among many other needs.

The TC Futures Director and BFWDC staff worked with Real Estate Firm, Everstar and found Suite A of the TC Futures Building was available (attached Floor Plan provided). The TC Futures Director has worked diligently with Educational Services District (ESD) 123 to support this expansion. Although the BFWDC will not be contributing financially, it is required that the BFWDC CEO signs the rental agreement before being presented to the ESD123 Board of Directors on February 24, 2022.

BFWDC staff are recommending to the Youth Committee to approve the Expansion of TC Futures and the signature of the Lease Agreement to coordinate with our existing lease with an expiration date of April 2025. This expansion will allow TC Futures to increase service delivery and partnerships.

Board members asked Cynthia the following questions:

- Is this the building next to TC Futures? Yes, just two doors away.
- Would they be using the same parking lot? Yes.
- Who is paying for this new facility? ESD123.

Lynn Ramos-Bradwell moved to approve the Signature of Lease Agreement for Suite A, seconded by Alicia Perches. Motion carried.

Benton-Franklin Workforce Development Council (BFWDC) Highlights

ESD Recognition Letter for Positive Performance- Cynthia

Cynthia directed attendees to look in their packets for the Employment Security Department (ESD) letter recognizing the positive performance outcomes during the Quarter ending September 30, 2021, for both WIOA Title I and discretionary contracts. Cynthia congratulated our subrecipient, Career Path Services, for having the state recognize their hard work and dedication in serving our customers, especially during these very challenging times.

Members congratulated CPS and suggested highlighting this information on social media. David indicated that it would be highlighted in future reports.

Out-of-School Youth Annual Monitoring- Cynthia

Our funding source, Employment Security Department, will start its program and fiscal monitoring the week of May 16. The first week will be virtual monitoring, the second week will be on-site, and the third week will be virtual monitoring of data validation elements.

We (BFWDC Staff) are now in the process of conducting our local annual monitoring. We conduct quarterly reviews, but during this Quarter, we review the final set of files to complete the annual review; we issue the results of our monitoring to our sub-recipient. They have 30 days to submit responses to us. We then complete the review of all responses, and then a final monitoring report is issued to our sub-recipient, the final results are presented to our board members.

Alignment of WIOA Program Procurement Schedule-Cynthia

The BFWDC released a Request for Proposal for the WIOA Youth, Adult, and Dislocated Worker (DW) programs in PY18. However, as some of you may recall, we had to put out another request for Proposal in PY19 for the DW program because the Service provider was not meeting program performance outcomes and case management expectations. Because of that, our WIOA contracts are not on the same procurement schedule. We want to propose to the Board to procure all WIOA formula programs in February of 2023 to get them back on the same procurement cycle rather than putting out a Request for Information in October 2022. It is important to mention that WIOA regulations do not establish timeframes for boards to procure contracts, but DOL prefers contract extension not to exceed seven years. This would be the 4th year extension request for Youth and Adult programs. We ask for your support to get all WIOA programs back on the same procurement schedule in February of 2023. Board members supported staff recommendations.

Liaison Report- David

David shared details of the Liaison Report:

- We have seen more UI traffic come into the center as we get into winter layoffs.
- We are in a seasonal dip on the employment side of things, which is historically typical, especially for the construction and agricultural industries.
- For TC Futures, you can see that we have increased figures across the Board in terms of year over year; we are also seeing huge bumps compared to last year total youth served is up 14% compared to 2021, January, the out of school youth program is up by a third 33% open doors is up 70%.
- The second page includes information about WorkSource and other Labor Market information. The information has been changed from prior months as ESD has stopped updating the certifications data since August, so the information was becoming a little redundant in these month-to-month reports.
- Our economic recovery has been quite strong; our unemployment rate is 4.2% in Benton County and 5.5% in Franklin County compared to last year; we were at 6.4% in Benton County and 7.4% in Franklin County.
- We still have LinkedIn learning licenses to distribute; these licenses give you access to the full LinkedIn learning library suite, which is 10s of thousands of videos that cover from soft skills to data management. We are making these licenses available to partners; if you are interested, let us know.

Member, Jamie Ohl, recommended partnering with Boys and Girls Club or Union Gospel Mission. Board Member Darryl Banks expressed interest in learning more about these licenses and will connect with David after the meeting.

