

# Benton - Franklin Workforce Development Council

October Board of Directors Meeting



Photo Courtesy of Pasco Aviation Museum



# Benton - Franklin Workforce Development Council

## October Board of Directors Meeting

**Date:** Tuesday, Oct. 29, 2024 | **Time:** 4:00 PM – 5:00 PM PDT | **Location:** TC Futures - 825 N. Edison Street Suite 100, Kennewick, WA

**Attendees:** All Board Members, Full Board | Staff: Cynthia N. Garcia, Benton Franklin Workforce Development Council, Crystal Bright, DeAnn Bock, Jessie Cardwell, Gabriela Torres, Cyndelle Howell

### Agenda

<b>1. Call to Order and Welcome</b>	Todd Samuel, Board Chair	
1.1 Board Member/BFWDC Staff Roll Call & Excused Absences	Cyndelle Howell, Administrative Coordinator	4:00 pm (1 min)
1.2 New Board Member Welcome	Todd Samuel, Board Chair	4:01 pm (1 min)
1.3 Host (TC Futures) Welcome	Todd Samuel, Board Chair	4:02 pm (1 min)
1.4 Visitor Welcome	Todd Samuel, Board Chair	4:03 pm (1 min)
1.5 Public Comment	Todd Samuel, Board Chair	4:04 pm (1 min)
<b>2. Consent Agenda</b>	Todd Samuel, Board Chair	
2.1 Approval of Minutes		4:05 pm (1 min)
2.2 Program	Todd Samuel, Board Chair	4:06 pm (1 min)
2.3 New Board of Directors Member	Todd Samuel, Board Chair	4:07 pm (2 min)
2.4 Operations	Todd Samuel, Board Chair	4:09 pm (1 min)

<b>3. Fiscal Report</b>	DeAnn Bock, Fiscal Director	4:10 pm (5 min)
<b>4. BFWDC Board of Directors Officer Elections - Needs a VOTE</b>	Todd Samuel, Board Chair	4:15 pm (5 min)
<b>5. WorkSource Columbia Basin Annual Certification Progress Update</b>	Crystal Bright, WorkSource System Coordinator	4:20 pm (10 min)
<b>6. WorkSource Columbia Basin Community Connections Site</b>	Todd Samuel, Board Chair	
6.1 Grace Kitchen	Cynthia N. Garcia, Executive Director	4:30 pm (5 min)
6.2 Prosser – Mid Columbia Libraries - Needs a VOTE	Todd Samuel, Board Chair	4:35 pm (5 min)
<b>7. State of the Industries Presentation - Ajsa Suljic, ESD Labor Economist</b>	Todd Samuel, Board Chair	4:40 pm (20 min)
<b>8. Meeting Adjourned</b>	Todd Samuel, Board Chair	5:00 pm

# 1. Call to Order and Welcome

# 1.1 Board Member/BFWDC Staff Roll Call & Excused Absences

## 1.2 New Board Member Welcome

- Sheila Erickson, Business
- John Raschko, Business
- Megan McCary, Business
- Seth Worley, Labor

## 1.3 Host (TC Futures) Welcome

Thank you, Melanie Olson, ESD123 TC Futures Director



Connect with TC Futures on Facebook & Instagram

Phone: 509-537-1710

Office Hours: 8:00 AM – 5:00 PM Mon. – Fri. (outside doors close at 4:00 PM on Friday)

Location: You can connect with team members in-person at their NEW location 825 N Edison St., Suite 100 in Kennewick, Washington (located across from Kamiakin High School).

# 1.4 Visitor Welcome



# 1.5 Public Comment

## 2. Consent Agenda

- Approval of Board Minutes
  - i. To approve the July 30, 2024, Quarterly Board Meeting Minutes as presented
- Program
  - i. Program Year 2024 Subrecipient Monitoring Schedule
- New Board of Directors Member
  - i. Motion to nominate a new Board of Directors member, Representing Business: Amelia Kittson
- Operations
  - i. Motion to approve Occupations in Demand (OID) Committee Recommendations

## 2.1 Approval of Minutes

- To approve the July 30, 2024, Quarterly Board Meeting Minutes as presented

## *Benton-Franklin Workforce Development Council*

### Quarterly Board of Directors Meeting

July 30, 2024, 4:00 p.m. – WorkSource Columbia Basin | Virtual Hybrid.

#### **Call to Order**

Todd Samuel, Chair, called the meeting to order at 4:00 p.m.

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

Cyndelle reported excused absences and conducted a roll call of the BFWDC Board Members and BFWDC Staff; a quorum was present as defined in the bylaws. In-person guests were asked to sign in, and virtual guests were asked to use the chat feature to reflect those in attendance in the meeting minutes.

#### **Consent Agenda**

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

- a. Approval of Board Minutes
  - o To approve April 30, 2024, Quarterly Board Meeting Minutes as presented.
- b. Administration
  - o Executive Director Goals and Performance Expectations for Program Year 2024
- c. Program Year (PY) 2024 Budget
  - o To adopt the PY24 BFWDC Budget as submitted.
- d. Title 1-B WIOA Award
  - o To award PY24 WIOA Youth Contract to Career Path Services in the amount of \$691,315.
  - o To award PY24 WIOA Adult Contract to Career Path Services in the amount of \$733, 247, with a Quarter One Cap not to exceed \$171,069.
  - o To award PY24 WIOA Dislocated Worker Contract to Career Path Services in the amount of \$664,780, with a Quarter One Cap not to exceed \$122,432.
  - o To approve the PY24 One-Stop Operator (OSO) Contract Extension to Benton-Franklin Workforce Consortium through June 30, 2025, in the approximate amount of \$170,000.
- b. Program Funding
  - o To approve Sole Source Procurement to award PY24 State Economic Security for All (EcSA) funds to Career Path Services (CPS) in the amount of \$515,909 to continue the local State EcSA Program for July 1, 2024, through June 30, 2025, Effective July 1, 2024.
  - o To award the Federal EcSA Subrecipient Contractor, Career Path Services, funds in the amount of \$111,301, with a new contract expiration date of June 30, 2025, Effective July 1, 2024.

Todd asked for board members' comments or opposition; there was none.

*Todd Samuel called for a motion to approve the consent agenda as presented. Motion moved by Amanda Jones, the second by Robert Legard, and unanimously carried to approval.*

#### **Benton-Franklin Strategic Plan 2024-2028**

Strategic plan and partnerships for workforce development.

Cynthia Garcia requests approval of the strategic plan, incorporating feedback from partners. Partners suggest developing strategic partnerships, integrated system services, and accountability measures. Cynthia Garcia and the Board discussed regional workforce development systems, with Cynthia mentioning the importance of partnerships and collaboration. They highlighted the need for non-traditional partners in workforce development, such as non-profits and the Department of Corrections, and the importance of thinking differently about partnerships.

With no additional feedback or comments, Todd Samuel called for a motion to approve the Benton-Franklin Strategic Plan 2024-2028 updating goal four and adding objective three to include: Increase participation in the regional workforce development system by developing strategic partnerships integrating system services, data accountability, and resources.

The motion was moved by Robert Legard, the second by Kate McAteer, and unanimously carried to approval.

### **Fiscal Director Report Out**

DeAnn presented the 2024 budget and provided the following details:

- Current year's budget compared to the previous year's budget.
- This year, the BFWDC implemented a new methodology of allocating 5% of everyone's salaries into a training budget pool. This allows more flexibility for staff to attend conferences, training, and professional development opportunities.
- A \$10,000 decrease in facility costs was noted.
- Overall, the budget is stable and similar to previous years.

The board members did not raise any major concerns about the budget presentation. DeAnn invited the board members to reach out to her directly if they had any other questions about the budget details that were provided.

### **One-Stop Certification Determination**

Todd Samuel, Cynthia Garcia, and Jessie Cardwell discuss the recertification of the WorkSource facility. A committee was formed to evaluate WorkSource operations. The committee found that WorkSource Columbia Basin has a strong continuous quality improvement culture, utilizes customer feedback effectively, and has deepened relationships with community partners. They discussed the submitted application for WorkSource Certification, toured the facility, and held two committee meetings on March 12 and March 21, 2024. The committee valued being able to see normal facility operations and hear the passion and dedication of the staff they met. The BFWDC WSCB Certification committee agreed with the responses provided to the questions the committee generated for all review areas that included:

- Programmatic Access
- Service Provision
- Physical & Programmatic Accessibility
- Branding & Common Identification
- Non-Discrimination & Equal Opportunity
- WorkSource System Requirements
- Organization & Management

The BFWDC Board of Directors recognizes the hard work staff are doing and the progress that is continuing towards being the recognized provider of choice in our region for Employer and Job Seeker services. The BFWDC Board granted a three-year certification to WorkSource Columbia Basin (2024-2027). The board was encouraged to consider serving on the recertification committee in the future, as it is a valuable way to learn about the operations and services provided by WorkSource.

### **Board of Directors Member Nomination**

Cynthia Garcia introduces Sheila Erickson as a potential new board member. Sheila is a Veterinarian and Practice owner of Horse Heaven Hill Pet Urgent Care in Kennewick, WA. She is active in the Benton-Franklin Community, sits on the Tri-Tech Advisory Board, and participates in the Yakima Valley Community College Vet. Tech. Intern/Extern Program, and Washington State University DVM Intern/Extern Program and others. She brings with her a wealth of knowledge in the Veterinary and Agriculture industries.

*Todd Samuel called for a motion to approve the Board of Directors Member Nomination of Sheila Erickson, Representing Business for a three-year term.*

*Motion moved by Amanda Jones, the second by Andrew Cook, and unanimously carried to approval.*

#### **Board Member Re-Appointment**

Michael Lee and Bob Legard's terms are set to expire on June 30. Both members have agreed to maintain their seats on the BFWDC Board of Directors. Dr. Lee has served on the Board representing Education since 2019 and Mr. Legard representing Labor since 2015. Cynthia N. Garcia requests a motion to extend Michael Lee board member & Bob Legard's terms by one three-year term.

*Todd Samuel called for a motion to approve the Board of Directors Member re-appointment of Michael Lee, representing Education for an additional three-year term.*

*Motion moved by Kate McAteer, the second by Todd Samuel, and unanimously carried to approval.*

*Todd Samuel called for a motion to approve the Board of Directors Member re-appointment of Robert Legard representing Labor for an additional three-year term.*

*Motion moved by Geoff Arends, the second by Amanda Jones, and unanimously carried to approval.*

The BFWDC board unanimously approved the appointment of Robert Legard to the board, representing the labor sector.

Additionally, Amy Johnson from Purple Star Winery has expressed interest in joining the board.

#### **Board Member Resignation**

Members Leticia Torres & Carlos Martinez representing Business; both resignations were due to personal commitments. Cynthia expressed gratitude for the members and their time served on the BFWDC board.

**Board Member Diversity and Recruitment Initiatives and Recommendations for Member Nominations**  
The BFWDC is now seeking to fill three open positions representing the business sector, as well as one open position representing labor. The BFWDC board discussed conducting a health assessment and skills audit for board members. Cyndelle Howell explained that the health assessment and skills audit were sent out to board members previously and emphasized the importance of completing these assessments. The purpose of the health assessment and skills audit is to help the BFWDC determine the diversity of the board, identify the strengths and areas for the development of the board members, and inform future recruitment and training initiatives. Board members were asked to complete the skills audit survey using a QR code provided during the meeting. Cyndelle offered to send the materials to any board members who were unable to access them during the meeting. The board was encouraged to participate in these assessments on an annual basis to help the BFWDC continuously improve and support the board's effectiveness. Cyndelle Howell discussed the importance of a diverse board and conducting regular skills audits to ensure strategic board recruitment. Cynthia Garcia thanked participants for 100% participation in the process, emphasizing the importance of the results.

#### **WorkSource Columbia Basin Annual Presentation**

The WorkSource Columbia Basin presentation was delivered by Crystal Bright, the WorkSource System Coordinator working for the Benton Franklin Workforce Consortium. She began by explaining that the Consortium, which includes partners like Career Paths Services, Columbia Basin College, DVR, and the Employment Security Department, is the One Stop Operator in the local area. Crystal noted that she was presenting on behalf of the full WorkSource Columbia Basin Partnership, which includes a range of community organizations and agencies. She emphasized the importance of the partnership in delivering services and programs to support the local workforce. Crystal Bright highlighted partnerships, a new program, and a customer-centric approach at WorkSource Columbia Basin.

WorkSource Columbia Basin has:

- Expanded services based on direct customer feedback, including adding on-site paid family medical leave staffing, ESL and GED classes, and digital literacy training.
- Built a strong continuous quality improvement culture, where they are willing to fail fast, try new things, and make changes based on customer input.
- Deepened partnerships with community organizations, including hosting visitors and expanding services through new collaborations.
- Collaboratively focused on meeting customers where they are in the community, rather than expecting them to come to WorkSource, as part of a broader human-centered design strategy.

Crystal Bright presented partnership work, demonstrating the organization's dedication to putting the needs of job seekers and employers at the forefront of their work, and leveraging partnerships and a culture of innovation to serve the local community better. The board was encouraged to tour the WorkSource facilities and meet the team to learn more about the services and programs they provide. This is a valuable way for board members to understand the operations and impact of WorkSource better. The board recognized the importance of the customer-centric, human-centered approach that WorkSource is taking, and encouraged the continued focus on meeting the needs of job seekers and employers in the community. The board appreciated the emphasis on building strong partnerships and deepening relationships with community organizations, which aligns with the BFWDC's strategic goals.

### **TC Futures Annual Presentation**

Summer program for at-risk youth, focusing on workforce development and life skills. Melanie Olson explains how the Open Doors program will spend \$100,000 in funding focusing on post-resident or justice-involved youth, with all money spent by the end of summer. Melanie Olson and her team developed a workforce development program to address labor shortages in the hospitality industry. Hospitality Futures: Wine Industry Leaders designed Hospitality Training specifically for customers. Leadership Academy: Designed by Paul Case of Growing Forward/Leadership Tri-Cities program partnered with industry leaders to create training modules and paid work experiences for youth and adults. Melanie Olson and Heather discuss Career Path services, highlighting their strengths and partnership. The Dignified Work program focuses on life skills and work readiness, providing a foundation for success. Summer program for youth with life skills training and industry partnerships. Youth will learn life skills like self-care, stress management, and financial literacy. Melanie Olson highlights the importance of partnerships and data collection for TC Futures programming. TC Futures has strengthened partnerships with service providers, business sectors, and employers in the local area. Melanie Olson and Heather Woodruff discussed their organization's summer program, including additional funding for ESL programs and training for individuals who serve youth with criminal records. Melanie mentioned a CBO called Career Path Services that they worked with to receive \$45,000 in funding and discussed the importance of having a CBO for grant requirements.

### **Member Updates & Business Engagement**

WorkSource's mission is to help people in the region overcome barriers to employment through various programs and services. Board members advise on how to best use \$5 million in funding to support the region and spend taxpayers' money prudently. Todd Samuel encourages donations to the Benton Franklin Workforce Development Council to provide unrestricted funds for staff to decide how to best use for customers.

**Next Meeting**

Quarterly Board Meeting – Tuesday, October 29, 2024, at 3:30 p.m. at WSCB Room 8 | Hybrid Zoom

**Adjournment**

With no further good of the order business, Todd adjourned the meeting at 5:03 p.m.

<u>Board - Present</u>	<u>Board - Excused</u>	<u>Absent</u>	<u>BFWDC Staff</u>	<u>Guests</u>
Commissioner Will McKay	Adolfo DeLeon		DeAnn Bock	Sheila Erickson
Commissioner Clint Didier	Lori Mattson		Cynthia Garcia	Israel Delamore
Bob Legard			Jessie Cardwell	Rebecca Williamson
Amanda Jones			Cyndelle Howell	
Andrew Cook				
David Wheeler				
Geoff Arends				
John Dickson				
Jason Jansky				
Karl Dye				
Lynn Ramos-Braswell				
Todd Samuel				
Alicia Perches				
Kate McAteer				
Michael Lee				
Jessica Rusch				
Paul Randall				

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Todd Samuel, Chair & Treasurer      Date

\_\_\_\_\_  
Lynn Ramos-Braswell, Secretary      Date



## 2.2 Program

- Program Year 2024 Subrecipient Monitoring Schedule

**Benton-Franklin Workforce Development Council (BFWDC)  
Program Year (PY) 2024 Subrecipient Monitoring Schedule**



Contract Name/ Grant CFDA Number	Contract Number	Grant Funding Agency	Subrecipient	Contract Period of Performance	Contract Amount	Revised Amount	BFWDC Annual Monitoring Period	State Monitoring Visit
<b>Youth Program</b> CFDA 17.259	BFWDC-PY24-YOUTH-CPS	ESD	CPS	7/1/24 - 6/30/25	\$691,315	N/A	1/2025-4/2025	6/09-13/2025
<b>Adult Program</b> CFDA 17.258	BFWDC-PY24-ADULT-CPS	ESD	CPS	7/1/24 - 6/30/25	\$733,247	N/A	1/2025-4/2025	6/09-13/2025
<b>Dislocated Worker Program</b> CFDA 17.278	BFWDC-PY24-DWP-CPS	ESD	CPS	7/1/24 - 6/30/25	\$664,780	N/A	1/2025-4/2025	6/09-13/2025
<b>One-Stop Operator</b> CFDA 17.258, 17.278 & 17.259	BFWDC-PY24-OSO-CPS	ESD	BFWC (CPS-Fiscal Agent)	7/1/24 - 6/30/25	\$170,000	N/A	1/2025-4/2025	6/09-13/2025
<b>Economic Security for All (Federal)</b> CFDA 17.258, 17.278 & 17.259	BFWDC-PY23- Federal ECSA -CPS	ESD	CPS	7/1/24 - 6/30/25	\$111,301	N/A	1/2025-4/2025	6/09-13/2025
<b>Economic Security for All (STATE)</b>	BFWDC-PY24-State ECSA - CPS	ESD	CPS	7/1/24 - 6/30/25	\$515,909	N/A	1/2025-4/2025	6/09-13/2025
<b>Economic Security for All (CRF)</b>	BFWDC-PY23-State ECSA CRF-CPS	ESD	CPS	1/1/24-6/30/25	\$2,307,850	Mod 1	1/2025-4/2025	6/09-13/2025
<b>QUEST DWG</b> CFDA 17.277	BFWDC-PY22-QUEST-CPS	ESD	CPS	10/1/22-6/30/25	\$546,036	Mod 1	1/2025-4/2025	6/09-13/2025
<b>BFWDC Monitoring Team:</b>	<b>Cynthia N. Garcia</b> , Executive Director/EO Officer <b>Jessie Cardwell</b> , Workforce Programs Manager, <b>Gabby Torres</b> , Compliance Coordinator <b>DeAnn Bock</b> , Fiscal Manager							

## 2.3 New Board of Directors Member

### **Motion to nominate a new Board of Directors member, Representing Business: Amelia Kittson**

Presenting Amelia Kittson, Executive Vice President of KIE (Kennewick Industrial and Electrical Supply- a family-owned and operated business since 1955.

- Amelia is Responsible for setting and managing the company's comprehensive strategic direction, vision, and day-to-day operations. She works with management to set individual and collective goals aligned with the company's overall goals and develop and execute plans to achieve desired results.
- Amelia identifies areas for process improvement and leads initiatives to enhance operational performance. She Develops and manages budgets for various departments and implements cost-control measures intended to optimize resource allocation.
- Handles official communication on behalf of the company, signs official documents and makes legally binding decisions
- Amelia has expressed a strong desire to continue contributing positively to our community by helping shape a workforce development system that meets the needs of employers and individuals.
- BFWDC Staff are asking for a motion, appointing Amelia Kittson as a board member Representing the Business sector.