TC Futures Updates- Melanie

Melanie directed attendees to the February TC Futures Report and provided the following details:

- Foot traffic, co-enrollments, and GED credential attainment appear to remain consistent. Traffic for the center has decreased due to transportation issues and weather conditions; however, remote services such as Zoom, phone calls, and texting keep customers engaged.
- The number of individuals that "did not test" is a combination of no-shows, equipment failure (only twice and quickly resolved), and payment issues. The numbers represent enrollees of both Open Doors and OSY. The high rate of passing versus non-passing scores is due to the high level of engagement by the center practitioners, who ensure participants are well prepared for testing.
- Melanie provided an overview of the customer profile and spoke about the great collaboration between OSY, Open Doors, and other community resources.
- TC Futures Mission statement has been presented to the Steering committee, and it was approved. Our new mission statement is: "*Transforming the futures of youth and young adults through inclusive access to equitable and holistic services.*" We wanted to make sure that we had a mission statement that we could use as a cornerstone for every decision we make in the future. It was important for us to address the entire person, not just work readiness or GED completion.
- ESD123 is currently working on a housing assistance proposal that has unrestricted funds that would allow us to pay for emergency housing, prevention of eviction. Homelessness has been evident in our customers.
- Melanie provided the following center updates:
 - Furniture has been ordered and is expected to be delivered by mid-January.
 - Acoustic panels have arrived and are scheduled to be mounted.

- Consultation with Brutzman's to configure cubicle to increase efficiency and free up the conference room.
- Job Corps will continue to co-locate three days a week pending a formal rental agreement.
- TC Futures Director and WDC Program Manager will reschedule the visit to Vancouver's Youth Center.
- The Hiring Process for new Open Doors Case Manager is underway.

Youth Board Membership- Cynthia

As Darryl Banks has informed us-he is retiring. On behalf of the BFWDC, Cynthia thanked Darryl Banks for his dedication and support in helping us improve the lives of youth in our community. Darryl served on our Youth Committee for over ten years, and he will be missed.

The BFWDC will take Darryl's recommendation and be connecting with David Wheeler to be part of this committee after April 1, 2022. David runs our Intervention Services Unit and oversees our Education, Employment Training program. David Wheeler indicated that he is excited and thankful to be part of this committee and continue with the partnerships.

Other Business

Melanie offered Suite A as an option to have our next Youth Committee meeting in person, depending on whether or not it is permitted.

Next Meetings

Youth Committee Meeting – Wednesday, May 18, 2022, at 3:30 pm on Zoom

Adjournment

With no further business, Darryl Banks moved to adjourn, seconded by Dennis Williamson. Motion carried. The meeting adjourned at 4:25 pm.

Respectfully submitted:

Dennis Williamson, Youth Board Chair

Cynthia N. Garcia, Youth Programs Manager

March 2022

PY21 Out of School Youth (OSY) Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of March 30, 2022	\$490,974.87	\$552,735	\$779,699
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Enrollments	197	193	230
Exits			
Total Employed Exits	69	70	120
Total Post-Secondary Exits	6	6	9
Total Entered Advanced Training	0	N/A	N/A
Total Registered Apprenticeship Exits	0	N/A	N/A
Placement Rate	71.88%	85%	85%
Median Wage	\$15.00	\$14.75	\$14.75
Services			
Individual Training Account (ITA)	14	22	30
On-the-Job Training (OJT)	2	5	8
Work Experience (WEX)	17	28	42
Pre-Apprenticeships	2	N/A	N/A
Credentials Earned	10	N/A	N/A
Dropout Recovery Services			
General Equivalency Diploma (39 in Progress)	19	22	30

The strategies listed below were implemented to increase performance outcomes that are SLIGHTLY behind the monthly target

Program Expenditures: Staff continues to enroll customers and offer WEX, OJT, ITA, and wrap-around support to help Youth develop and succeed in employment (See strategies listed under Employed Exits and Training Services).

Employed Exits: Several strategies in progress to increase employed exits include:

- TC Futures will be hosting two (2) hiring events with Lamb Weston and GESA during April and with Ways Caregiving in May.
- Staff participated in the Amazon-in-person Hiring Event on March 17th. Seventy-five (75) individuals signed up and attended.
- Continue working with Blanche Barajas, the Mayor of Pasco, to help recruit local businesses interested in Paid Internships and employment opportunities for Youth.