## 2.4 Operations

- ♣ Motion to approve Occupations in Demand (OID) Committee Recommendations



SOC	Occupational title	Base supply/demand adjusted definition 2023	Base supply/demand adjusted definition 2024	Compare 2023 Base and 2024 Base Same or Different	Recommended By:	Recommended Change To:
29-2052	Pharmacy Technicians	not_in_demand	not_in_demand	Same	ESD	in_demand
31-1131	Nursing Assistants	in_demand	balanced	Different	ESD, WSCB, CBC	in_demand
39-5012	Hairdressers, Hairstylists, and Cosmetologists	in_demand	not_in_demand	Different	ESD, WSCB, CPS	in_demand
47-2061	Construction Laborers	not_in_demand	not_in_demand	Same	ESD, WSCB	in_demand
47-2111	Electricians	not_in_demand	not_in_demand	Same	ESD, WSCB, IBEW 112	in_demand
53-3032	Heavy and Tractor-Trailer Truck Drivers	balanced	not_in_demand	Different	ESD, WSCB, CBC	in_demand
53-3033	Light Truck or Delivery Services Drivers	in_demand	balanced	Different	ESD, WSCB	in_demand
131071	Human Resources Specialists	in_demand	not_in_demand	Different	WSCB	in_demand
514121	Welders, Cutters, Solderers, and Brazers	in_demand	not_in_demand	Different	WSCB, CBC	in_demand
533052	Bus Drivers, Transit and Intercity	in_demand	not_in_demand	Different	WSCB	in_demand
131081	Logisticians	balanced	balanced	Same	CBC	in-demand
292055	Surgical Technologists	balanced	balanced	Same	CBC	??
319093	Medical Equipment Preparers	balanced	balanced	Same	CBC	??
319097	Phlebotomists	in_demand	balanced	Different	CBC	??
433021	Billing and Posting Clerks	in_demand	balanced	Different	CBC	in_demand
433051	Payroll and Timekeeping Clerks	not_in_demand	not_in_demand	Same	CBC	in-demand
493023	Automotive Service Technicians and Mechanics	in_demand	balanced	Different	CBC	in_demand
514041	Machinists	not_in_demand	not_in_demand	Same	CBC	??
292056	Veterinary Technologists and Technicians	in_demand	balanced	Different	HHHPUC	in_demand
319096	Veterinary Assistants and Laboratory Animal Caretakers	in_demand	in_demand	Same	HHHPUC	Same
Not on List	Doctor, Veterinarian, Medicine (DVM)	not_in_demand	in_demand	Not on the list	HHHPUC	in_demand
211022	Healthcare Social Workers	balanced	balanced	Same	CPS	in_demand
299099	Healthcare Practitioners and Technical Workers, All Other	in_demand	in_demand	Same	CPS	Same
319099	Healthcare Support Workers, All Other	in_demand	in_demand	Same	CPS	Same
111021	General and Operations Managers	in_demand	not_in_demand	Different	CPS	in_demand
492022	Telecommunications Equipment Installers and Repairers, Except	not_in_demand	not_in_demand	Same	IBEW 112	in_demand

# 3. Fiscal Report

- August Finance Reports

**Benton Franklin Workforce Development Council**  
**Statement of Budget To Actual Expenditures**



(May Contain Unposted Transactions)  
 For Period July 01, 2024 - October 15, 2024

EXPENSES	CURRENT FISCAL YEAR				
	2024 - 2025				
	YEAR-TO-DATE ACTUALS - OCTOBER 2024	YEAR-TO-DATE BUDGET - OCTOBER 2024	YEAR-TO-DATE PERCENT OF BUDGET	CURRENT YEAR BUDGET	PERCENTAGE OF TOTAL BUDGET
Sub-Recipient Reimbursements	\$ 1,213,884	\$ 1,476,628	82%	\$ 4,429,883	27%
Rent and Facilities	\$ 17,632	\$ 15,580	113%	\$ 45,791	39%
Salaries and Wages	\$ 150,284	\$ 214,197	70%	\$ 649,033	23%
Professional Services and Contracts	\$ 4,083	\$ 37,120	11%	\$ 65,920	6%
TC Futures	\$ 15,000	\$ 20,000	75%	\$ 60,000	25%
Travel and Training	\$ 2,048	\$ 23,200	9%	\$ 48,000	4%
Supplies, Furniture and Equipment	\$ 1,021	\$ 1,000	102%	\$ 3,000	34%
Equipment and Software - Lease and Maintenance	\$ 3,864	\$ 8,645	45%	\$ 17,000	23%
Communications (Telephone, Postage and Internet)	\$ 363	\$ 723	50%	\$ 2,170	17%
Advertising and Outreach	\$ 254	\$ -	0%	\$ -	0%
Insurance	\$ 8,742	\$ 8,000	109%	\$ 8,000	109%
Dues, Fees and Subscriptions	\$ 14,368	\$ 13,970	103%	\$ 15,552	92%
Business/Community	\$ -	\$ -	0%	\$ -	0%
<b>TOTAL YEARLY EXPENSES</b>	<b>\$ 1,431,543</b>	<b>\$ 1,819,063</b>	<b>78.70%</b>	<b>\$ 5,344,349</b>	<b>27%</b>

\*Rent & Facilities - over budget due to Goodwill final operating cost reconciliation. (\$2876.88)

\*Advertising & Outreach - expense for Connection Site signage

**Benton Franklin Workforce Development Council**  
**PRIOR YEAR-TO-DATE COMPARISONS**



(May Contain Unposted Transactions)  
 For Period July 01, 2024 - October 15, 2024

EXPENSES	CURRENT FISCAL YEAR	PRIOR YEAR-TO-DATE COMPARISONS		
	2024 - 2025	2023 - 2024	2022 - 2023	2021 - 2022
	YEAR-TO-DATE ACTUALS - OCTOBER 2024	PREVIOUS YEAR ACTUALS - OCTOBER 2023	PREVIOUS YEAR ACTUALS - OCTOBER 2022	PREVIOUS YEAR ACTUALS - OCTOBER 2021
Sub-Recipient Reimbursements	\$ 1,213,884	\$ 596,017	\$ 726,580	\$ 983,720
Rent and Facilities	\$ 17,632	\$ 15,705	\$ 15,931	\$ 21,934
Salaries and Wages	\$ 150,284	\$ 349,003	\$ 289,602	\$ 290,354
Professional Services and Contracts	\$ 4,083	\$ 32,383	\$ 35,731	\$ 36,348
TC Futures	\$ 15,000	\$ 15,000	\$ 15,870	\$ 20,000
Travel and Training	\$ 2,048	\$ 10,720	\$ 8,546	\$ 3,524
Supplies, Furniture and Equipment	\$ 1,021	\$ 1,370	\$ 10,640	\$ 1,103
Equipment and Software - Lease and Maintenance	\$ 3,864	\$ 4,220	\$ 5,216	\$ 8,300
Communications (Telephone, Postage and Internet)	\$ 363	\$ 595	\$ 662	\$ 1,411
Advertising and Outreach	\$ 254	\$ -	\$ -	\$ -
Insurance	\$ 8,742	\$ 8,249	\$ 7,679	\$ 7,606
Dues, Fees and Subscriptions	\$ 14,368	\$ 14,023	\$ 24,737	\$ 13,967
Business/Community	\$ -	\$ -	\$ -	\$ -
<b>TOTAL YEARLY EXPENSES</b>	<b>\$ 1,431,543</b>	<b>\$ 1,047,285</b>	<b>\$ 1,141,194</b>	<b>\$ 1,388,267</b>



Benton Franklin Workforce Development Council  
Balance Sheet - Unposted Transactions Included In Report  
As of 8/31/2024

10 - Corporate Entity

	<u>Current Period Balance</u>
Asset	
Cash (Checking Acct - CE)	944.88
Corporate Entity MM Account	<u>33,373.69</u>
Total Asset	<u>34,318.57</u>
Liabilities	
Accrued Vacation Payable	37,277.37
Due to/from other funds	<u>(32,000.00)</u>
Total Liabilities	<u>5,277.37</u>
Net Assets	29,041.20
Total Liabilities and Net Assets	<u>34,318.57</u>

**Benton Franklin Workforce Development Council**  
**Corporate Entity**  
Statement of Cash Flows  
For PY 2024-2025  
(In whole numbers)

Unposted Transactions May Be Included In Report

Month:	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025	Apr-2025	May-2025	Jun-2025	Year total
<b>Cash on Hand (beginning cash)</b>	2,435	2,181	945	909	909	909	909	909	909	909	909	909	2,435
<b>RECEIPTS from Support</b>													
Interest/Program Income													0
Donations/Contributions (unrestricted)		384											384
Grant Revenue		3,380											3,380
													0
<b>TOTAL RECEIPTS</b>	0	3,764	0	0	0	0	0	0	0	0	0	0	3,764
<b>DISBURSEMENTS for Operations</b>													
Donation fees	0												0
Professional Services and Contracts	0												0
Community/Business	0	5,000	36										5,036
Dues, Fees and Subscriptions	0												0
Advertising and Outreach	254												254
Non WIOA Expenses													0
													0
<b>TOTAL DISBURSEMENTS</b>	254	5,000	36	0	0	0	0	0	0	0	0	0	5,290
<b>NET CASH FOR THE PERIOD</b>	(254)	(1,236)	(36)	0	0	0	0	0	0	0	0	0	(1,526)
<b>ENDING CASH</b>	2,181	945	909	909	909	909	909	909	909	909	909	909	909

Benton Franklin Workforce Development Council  
Balance Sheet - Unposted Transactions Included In Report  
As of 8/31/2024

30 - WSCB Partnership

	<u>Current Period Balance</u>
Asset	
Cash (Bank Acct - WSCB)	50,018.71
Total Asset	<u>50,018.71</u>
Other Assets	
ROU Asset - Leases	309,620.00
Total Other Assets	<u>309,620.00</u>
Liabilities	
Accounts Payable (AP System)	16,592.29
IFA Adjustment	5,493.36
Lease Liability - Short Term	<u>313,334.00</u>
Total Liabilities	<u>335,419.65</u>
Net Assets	24,219.06
Total Liabilities and Net Assets	<u>359,638.71</u>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30-WSCB Partnership From 7/1/2024 - 8/31/2024

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
<b>Revenue</b>					
Partner Revenue	38,652	38,652	100%	231,912	17%
Sub-Lease Revenue	28,134	28,134	100%	168,802	17%
<b>Total Revenue</b>	<b>66,786</b>	<b>66,786</b>	<b>100%</b>	<b>400,714</b>	<b>17%</b>
<b>Expenses</b>					
Rent	53,931	53,931	100%	323,585	17%
Facilities - Security & Maint	13,611	4,560	298%	30,890	44%
ESD Managed Print/Equipment	541	3,400	16%	20,400	3%
Software - Maint/Licensing	2,465	2,500	99%	2,500	99%
Supplies (Office Expenses)	1,827	1,575	116%	9,150	20%
Community Outreach	0	850	0%	5,000	0%
Shredding	590	582	101%	3,489	17%
EO Accomodation	2,517	950	265%	5,700	44%
	<b>75,482</b>	<b>68,348</b>	<b>110%</b>	<b>400,714</b>	<b>19%</b>
<b>Net Surplus/ (Deficit)</b>	<b>(8,696)</b>	<b>(1,562)</b>			

## 4. BFWDC Board of Directors Officer Elections - Needs a VOTE

# 5. WorkSource Columbia Basin Annual Certification Progress Update

Crystal Cright to present the progress on WSCB Annual Certification

## 6. WorkSource Columbia Basin Community Connections Site

## September 2024

### Open Doors Monthly Data

- Total GED tests taken this month: **45**
- Passing rate: **71%**
- GED completions this month: **8**
- Total GEDs awarded since January 2024: **72**

### Grand Reopening for the New Building

TC Futures is now settled in at its new location, 825 N Edison Street, Suite 100, Kennewick, WA 99336. If you are interested in a tour of the new building let us know!

## Upcoming Events

OCT 22	<b>TC Futures Open House and Grand Opening</b> 3:00PM - 5:00PM
NOV 11	<b>CLOSED for Veterans Day</b> All Day
NOV 14	<b>Fall Graduation</b> All Day
NOV 28	<b>CLOSED for Thanksgiving</b> All Day - Nov 29

### TC Futures starts Meet & Greet Sessions for Enrollment

If you know a youth or young adult who would benefit from the services provided at TC Futures, have them attend a Meet & Greet session to learn more and get connected to one of the wonderful staff members.

### Wondering how you can help support the great work happening at TC Futures?

- Do you have a workshop that would benefit our youth and young adults?
- Would you like to sponsor a workshop or special event by providing a meal for participants?
- Do you have connections to pre-apprenticeship programs that would benefit our youth and young adults?
- Do you have training or opportunities for our youth and young adults to participate in a work experience?
- Do you have the ability to tutor GED customers?
- Do you want to contribute financially to provide supplies, furniture or assistive technology?

**If you find yourself answering yes to any of the above questions contact a staff member today!**





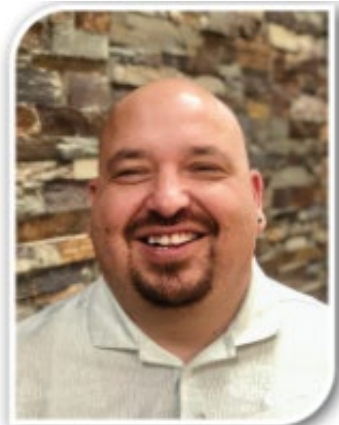
## Meet the Staff

Each month we will feature new staff members and information about what they do at TC Futures. This month is Zac Shileika, Youth Employment Practitioner, Augustine Gonzales, Case /Housing Manager, and Malorie Kahl, Regional Attendance and Re-Engagement Coordinator.



Zac is a Youth Employment Practitioner at TC Futures and represents the hospitality sector for the WorkSource Columbia Basin's Business Solutions Team. His background includes experience in the aerospace, warehousing, supply chain management, construction, general crime victim advocacy, domestic violence advocacy, juvenile rehabilitation, and workforce development industries. Zac also has experience with non-profit governance and working with state legislators to educate them about the needs of crime victims in our great state. His experiences have taught him to never quit and that anything is possible. TC Futures is a great place to figure out where you want to go and how to get there while getting assistance with overcoming any barriers.

Augustine, who most call me Augie is a GED+ Case Manager/Housing Case Manager. He spent his last seven years working as an Outpatient Behavioral Health Case Manager and Care Coordinator. Augie has experience with assisting individuals of all ages navigating the various community resources which can be confusing and overwhelming. He is excited to be part of the TC Futures Team and look forward to working with the team at TC Futures in providing the support to our students to attain their GED and attaining any goal they wish to achieve.



Malorie is the Regional Attendance and Re-Engagement Coordinator at TC Futures. The program supports our ESD 123 region to help students attend school regularly and succeed academically through professional development and direct service to youth. She supports the TC Futures case managers and students as a certified teacher through individual support and consultations. Malorie's background is in upper elementary and middle school, and she is passionate about reducing barriers for youth to succeed in their education and life.



*TC Futures is a collaborative partnership between the Benton Franklin Workforce Development Council and Educational Service District 123.*

## August 2024

### Open Doors Monthly Data

- Total GED tests taken this month: **48**
- Passing rate: **71%**
- GED completions in August: **7**
- Total GEDs awarded since January 2024: **64**

### New Building

TC Futures is now settled in at its new location, 825 N Edison Street, Suite 100, Kennewick, WA 99336. If you are interested in a tour of the new building let us know!

### Upcoming Events

NOV 07	<b>Fall Graduation (tentative date)</b> All Day
NOV 11	<b>CLOSED for Veterans Day</b> All Day
NOV 28	<b>CLOSED for Thanksgiving</b> All Day - Nov 29

### Summer LEAD Program – Spotlight on Leadership Academy

TC Futures' LEAD Summer gave students a special hands-on learning experience. They took students on a field trip to Einar's Event Center in Richland where they learned about leadership skills in the workplace. The Leadership Academy portion of the summer LEAD program was facilitated by Paul Casey. TC Futures held a graduation for all of the youth who participated in the Summer LEAD program, on August 29th. It was catered by Castle Catering, and youth were able to speak about what they learned and how much this program made an impact in their lives.



### Out of School Youth (OSY) – Success Story

Cristian, a 22-year-old who enrolled in the OSY program was in need of employment and training opportunities. Cristian was previously enrolled in the Open Doors program at TC Futures and obtained his GED in 2021. Cristian was interested in looking into training to become an Automotive Service Technician and Mechanic. He was co-enrolled in the State EcSA program to leverage community reinvestment funds and to gain access to the Washington State College Grant funding to assist with the costs of post-secondary education. Cristian obtained full-time employment at the new Amazon warehouse earning \$20/hr, and plans to continue to pursue his education and training.

## Meet the Staff

Each month we will feature new staff members and information about what they do at TC Futures. This month is Felipe Zavala, TC Futures Regional Coordinator, and Matthew Russel, Youth Program Employment Specialist, and Chad Stephens, Testing Specialist.



Felipe is the TC Futures Regional Coordinator. In this role, he supports the Columbia, Finley, Kiona-Benton City, North Franklin, and Prosser School Districts for and their GED students. The Open Doors program Offers the same GED Support to students in the Tri-Cities "Big 3" districts. Open Doors covers the cost of GED tests, and students can test at TC Futures. Students in the district that Felipe works in also have the opportunity to take the tests remotely if certain prerequisites are met. Aside from work, Felipe loves spending time with his family, watching basketball or football games, and he is in the never-ending quest to find a good golf swing!

Chad knows first hand ow hard it can be growing up with unfavorable circumstances and he wasn't to show the youth he works with that they can succeed and that TC Futures is there to help. His focus is on providing GED testing services at TC Futures. He aims to create a supportive and stress-free space for youth to excel. Beyond the exams, he enjoys connecting with the youth and showing them that he cares and wants to help them reach their goals.



Matthew has a diverse professional background in a variety of fields, from cool to illustrator to Class B CDL driver. His background, personal journey, and experience allows him to guide is participants as they explore employment and educational opportunities. He enjoys assisting participants with job searches, interview skills, identifying industries of interest, researching continuing education opportunities, and helping them develop their own unique career pathways.



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## July 2024

### Open Doors Monthly Data

- Total GED tests taken this month: **43**
- Passing rate: **79%**
- GED completions in July: **7**
- Total GEDs awarded since January 2024: **57**

### New Building

TC Futures is now settled in at its new location, 825 N Edison Street, Suite 100, Kennewick, WA 99336. If you are interested in a tour of the new building let us know!



### Summer LEAD Program – Spotlight on Hospitality Futures

TC Futures' LEAD Summer Program recently took students studying hospitality on a field trip to Castle Catering in Richland. The students had a unique chance to learn more about the catering industry and the types of jobs that are available in that field. One of the coolest things about the Summer LEAD Program has been seeing the cohort of youth develop friendships with each other while learning.



### Out of School Youth (OSY) – Success Story

While enrolled in the OSY program Kevin was coached to know how to look for in-demand jobs, he was provided financial literacy services, and post-secondary preparation services, and had regular meetings with his case manager to determine what his next steps would be. Kevin also enrolled in the State EcSA program. The OSY and State EcSA programs assisted Kevin with overcoming his barriers and helped him enroll in the Paul Mitchell School for barbering. Kevin credits the EcSA program for giving him access to post-secondary education in an industry that he is passionate about and one that will allow him to provide for his children.



## Meet the Staff

Each month we will feature new staff members and information about what they do at TC Futures. This month is Amy Baxter, TC Futures Administrator, Rosa Cardenas, Customer Service Specialist, and Marla McMackin, Lead Youth Program Employment Specialist Case Manager.



Amy Baxter is the Program Administrator for TC Futures. She enjoys helping students and clients reach their goals. Amy assists the team in removing any barriers that may be in the way to success! She has a daughter and two dogs and has lived in the Tri-Cities her whole life. In her spare time, Amy enjoys spending time with her daughter, reading, and going to CrossFit. Amy has been at TC Futures since it began and has been instrumental in its growth!



Rosa Cardenas is a Customer Service Specialist and TC Futures. Her background is in customer service and workforce development from when she used to work at WorkSource Columbia Basin. Rosa makes it a point to make sure that everyone walking through the center doors feels welcome and knows they are not just a number. Rosa feels it is an honor to be a part of a team that makes a difference in the lives of youth and young adults. Her reward is seeing the smiles of the youth when they accomplish their goals!