Placement Rate: The placement rate will increase as more participants obtain unsubsidized employment.

Training Services (ITA's), On-the-Job Training (OJT), and Work Experience (WEX) Services:

- In April, LiUNA will provide a one-week pre-apprenticeship training for customers interested in obtaining a flagger certification and Pre-Construction training.
- There are ten (10) ITA's and eight (8) paid internships in progress, with more scheduled to start in April. Outcomes will be reported in the coming months.
- The following employers are currently providing WEX services or are interested in providing these services to Youth in the next month: Prosser Memorial Health, Veterans Thrift Store, Grace Clinic, Vinny's Bakery, Knutzen Meats, Small Works Learning Center, Woodsprings Suites, Tap and Barrel, Benton County IT Department.

April 2022

PY21 Out of School Youth (OSY) Program Performance Summary (Cumulative)			
Program Expenditures	YTD Spent	YTD Target	Total Contract
As of March 30, 2022	\$490,974.87	\$552,735	\$779,699
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Enrollments	211	205	230
Exits			
Total Employed Exits	73	85	120
Total Post-Secondary Exits	6	6	9
Total Entered Advanced Training	0	N/A	N/A
Total Registered Apprenticeship Exits	0	N/A	N/A
Placement Rate	70.87%	85%	85%
Median Wage	\$15.00	\$14.75	\$14.75
Services			
Individual Training Account (ITA)	17	25	30
On-the-Job Training (OJT)	2	5	8
Work Experience (WEX)	20	32	42
Pre-Apprenticeships	3	N/A	N/A
Credentials Earned	10	N/A	N/A
Dropout Recovery Services			
General Equivalency Diploma (46 in Progress)	20	25	30

The strategies listed below were implemented to increase performance outcomes that are behind the monthly targets

Program Expenditures: We do not have April 2022 expenditures as they will be reported on May 20th.

Subrecipient continues to enroll customers and offer WEX, OJT, ITA, and wrap-around support to help youth skill-up and be successful in securing employment (See Training Services below for activities in progress).

Employed Exits: Strategies in progress to increase employed exits include:

- Marla McMackin, an employment specialist, was promoted to Lead Practitioner and joined the WorkSource Columbia Basin (WSCB) Business Service Team as the lead for the Entry Level business sector. This joint venture will enhance the partnership and employment service delivery between the WSCB Business Services Team and TC Futures.
- Marijuana usage and other types of substance abuse are causing barriers to employment for youth. Staff is mitigating this challenge by making the appropriate referrals to seek outside services. Staff is also providing local labor market information and assisting customers in applying to jobs that do not require a pre-employment drug screen.
- Mental and behavioral health barriers are preventing youth from obtaining work readiness. Staff provides life skills, youth guidance, and counseling services to customers and refers them to area mental and behavioral health services before focusing on job search assistance.
- TC Futures will be hosting onsite hiring events for the first time from April through June.

Training Services (ITA's), On-the-Job Training (OJT), and Work Experience (WEX) Services:

- Staff began a reverse recruitment focus with training providers.
- There are ten (10) ITA's and twelve (12) paid internships in progress, with more scheduled to start in May.

Summary

Together We Rise is a new BFWDC initiative under the OHDC grant funded by Washington State Department of Commerce. With funding towards outreach, we will be utilizing resources to communicate and reach historically disadvantaged communities, connecting them to employment, training, and state and federal services. Through three phases: Research, Implementation, and development of a sustainability plan, our data driven approach will allow the BFWDC to engage with our customers and our partners; furthering our relationships with the overall community and strengthening our values of creating a prosperous and diverse local workforce.

Communities We Serve

- Urban or rural Black, Indigenous, People of Color (BIPOC) individuals
- Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, etc. (LGBTQ+) individuals, with emphasis on Black Transgender community
- Urban and Tribal Indians
- Monolingual Spanish-speaking individuals
- Single parents
- Homeless/houseless individuals
- Individuals with disabilities
- And others

STAKEHOLDERS

TC FUTURES

WORKSOURCE COLUMBIA BASIN

COMMUNITY MEMBERS

WASHINGTON STATE OF COMMERCE

OTHER SYSTEM PARTNERS

OUTREACH METHODS

Our outreach methods include, but are not limited to:



Digital Marketing



Partnership Connections



Print Advertising



In order to create a data driven strategic outreach plan, our research will include collaboration with our partners to create an inclusive plan by establishing relationships and engagement with historically disadvantaged communities.