Marla McMackin is the Lead Youth Program Employment Specialist Case Manager for TC Futures. Her background is in business management and leadership, which allows her to connect effectively with both youth participants and employers to assist youth and young adults in continued training, education, and employment opportunities. Marla enjoys learning about what motivates youth participants, understanding their barriers, and helping them gain the necessary skills and knowledge needed to obtain their educational and employment goals. To Marla, the best part of her job is witnessing participants learn, grow, and achieve their goals to enhance their daily lives.



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September 2024			
PY24 Adult Program Performance Summary Cumulative July 1st, 2024-June 30, 2025			
Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of September 30, 2024	\$65,075	\$733,247	9%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Served	95	80	200
Exits	Actual Outcomes	Quarterly Target	Annual Target
Total Employed Exits	12	20	120
Placement Rate	85.71%		85%
Median Wage	\$20.25		\$18.50
Training Services	Actual Outcomes	Quarterly Target	Annual Target
Receiving Individual Training Account (ITA)	11 (11 in progress)	5	40
Completed ITA	9		
Credentials Earned	5		
On-the-Job Training (OJT)	0	0	2
<p><b>Success Story:</b> Maria, age 53, was last employed as a medical assistant (MA) in 2019. After being unemployed long-term, Maria was seeking to re-enter the workforce and resume her career as a medical assistant. However, Maria's long-term unemployment posed a financial barrier and impacted her employability. Maria needed to complete training hours to renew her MA license. The Adult program assisted Maria with overcoming her training barrier. Maria started her training hours in May 2023 and her goal was to complete the hours by the end of June 2024, but unfortunately faced several barriers that hindered her progress. With the help and encouragement of staff, Maria completed her training in November 2023. Once Maria completed her hours and renewed her license, she continued to struggle with finding employment in WA. Due to this struggle, she decided to relocate back to Texas and continued to receive support from program through basic services to help her get settled. After a couple of months since relocating, Maria started working as a medical assistant on 9/12/2024 at Sugarland Primary Care earning \$17/hr.</p> <p><b>Outreach:</b> Staff attended a parent/teacher meeting at Inspire Development Center in Benton City. This meeting was tailored to migrant seasonal farm workers (MSFW). Staff provided an overview of WorkSource services and re-employment programs like WIOA, BFET, and OIC to over 40 MSFWs. Additionally, to emphasize available re-employment programs, WIOA staff provided flyers for meet and greet sessions and encouraged MSFWs to attend. Contact information for WIOA and MSFW Outreach Specialist were also given to the customers and center manager.</p> <p>A new partnership with Columbia Basin College (CBC) has begun in recent weeks. Staff attend CBC in Pasco once a week for two hours in an effort to provide easier accessibility for students who are looking to enter the workforce and may need additional services. This provides students and veterans attending CBC with the opportunity to learn about re-employment services that are available. Thus far, it has resulted in a total of 6 referrals.</p> <p>WIOA staff began to attend Local Planning Area Meetings (LPA) to help with networking/connecting with community resources. Representatives from agencies including 211, CBC, DSHS, BF Health District, and the Northwest Justice project are all in attendance. During LPA meetings, attendees share upcoming events, available funding/resources, and program updates. Additionally, the committee organized a Facing Fentanyl Resource Fair at CBC on September 20<sup>th</sup>. The resource fair was designed to include the following: education on prevention; harm reduction, treatment, and recovery and community supports.</p>			



**Strategic Partnerships:** WIOA staff have continued to work with training providers like T-Enterprises, H&R Elite Trucking Academy, Columbia Safety LLC, etc. However, to increase ITA/training options, staff have conducted outreach to new training providers. To recruit new training providers, staff encouraged them to register on the Career Bridge website and become eligible training providers. These providers include Imperium Beauty College and Art's Barber Academy. Staff will continue working with these providers on joining the ETPL so that customers have more options to meet their training needs.

**Challenges:** Primary challenges in the Adult program for the quarter have centered on limited spending due to budget caps. Due to limited funding and high customer demand for training assistance, staff prioritized meeting customer demand and screened for programs with available funding (State EcSA, Quest, and EcSA2) to mitigate this issue. Additionally, staff were provided a budget tracker to utilize that showcases their enrollment and exit goals, as well as budget and spending. These trackers have proven invaluable for identifying areas where more enrollments are needed and determining available funding. Furthermore, the trackers provide insight into program data as leadership is able to review case manager performance, set goals, and strategize to improve outcomes where necessary.



September 2024			
PY24 Dislocated Worker Program Performance			
Cumulative July 1st, 2024-June 30, 2025			
Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of September 30, 2024	\$45,363	\$664,780	7%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Served	50	57	145
Exits			
Total Employed Exits	12	15	75
Placement Rate	80%		85%
Median Wage	\$22.00		\$22.62
Training Services			
Receiving Individual Training Account (ITA)	1	3	27
Completed ITA	5		
Credentials Earned	3		
On-the-Job Training (OJT)	0	0	2
Entrepreneurial Training	0	0	2
<p><b>Success Story:</b> Emilio Avila (49) enrolled into the Dislocated Worker program in July 2022. Emilio had been laid off from his previous employer, Boy Scouts of America, and was faced with a new reality as he had to think about what he wanted to do career-wise. At the time of enrollment, Emilio was attending Columbia Basin College and working on obtaining his AAS with an interest in project management and this eventually led him to seeking a bachelor's degree in project management. Due to being laid off and focusing on school, Emilio was facing many financial barriers that prohibited him from paying for full tuition and other expenses. With the support of staff, Emilio outlined his goals for his training and employment and highlighted the areas where he'd need assistance. Throughout his enrollment, Emilio received support services that assisted with tuition, books, utilities, and rent. With his strong focus and perseverance, Emilio graduated from Columbia Basin College on June 14, 2024, and received his bachelor's degree in project management. Soon after, Emilio accepted a job offer with Handford Mission Integration Solutions with a starting salary of \$105,000. Emilio has expressed his gratitude with our programs and allowing him to achieve self-sufficiency at a high level he never imagined possible through all the support, assistance, and coaching he received.</p> <p><b>Recruitment:</b> As previously reported, Meet &amp; Greets have been progressing smoothly and are currently held each week, with a rotating schedule of Spanish and English sessions. In recent months, Columbia Basin College has started attending the Spanish Meet &amp; Greets, significantly enhancing the quality of service provided to monolingual Spanish speakers. As peak season approaches, there has been a slight increase in attendance. Staff noted that in the most recent Meet &amp; Greet, there was a higher number of dislocated workers, likely due to the ongoing layoffs in the surrounding areas. This will help increase the number of total served.</p> <p><b>Outreach:</b> WSCB staff attended a parent/teacher meeting at Inspire Development Center in Benton City. This meeting was tailored to migrant seasonal farm workers (MSFW). Staff provided an overview of WorkSource services and re-employment programs like WIOA, BFET, and OIC to over 40 Migrant Seasonal Farmworkers (MSFWs). Additionally, to emphasize available re-employment programs, WIOA staff provided flyers for meet and greet sessions and encouraged MSFWs to attend. Contact information for WIOA and MSFW Outreach Specialist were also given to the customers and center manager.</p> <p>Furthermore, a new partnership with CBC has begun in recent weeks. Staff attend Columbia Basin Community College in Pasco once a week for two hours in an effort to provide easier accessibility for students who are looking to enter the</p>			





workforce and may need additional services. This provides students and veterans attending CBC the opportunity to learn about re-employment services that are available. Thus far, it has resulted in a total of 6 referrals. Staff hopes this effort continues to provide easy accessibility and overall convenience to students to avoid them having to miss school or work to travel to WorkSource.

Additionally, CPS staff began to attend Local Planning Area Meetings (LPA) to help with networking/connecting with community resources. Representatives from agencies including 211, CBC, DSHS, BF Health District, and the Northwest Justice project are all in attendance. During LPA meetings, attendees typically share on upcoming events, available funding/resources, and program updates. Additionally, the committee organized a Facing Fentanyl Resource Fair at CBC on September 20<sup>th</sup>. The resource fair was designed to include the following: education on prevention; harm reduction, treatment, and recovery and community supports.

**Strategic Partnerships:** WIOA staff have continued to work with training providers like T-Enterprises, H&R Elite Trucking Academy, Columbia Safety LLC, etc. However, to increase ITA/training options, staff have conducted outreach to possible new training providers. To recruit new training providers, staff encouraged them to register on the Career Bridge website and become eligible training providers. These providers include Imperium Beauty College and Art's Barber Academy. Staff will continue working with these providers on joining ETPL so that customers have more options to meet their training needs.

**Challenges:** Primary challenges in the Dislocated Worker program for the quarter have centered on limited spending due to budget caps. Due to limited funding and high customer demand for training assistance, staff prioritized meeting customer demand and screened for programs with available funding (State EcSA, Quest, and EcSA2) to mitigate this issue. Additionally, staff were provided with a budget tracker to utilize that showcases their enrollment and exit goals, as well as budget and spending. These trackers have proven invaluable for identifying areas where more enrollments are needed and determining available funding. Furthermore, the trackers provide insight into program data as leadership is able to review case manager performance, set goals, and strategize to improve outcomes where necessary.

Another challenge in the Dislocated Worker program that staff have continued to face includes a lack of eligible DW customers. Due to circumstances, eligible customers are harder to come by than other programs (such as AD eligible customers). To overcome this difficulty, staff have shifted their focus to screening DW customers in upcoming Rapid Response events in order to serve them. Seeing an increase in DW customers at Meet and Greets should mitigate this challenge as well.

These challenges, while daunting, have ultimately strengthened the program. They have pushed the team to become more adaptable, efficient, and innovative in-service delivery. By embracing collaboration, leveraging technology, and focusing on personalized support, staff have not only maintained commitment to clients but have also enhanced capacity to serve a more diverse population. As the program moves forward, the team remains committed to continuously evolving strategies to meet the changing needs of the community.



**September 2024**

State and Federal EcSA Program Performance Summary (Cumulative from July 2024 - June 2025)			
Program Expenditures	Program Budget	YTD Spent	Percent Expended
Federal EcSA	\$111,301	\$13,614	12%
State EcSA	\$515,909	\$75,215	15%
Eligible Participants Enrolled	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	<b>11</b>	27	45
State EcSA – Below 200% FPL	<b>195</b>	95	115
State EcSA – Above 200% FPL	<b>16</b>	3	12
Training Placements for employment at/above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	<b>0</b>	3	12
State EcSA – Below 200% FPL	<b>7</b>	2	5
State EcSA – Above 200% FPL	<b>4</b>	1	5
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	<b>1</b>	0	6
State EcSA – Below 200% FPL	<b>4</b>	5	20
State EcSA – Above 200% FPL	<b>2</b>	0	7

**Success Story:**

Alvaro, 47, entered the WIOA State EcSA program after engaging with WorkSource as a dislocated worker after having worked as a home care aid for 10+ years. Alvaro was previously the main financial provider for his family and was unsure how he was going to make ends meet as his unemployment benefit was significantly less than what his wages were. He wanted to pursue short-term training so he could jump into the workforce. Alvaro was motivated to earn a certification as a truck driver to obtain full-time employment that would lead him to self-sufficiency. Staff assisted Alvaro in formulating his employment plan that included training and job search needs. Shortly after enrolling, Alvaro was able to obtain program funding to help pay for his Class A CDL and Hazmat endorsement at H&R Elite. Through engagement in the program, staff also worked together with the customer to ensure the customer was provided wraparound services. Shortly after receiving his CDL, Alvaro started a job with a potato company making \$22 hourly. He has been able to alleviate his barriers and reach his goals through program support.

**Other great work:**

In quarter one, the Business Solutions Team hosted a CDL workshop, veteran resume workshop, a small business workshop, and hosted several meet-the-employer events, including Alternative Nursing Solutions, Two Rivers Correctional Institution, and PSSI. Outreach has been conducted at the Business After Hours at Tri-Cities, Small Business Resource Fair, and other events highlighted in the CRF report.

**Most crucial support service needs:**

The most critical support services provided to customers in quarter one were transportation, driver's ed courses, testing fees, tools, utilities, and housing.

**In partnership:**

Meet & Greets are currently held each week, with a rotating schedule of Spanish and English sessions. In recent months, Columbia Basin College has started attending the Spanish Meet & Greets, significantly enhancing the quality of service provided to monolingual Spanish speakers. As peak season approaches, there has been an increase in attendance. Staff will monitor and adjust accordingly.

### September 2024

Community Reinvestment Funds (CRF) (Cumulative from December 2023- May 2025)			
Bucket	Program Budget	YTD Spent	Percent Expended
Incentives	\$1,677,850	\$772,797	46%
Business Navigator and Subsidized Training	\$630,000	\$202,345	32%
	Actual	Goal	Program Target
Participants Receiving Incentives	191	22	169
Employers Engaged	136	30	75
*CRF Employers Engaged	136	20	50
EcSA Participants Engaged	1	15	35
**Non EcSA Participants Engaged	13	15	35
*Black, Latine, and Indigenous owned and operated businesses. **Employees from Black, Latine, and Indigenous owned and operated businesses who are not eligible for EcSA.			
<b>CRF Successes:</b>  During the July-September quarter, Business Navigators had the privilege of assisting Taxes D and Notary, a tax preparation service with a strong focus on serving the Spanish-speaking community. This minority-and women-owned business, led by Diana Gomez, sought our assistance in securing training and certification opportunities for herself and one of her employees.  With the support of the Community Reinvestment Funds (CRF), Diana and her employee were able to attend the IRS Tax Forum in Dallas, Texas, where they obtained critical course certifications that would allow them to take on more complex cases. In addition, they completed the Bilingual Federal Tax Pro Course, expanding the range of services they can offer their community. Moreover, they are set to attend the National Society of Tax Professionals Seminar in San Antonio, Texas on October 28, 2024, where they will gain the credentials needed to represent taxpayers before the IRS, further elevating their professional standing and expanding their business capabilities.  The importance of a business like Diana's in the Spanish-speaking and broader minority community is vital. Diana provides a trusted service to individuals who often find interactions with the IRS intimidating, especially when language barriers are present. Her ability to relate to their unique socio-economic challenges creates a space of safety and trust for her clients, further cementing her role as an indispensable resource for underserved populations.  Additionally, this quarter marked a significant milestone as staff successfully connected our first EcSA-enrolled participant with a CRF-involved business. Nick, a TC Futures participant, who had received support through both the EcSA programs and the CRF incentive program, secured employment with Alcon Media, a local radio station known for its commitment to social justice and community engagement. Nick was hired as a Marketing Specialist, a role perfectly aligned with his career focus in media marketing. This is a prime example of how the CRF has had a profound and lasting impact by providing opportunities for both businesses and individuals within the community.			





## September 2024

### **Target Populations served:**

This quarter, Business Navigators achieved great success in diversifying the population served. While the majority of the businesses staff work with are Latino-owned, staff were thrilled to connect with three additional Black-owned businesses, two of which are also women-owned. Additionally, staff established relationships with two Asian-owned businesses, one of which is women-owned, further expanding our reach within the community. However, staff faced challenges in engaging with Tribal-owned businesses due to their lower demographic presence in the Benton-Franklin area. Staff have initiated steps to remedy this by exploring resources specifically available for Tribal communities and establishing communication pipelines between them and WorkSource Columbia Basin. Additionally, staff have leveraged existing connections to refer new businesses, such as Golden Triangle Asian Market, referred to us by the owner of Masala Indian Cuisine.

### **CRF Business Gives Back:**

One of the standout events this quarter was the Professional Headshot Day held on 08/29/2024 at the WorkSource Columbia Basin office. This event was a collaboration with one of the businesses funded by the CRF, Hello Habanero, which gave back to the community by offering free professional headshots to WorkSource participants. This service, which typically costs anywhere from \$150 to \$500, was offered completely free of charge, benefiting numerous participants. The event was a great example of the full-circle impact of CRF funds, as many of our micro-grant recipients also attended for photo opportunities, and even WorkSource employees had the chance to update their professional headshots.

### **Subsidized Training:**

This quarter, staff successfully employed nine (9) individuals through the Work Experience (WEX) program, including one EcSA/CRF-enrolled job seeker. These placements provided businesses with the support needed to expand their operations while offering job seekers valuable hands-on experience.

In addition to WEX placements, staff assisted three businesses—Taxes D and Notary, Embrace the Darkness LLC, and Happy Little Hands Childcare—in offering work-based training. The training programs undertaken by the owners and employees of these businesses were designed to expand services and increase employment retention, directly aligning with the CRF's workforce development goals.



September 2024

<b>PY24 Out of School Youth (OSY) Program Performance Summary</b> <b>(Cumulative) (Total Contract Amount \$691,315)</b>			
Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of September 30, 2024	\$66,984	\$691,315	10%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Enrollments	95	95	188
Exits			
Total Employed Exits	16	13	90
Total Post-Secondary Exits	7	0	6
Total Entered Advanced Training Exits	0	0	N/A
Total Registered Apprenticeship Exits	0	N/A	N/A
Placement Rate	82.14%	85%	85%
Median Wage	\$18.14		\$16.45
Training Services			
Receiving Individual Training Account (ITA)	3	3	20
Completed ITA	3		N/A
ITA Credentials Earned	1		
On-the-Job Training (OJT)	0		2
Work Experience (WEX)	7	4	32
Pre-Apprenticeships	0		
Dropout Recovery Services			
General Equivalency Diploma	3	5	28
<p><b>Success Story:</b> Cristian is a 22-year-old who enrolled in the OSY program in need of employment and training opportunities. Cristian was previously enrolled in the Open Doors program at TC Futures and obtained his GED in 2021. Cristian was interested in looking into training to become an Automotive Service Technician and Mechanic. Cristian was co-enrolled in the State EcSA program for leveraging community reinvestment funds and to gain access to the Washington State College Grant funding to assist with the costs of post-secondary education. Cristian obtained full-time employment at the new Amazon warehouse earning \$20/hr. and plans to continue to pursue his education and training.</p> <p><b>Recruitment:</b> Staff have implemented a TC Futures Meet and Greet format for referred youth to TC Futures programs. This will help mitigate the influx of referrals and allow referred youth to hear about TC Futures programs and gather information on the next steps if enrolling into programs. Outcomes have shown an average of 4-9 attendees per week. Moving into Q2, staff will expand Meet and Greet to two days a week to mitigate walk-ins and allow youth to access Meet and Greet program overview more regularly.</p> <p><b>Outreach:</b> Staff spoke with the following business about being a host site for Work Experience (WEX) opportunities:</p> <ul style="list-style-type: none"> <li>• Horse Heaven Hills Veterinary</li> <li>• Bob's Burgers in Kennewick</li> <li>• Tri-Cities Regional Chamber of Commerce</li> <li>• Visit Tri-Cities</li> </ul>			

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**Strategic Partnerships:**

Staff continue to partner with The below businesses:

- Domestic Violence Prevent of Benton Franklin on Paid Internships in their Mariposa Boutique Thrift store. Staff are discussing the potential of expanding Paid Internship opportunities in their administration building, offering receptionist and advocate Paid Internship opportunities.
- ESD 123 to place youth in front desk/reception Paid Internships at TC Futures. Through Open Doors and Career Path Services. Paid Internship opportunities expanded and offered Testing Specialist job shadow, placing one youth in Q1. The Testing Specialist Paid Internship was a great success and will continue into Q2.
- Yokes Groceries for Paid Internships, host site certified in all four of their Tri Cities locations.
- WorkSource Columbia Basin and the Business Services team on community outreach and events.
- Tri-Cities B5 Refugee program to connect new refugees to the center and offer employment services and GED help.

The CRF Business Navigator staff at WorkSource Columbia Basin have started attending the OSY meetings monthly. This will enhance collaboration across the two centers for employer support and placement of State EcSA customers at CRF employers.