As we commit to outreach during phase 2, accessibility and transparency will be a major element as we evaluate and analyze both our processes and outcomes; ensuring that our outreach is open to all stakeholders.

Using the results from OHDC, we'll develop a sustainable outreach plan to elevate systemic transformation for our community to flourish and in an essence, we want long-lasting solutions to ensure reach for historically disadvantaged communities.

Contact us to learn more: 509.366.2091

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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

April 2022 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: 646 (-557)
Total Staff Assisted Services to Job Seekers: 1640 (-1011)
Unique Number of Businesses Served: 100 (+11)
Staff Provided Business Services: 180 (+24)

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



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

TC Futures Traffic: 494 (-39)
TC Futures Total Youth Enrolled (YTD): 504 (+97)
Out-of-School Youth (OSY) Program (YTD): 211 (+14)
Co-enrolled in Both Programs: 77 (+4)
Total Youth attained GED: 44 (+5)
Total OSY Employed and/or Post-Secondary Exits: 79 (+4)

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 * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 636

Monthly-to-Date Target: 643 (99%)

Total Employed Exits (YTD): 249

Monthly-to-Date Target: 331 (75%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 96

Monthly-to-Date Target: 87

Total Employed Exits: 15

Monthly-to-Date Target: 15

Community Development Block Grant (CDBG)

Site Placements: 6

Monthly-to-Date-Target: 3

LMI Served: 18,263
(Low-Moderate Income)

Program Target: 40,000

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

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Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (March)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 5.4%

Franklin County Unemployment: 7.4%

Tri-Cities Employment (March 2022)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	119800	700	1%	5,800	5%	115%
Total Private	100900	700	1%	5,000	5%	123%
Goods Producing	19000	400	2%	900	5%	113%
Mining, Logging, and Construction	10600	300	3%	100	1%	100%
Manufacturing	8400	100	1%	800	11%	150%
Service Providing	100800	300	0%	4,900	5%	115%
Private Service Providing	81900	300	0%	4,100	5%	124%
Trade, Transportation, Warehousing and Utilities	20600	100	0%	500	2%	187%
Retail Trade	14100	100	1%	500	4%	163%
Financial Activities	4300	-	0%	500	13%	100%
Professional and Business Services	21700	(300)	-1%	800	4%	167%
Administrative and Support Services	11900	-	0%	700	6%	367%
Educational and Health Services	18900	200	1%	400	2%	155%
Leisure and Hospitality	12100	300	3%	2,000	20%	105%
Food Services	9900	300	3%	1,800	22%	130%
Government	18900	-	0%	800	4%	45%
Federal Government	1100	-	0%	(100)	-8%	100%
Total State Government	3000	100	3%	400	15%	0%
Total Local Government	14800	(100)	-1%	500	3%	67%

Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 5/10/22	176	112	681	151	3674	3023

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

Grow with Google (March 2022)	Project Management	UX Design	IT Support	Data Analytics
Customer Enrollments	8	2	8	3

- The Equity Committee launched an ad campaign via television/streaming media and newspaper to better engage Spanish speaking community members. This campaign started in April and will run through July on Telemundo/Fox and Tu Decides.
- The WSCB Business Services team is planning the second WorkSource Open House, which will feature services available to help local business save money. This event is also a great opportunity for networking.
- Review: "Thank you for giving me a mock interview with Hanford employers. It helped me prepare for the interview prior to real one. I obtained employment with the employer and thank you all that helped."

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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Transforming the futures of youth and young adults through inclusive access to equitable and holistic services

April 2022

Traffic:	494	(Number of visits, not unique customers)
Monthly GED:	5	(Number of GEDs obtained in April)
YTD GED:	44	(Number of GEDs obtained since August)
Co-enrolled:	77	(Enrolled in both Open Doors and OSY)
Total Served:	504	(Total combined served, including exited customers)

Open Doors' numbers begin at the start of the school year calendar, August 1st. Beginning July 1st, 2022, Open Doors will begin reporting numbers aligned with OSY's program year.