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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 September 2024

**September Highlights:**

- Changes to the All Staff Meeting and Trainings have been implemented. This includes moving to a once per month, completely staff run meeting focused on information sharing to improve systemic awareness of resource availability to better serve our mutual customers. This meeting is supplemented by a newsletter to be sent 2 weeks after each meeting with updates. Training opportunities are provided the third week of each month, with two sessions to choose from, allowing more flexibility and ensuring that all staff have an opportunity to engage. Each of these changes were informed by human centered design activities and will be evaluated in January 2025.
- Our annual Wagner Peyser Self Appraisal was submitted on 9/30/24. This appraisal was completed with the input of all WSCB and BFWDC team members. Each also had an opportunity to review and provide additional feedback before the document was submitted.

**WorkSource Site Operations:**

Customer Counts 9/1-9/30/2024		
<b>Total Staff Assisted Seekers</b>	<b>381</b>	
<b>Total Staff Assisted Services</b>	<b>820</b>	
<b>Unique Number of Businesses Served</b>	<b>62</b>	
<b>Staff Provided Business Services</b>	<b>85</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	2	2
<b>Employee Training</b> Assessment, referral, enrollment, etc.	11	10
<b>Other</b> Employer outreach visit, marketing business services, etc.	40	32
<b>Recruitment</b> Hiring events, referrals, etc.	32	26
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (10/11/24).

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#### **September 2024 Customer Feedback:**

- 18 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 100% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Great customer service and very professional staff at WorkSource.”
  - “Offered personal service for me as a veteran.”
- Customer Feedback – *What we can do better:*
  - “Feedback from companies we have applied with.”
  - “The single most important thing that needs to be done ASAP is get more computers with Windows!” *We are aware of customer preference for Microsoft Office products and are in the process of purchasing licenses to be installed on laptops to increase accessibility.*

#### **Service Delivery**

##### **Career Services:**

- Overall, in September we saw a decrease in number of customers accessing basic career services at WSCB. In September, the Front End Services (FES) Team:
  - Provided 393 staff assisted services and supported access to 510 customers seeking self-service, for a total of 1001 services offered. They provided 75 one on one appointments and had a show rate of 82%. This is a 7% decrease in total services offered compared to August (1081 total).
  - Facilitated group services with a total of 98 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is a 29% decrease in workshop attendance compared to August (139 attendees).
  - Handled 159 “general inquiry/option 7” calls: 152 in English and 7 in Spanish. This is a 31% decrease in calls handled compared to the month of July (230 handled calls total).
- In preparation for peak seasonal unemployment, which drives increased customer traffic at WSCB from October to March annually:
  - The Front End Services (FES) team is reviewing our group service model to optimize staffing to support sessions. They are also reviewing accessibility to one on one appointments and will adjust to meet customer needs.
  - Team ESD is engaging in a pilot to increase access to one on one services for customers who attend Reemployment Services Eligibility Assessment appointments as a condition of receiving Unemployment Insurance benefits. The pilot will allow customers to engage in coaching beyond their two mandatory appointments to receive additional support to reach their employment goals.
  - Scheduling of Meet & Greet workshops, which serve as an orientation to WS services and give customers the opportunity to connect directly with partners to receive services is being reviewed to ensure frequency meets customer need. We will continue to evaluate as the season progresses and adjust accordingly.

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- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Support is also being provided to our community partners and newly established connection sites to increase awareness of the tool and assist in signing up team members and customers.

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/24 – 9/30/2024	34*	163	78	16	399	333

\*This includes staff and customers who have been offered access. Some may not have activated their license or no longer have access.

**Business Solutions:**

- To invite participation of partners, both in and out of WSCB, a special session was held so folks could learn more about how the team is currently structured, what they’re working on, and identify ways to join in to serve our mutual business customers.
- During the month of September, the Rapid Response Team learned of multiple local layoffs. They conducted outreach to each of the employers to coordinate provision of information and access to services for impacted workers. They also shared updates with the full partnership for awareness and to identify opportunities for collaboration. Impacted businesses include BigLots, CPCCo, LL Flooring, & Warner Auto Center.
- September Event Outcomes –
  - 9/4 Two Rivers Correctional Institution (TRCI) Meet & Greet – 6 attendees
  - 9/4 & 9/5 TEAMS Hiring Event – awaiting employed outcomes
  - 9/11 Small Business Fair at TRIDEC – Smaller turnout than the Spring fair; connected with 8 businesses
  - 9/11 Veteran Resume Workshop – 2 attendees
  - 9/27 ANS Hiring Event – 7 attendees
- Upcoming Events –
  - 10/5 from 8am-3:30pm: Washington BizFair at CBC (hosted in Spanish)
  - 10/8 from 11am-12:30pm at Goodwill: Agriculture Workshop
  - 10/9 from 2-4pm: Veteran, Military Spouse, and National Guardsman Meet the Employer
  - 10/17 from 10am-12pm: Healthcare Workshop
  - 10/22 from 11am-3pm: WSU Tri-Cities/CBC/WSCB Career Fair at WSU Richland Campus

**Community & Partner Connections:**

- 9/4: Monthly meeting with with Brittney Forshee of Stephens Media Group, to continue learning about the data dashboard that reports up outcomes of our social media contract. We also discussed trends in reporting and accomplishments to date, including:
  - Improving our listing accuracy so that we are above the 95<sup>th</sup> percentile (currently 98% of postings are correct.) This is important since Google uses accuracy on certain websites to determine credibility of a business, which impacts whether we will be shown when a customer looks for us and if we are at the top of the search or futher down the list.
  - Using key word tracking to determine if social media posts are driving customers to search for us – during the month of September our ranking improved by 9.
  - Increasing views of our Google Business page, including number of calls, how often customers seek directions, and if they visit our website. We saw an increase of 63 action taken in September over August.

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- 9/5: Attended the Washington Trucking Association (WTA) Regional meeting to learn more about current events in the transportation sector. This was a great opportunity to network and to meet Sheri Call, the President of the WTA.
- 9/13: Connected with Katy McLaughlin, Manager of the Prosser Mid-Columbia Library branch to discuss community needs and the potential to establish them as our third connection site. She agreed – more to come!
- 9/16: Connected with Sara Schwan, Associate Director for Advocacy & Development with Mid-Columbia Libraries, to learn about current initiatives, provide updates on WSCB resources, and provide USBs for customer use.
- 9/18: Introductory meeting and tour with Fernando Morado, Director of the Transitional Studies Department at CBC. We also discussed the current enrollment process for customers who're interested in attending ESL and GED/Highschool + classes onsite at WSCB. Based upon customer and staff feedback, changes will be implemented for Winter quarter sign ups.
- 9/20: WSCB team members provided information about employment and training resources at the Facing Fentanyl Together Resource Fair hosted in partnership by the Washington State Department of Health, DSHS, and Washington State Health Care Authority.
- 9/23: Provided a LinkedIn Learning session at Grace Kitchen to provide staff access to the tool, show how to extend licenses for participants, and how to identify/assign courses for professional development.
- *Note – due to changes in community partner staff schedule availability, we will not be hosting a nonpartisan voter registration table at WSCB in September & October as reported in the August WSO Report.*

**Staff Training & Development:**

**Training/Development Attended:**

- 9/11 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 9/24 – Women In Business Conference at the Three Rivers Convention Center

**Upcoming Training/All Staff Meetings:**

- 10/2 - All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 10/16 & 10/17 – All Staff Training Session: Cross Training – AARP/SCSEP; Policy Training – Complaint/Concern Process

**Facilities:**

- 9/4: HVAC repairs completed by Jacob & Rhodes
- 9/7: Upholstery cleaning of Resource Room Chairs completed by Zerores
- Week of 9/9: Break room revamp – new furniture and appliances delivered (funded by an award received in honor of the team's great service to veteran customers)
- 9/9: Guardian conducted a check of the fire alarm system due to a heat sensor error code; additional diagnostic work will need to be completed (and is scheduled for October)
- 9/23: Fencing install for secure parking commenced. State and Goodwill company vehicles will be parked inside to deter future vandalism.
- 9/26: Partition wall maintenance completed by NWAP; no repair needs identified

Respectfully submitted by C. Bright on 10/11/2024

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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 August 2024

**August Highlights:**

- The WSCB team collaboratively completed the annual Wagner Peyser Self Appraisal. We followed a systematic process to ensure the voices of all team members are included and that all individuals will have an opportunity to review and provide additional feedback, including the Consortium & BFWDC, prior to submission at the end of September.
- In collaboration with Stephens Media Group (SMG), we have created a new Facebook page. Informational posts are scheduled there, as well as on the WSCB LinkedIn page and Google Business page. To increase page searches, the SMG team has updated and is monitoring over 50 sites for accuracy, with a primary goal of ensuring that our listing accuracy is above the 95<sup>th</sup> percentile. If you haven't already, please like and share these pages to help us increase our reach. That helps us inform community members of the services available to them and how to connect with us.

[Like us on Facebook - WorkSource Columbia Basin](#)

[Follow us on LinkedIn](#)

**WorkSource Site Operations:**

Customer Counts 8/1-8/31/2024		
<b>Total Staff Assisted Seekers</b>	<b>393</b>	
<b>Total Staff Assisted Services</b>	<b>891</b>	
<b>Unique Number of Businesses Served</b>	<b>69</b>	
<b>Staff Provided Business Services</b>	<b>112</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	0	0
<b>Employee Training</b> Assessment, referral, enrollment, etc.	13	8
<b>Other</b> Employer outreach visit, marketing business services, etc.	62	52
<b>Recruitment</b> Hiring events, referrals, etc.	36	21
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (9/10/24).

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### **August 2024 Customer Feedback:**

- 18 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 93% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Bessie Garza did an amazing job at showcasing all the excellent resource’s available via the WorkSource website.”
  - “Patty was great! Presented very well.” (Creating a Resume Workshop)
  - “What went well in the session was the detailed information and the way (Ozzy) Del toro was being helpful and willing to answer any question that needed clarification or explanation.”
- Customer Feedback – *What we can do better:*
  - We have received multiple requests for food and drink from customers coming into the center in the last quarter. There is additional research needed to identify if it is because we are associated with hospitality or if there may be a need to explore other options to support food stability in our local community. Due to funding restrictions, should we pursue food options within our center, we will need to seek alternative funding.