Customer Profile

Profile/Challenges	Partners	Solutions
A 19-year-old homeless female enrolled at TC Futures has domestic issues with her brother, with whom she currently resides. Initially reported homelessness. No academic credential. Needs work readiness skills.	Housing Resource Center, River's Edge, Community in Schools, Open Doors, and OSY Case Managers	Assisted with emergency housing and was provided case management to find permanent housing. Now has an apartment. Also received support for utility payments. Recently disclosed episode of domestic violence involving her brother. She reported safety concerns and being overwhelmed with stress regarding her living situation.
Few resources, including no access to technology. The phone was taken by her brother, leaving her limited ability to communicate with outside support.	School District, Open Doors, and OSY Case Managers	Arranged with the school district to provide a Chromebook. Has passed 2 GED Exams and has a planned training for a career in welding. Referred to support to access a new phone independent of her brother.
Transportation issues, no vehicle or license.	OSY Program	OSY assisted with earning a driver's license. She was able to acquire a vehicle.
The customer came to TC Futures with a crisis involving violence in the home and a lack of resources.	Open Doors and OSY Case Managers	Case Managers from Open Doors and TC Futures helped her prioritize their basic needs. She was given referrals to SARC, Legal Services, and access to a phone. She was referred to counseling. She left feeling relief and a sense of hopefulness.

Customer Profile- Additional Information: This individual has several challenges to overcome in pursuing her GED and preparing for the workforce. Though she has experienced many obstacles, she continues to pursue solutions with guidance from the TC Futures team. Faced with homelessness, living in temporary housing, and experiencing violence in a place that is supposed to be a haven of safety has not deterred her from working on her personal goals. Like most of our customers, she lacks guidance or help from natural support. TC Futures has become a place where she has been able to find the assistance she needs to focus and prioritize her needs to stay the course.

As a demonstration of true teamwork, each case manager has contributed their expertise in navigating community support available to her. Despite the uneven playing field, she has managed to keep her footing and, with the help of this team, has made numerous gains. This takes guts, courage, and stamina.

Partnerships

- **Legal Counsel for Youth and Children (LCY):** Submitted a grant to Building Changes in partnership with ESD 123. This grant will provide FTE Support for a Youth Engagement Team (YET). The proposed YET will consist of an attorney and case manager to support youth who are facing issues of homelessness. If awarded, the grant will fund a .5 FTE for ESD 123 to provide the case management services. Notification of award will occur June 3rd with an implementation date of July 1st. LCYC is the applicant. ESD 123 will be the sub-recipient if awarded.
- **Department of Human Services-** ESD 123 is contracting for support service dollars earmarked to end homelessness. A .5 FTE will be designated to assist with emergency housing and related support services. Tentative roll out date is June 1st.
- **Job Corps-** Is seeking a replacement employee. Once hired, we will revisit negotiating rent.
- **Community Health Plan of Washington (CHPW)-** Continues to sponsor events such as GED graduation. They sponsored a photo booth for graduation (a BIG HIT), which 81 people attended. In addition, the CHPW team aids with engaging customers in health care, assisting with applications for Medicaid, and scheduling appointments. We continually search for opportunities to expand our partnership, keeping our eye on our mission to *allow inclusive access to equitable and holistic services*.
- **WorkSource Columbia Basin-** Out-of-School Youth Staff has been promoted to Lead Practitioner and has joined the WSCB Business Team for the Entry Level Business Sector creating more opportunities to host workshops and hiring events.

Events

- TC Futures hosted 37 Students from Kennewick School District in partnership with the Migrant Education Program. Staff facilitated a workshop covering the topic "How to find your dream job when you don't know what you want to do" and an overview of services available to customers through TC Futures.
- **Equal Opportunity Monitoring:** Local and State Equal Opportunity Officers completed their monitoring review of TC Futures. They conducted a facility walkthrough and interviewed staff and customers to ensure compliance with the equal opportunity and nondiscrimination requirements.
- **TC Futures 101 in-Person Sessions:** Staff provides an in-person overview of resources that customers have access to through TC Futures; this has resulted in additional referrals to the program. In April, there were eight attendees and three enrollments.
- **TC Futures Open House:** The open house was well attended by community partners and was a successful networking opportunity.

Center Updates

- We are getting the second testing room approved by Pearson Vue, the room is set up, and we are waiting for approval. This will double our testing capacity.
- **Benton-Franklin Workforce Development Council-** Provided TC Futures with funding to install 2 paneled workspaces to allow for more private meetings between staff and customers. Installation is expected on June 10th. Thank you, BFWDC!