### **Service Delivery**

#### **Career Services:**

- Overall, in August we saw a decrease in number of customers accessing basic career services at WSCB, which we attribute to individuals attending community events such as the fair and families preparing for back to school. In August, the Front End Services (FES) Team:
  - Provided 392 staff assisted services and supported access to 550 customers seeking self-service, for a total of 1081 services offered. They provided 59 one on one appointments and had a show rate of 75%. This is an 8% decrease in total staff assisted services offered compared to July (1175 total).
  - Facilitated group services with a total of 139 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is level with July workshop attendance (140 attendees).
  - Handled 230 “general inquiry/option 7” calls: 207 in English and 23 in Spanish. This is a 35% decrease in calls handled compared to the month of July (546 calls total).
- WSCB, in partnership with Hello Habanero, a locally owned Digital Marketing Agency, hosted free photos for customers to update their social media accounts with a professional headshot. 30 individuals benefitted, including 6 business owners.

#### **Business Solutions:**

- The Business Solutions Team (BST) engaged in training about Rapid Response, Layoff Aversion, and Standby to be better prepared to serve businesses when they are experiencing slow periods or closures.
- To unite businesses with qualified candidates who may have background issues, the team has been actively researching and implementing solutions in partnership with our FES Team. This includes using job boards such as Indeed, which have expanded search criteria.
- August Event Outcomes –

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- 8/9 - Transportation & CDL Showcase Workshop: 7 attendees
- 8/14 - PSSI Meet the Employer Event: 20 attendees
- 8/28 - Small Business Workshop: 3 attendees
- 8/29 - ANS Meet the Employer Hiring Event: 7 attendees
- Upcoming Events –
  - 9/4 from 10:30am-2:30pm: Two Rivers Correctional Institution (TRCI) Meet & Greet
  - 9/4 & 9/5 from 9am-3pm: TEAMS Hiring Event
  - 9/11 from 3-6pm: Small Business Fair at TRIDEC
  - 9/27 from 9am-12pm: ANS Hiring Event
  - 10/22 from 11am-3pm: WSU Tri-Cities/CBC/WSCB Career Fair at WSU Richland Campus

#### **Community & Partner Connections:**

- 8/9: Introduction to Maria Aguirre to discuss nonpartisan voter registration table offering at WSCB. Maria will be onsite every other Wednesday from 10am-2pm from 8/21-10/30/24. This is in alignment with [TEGL 08-21: Providing Access to Voting through the American Job Center Network](#), which encourages American Job Centers to increase access to voter registration for community members who may not otherwise have access.
- 8/9: Outreach to Prosser CAC and Prosser Midcolumbia Library branch for introductions and to identify a potential third connection site in Benton/Franklin counties, which would increase access to WorkSource services.
- 8/13: Attended the first local Childcare Summit, hosted by Community-Minded Enterprises. This was an opportunity to learn more about the childcare crisis, explore practical solutions, hear from local elected officials on how to raise issues such as this, and to network with other community member who're interested in solving this issue, which directly impacts local workforce and economy.
- 8/21: Follow up visits to Prosser CAC and Prosser Midcolumbia Library branch to deliver information about WSCB services, including flyers and USBs, to be shared with community members.
- 8/23: Demo'd the FES data collection system with ESD & BFWDC leaders to support statewide WorkSource data collection efforts. We also spoke of the kind of data which is beneficial for our local operations, how that data is being used day to day, and additional information that would be helpful in supporting our local community.
- 8/23: Introductory meeting with David Haldeman, Divisional Programs Manager, of Columbia Ability Alliance to share the resources each of our partnerships provide to the communicate and begin exploring how we may collaborate to better serve our community and mutual customers. We are in the process of scheduling a partnership meeting in September or October to further these efforts.
- 8/28: Met with Brittney Forshee of Stephens Media Group, to learn about the data dashboard that comes with our social media contract. This dashboard monitors multiple metrics, including accuracy of postings, post and page interactions, and more. We will meet monthly to inform progress and strategize additional approaches to increase our reach.

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**Staff Training & Development:**

**Training/Development Attended:**

- 8/7: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 8/9: Policy Training – WIN0090: Assisting UI Claimants in WorkSource Offices
- 8/22: Annual ESD Staff Retreat
- 8/26-8/29: WSCB Veteran’s Team attended the JVSG Summit & Serving Those Who Served Conference in Spokane, WA.

**Upcoming Training/All Staff Meetings:**

- 9/11 – All Staff Meeting: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- In an effort to increase communication and collaboration, the WSCB team recently engaged in Human Centered Design (HCD) to revamp All Staff Meetings. Based upon team feedback, we will meet in person monthly with discussion focused on center business updates, team resource updates, identification of service delivery gaps and successes, etc. A monthly training/professional development session will be held separately.

**Facilities:**

- 8/1: Toilet valve replaced by Goodwill
- 8/5: HVAC diagnosis by Jacob & Rhodes
- 8/8: HVAC repair work completed by Jacob & Rhodes
- 8/13: ADA compliant room signs installed by Mustang Signs
- 8/23: Squeakly Clean completed annual deep clean
- 8/23: Launch of E911 Location Contact System on all WSCB phones
- 8/24: Zerores completed carpet cleaning
- 8/30: Pointe Pest Control quarterly maintenance completed

Respectfully submitted by C. Bright on 9/10/2024

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**WorkSource Operator Report**  
 Benton Franklin Workforce Consortium  
 July 2024

**July Highlights:**

- Multiple new partnership opportunities are in the works to increase service delivery access in the coming months, including accessibility to additional housing and employment resources with Washington Monitoring, a non-partisan voter registration and information table, coordination of a community wide workforce development and job seeker resource forum with TRIDEC, and addition of a new MOU partner: AARP/SCSEP.
- Additionally, establishment of the Benton City Mid-Columbia Library as the second official connection site is underway, which will increase access to virtual/online services for the community.

**WorkSource Site Operations:**

Customer Counts 7/1-7/31/2024		
<b>Total Staff Assisted Seekers</b>	<b>527</b>	
<b>Total Staff Assisted Services</b>	<b>1315</b>	
<b>Unique Number of Businesses Served</b>	<b>67</b>	
<b>Staff Provided Business Services</b>	<b>100</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	1	1
<b>Employee Training</b> Assessment, referral, enrollment, etc.	15	8
<b>Other</b> Employer outreach visit, marketing business services, etc.	40	34
<b>Recruitment</b> Hiring events, referrals, etc.	44	33
<b>Wage &amp; Occupation Information</b> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office & Business Services: ETO Staff Provided Business Services (8/9/24).

**July 2024 Customer Feedback:**

- 43 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 96% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Cynthia was a great listener and she made me feel important and that I mattered. She gave me some great advice and was super friendly and well organized. Even though we WorkSource is an equal opportunity employer/program. Auxiliary aids & services are available upon request to individuals with disabilities. WA Relay Service: 711



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don't have another appointment scheduled, she asked me to let her know how my interview tomorrow went, after that have it. That kind of care and support is remarkable and I really enjoyed my appointment with her. She was very complementary of me on my resume and skills. She is a tremendous asset and I'm so thankful I got the opportunity to work with her."

- "I have been treated so well by Kennewick Workforce. Monica always greets me by my first name & a big smile. Melanie continues to be so helpful. She has always made sure that I have the tools to succeed. Always positive & supportive. When I feel down, she lifts me up, with a will win attitude. I am truly appreciative. Thank you all."
- "Great communication and outstanding customer service. Extremely friendly and provided me with great information. Felt very supported as a business owner."
- Customer Feedback – *What we can do better:*
  - We received the following feedback in July to be addressed in August:
    - "Speak more openly to companies that claim to hire veterans, but do not seem to perform in that manner."
    - "I need an advocate. I need someone who will point in the direction of a good job and put in a good word for me."

### **Service Delivery**

#### **Career Services:**

- Overall, we saw an increase of customers accessing basic career services at WSCB. In July, the Front End Services (FES) Team:
  - Provided 538 staff assisted services and supported access to 637 customers seeking self-service, for a total of 1175 services offered. They provided 38 one on one appointments and had a show rate of 84%. This is a 20% increase in total staff assisted services offered over June (972 total).
  - Facilitated group services with a total of 140 attendees, to include Meet & Greet, Job Search and Applications, and Resume. This is a 52% increase in attendance over June (92 attendees).
  - Handled 355 "general inquiry/option 7" calls: 344 in English and 11 in Spanish. This is a 39% increase in calls handled over the month of June (255 calls total).
- Virtual State Equal Opportunity (EO) Monitoring began 7/17. The physical portion of the monitoring will be rescheduled. Dates TBD.

#### **Business Solutions:**

- During the month of July, the BST hosted multiple special guests during their meetings, as well as holding team training opportunities, including:
  - 7/11: World Relief joined us for a conversation around connecting individuals with limited work histories, Limited English Proficiency, and/or who've moved from another country to local employment opportunities. This work will help inform Employment Specialists so they may actively refer and have awareness of preferred application processes.
  - 7/17: Travel to Spokane WS for introductions, a site tour, and learning/sharing session on best practices that both of our teams are currently utilizing.

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- 7/18: Maria Peña, Business Advisor with SBDC, joined a meeting for introductions and information sharing around her role, resources, and upcoming events to deepen our relationship.
- 7/25: Marissa Meyer, WIT Project Manager, joined the team to give updates on where the business services side of the project is at, as well as to gather feedback from the team on needed updates and wishlist items to ensure a positive business and staff experience when using the new WorkSourceWA.com and staff interface.
- To increase awareness of local business trends and connectivity between hiring businesses and job seekers, a member of the Front End Services Team will be in attendance at weekly BST meetings and will bring the information back to his colleagues.
- July Event Outcomes –
  - Two Rivers Correctional Institution (TRCI) Meet & Greet on 7/10: 8 attendees
  - Veteran Resume Workshop on 7/10: 2 attendees
  - Meet & Greet with ANS on 7/23: 6 qualified applicants attended and are being screened for employment
- Upcoming Events –
  - 8/9 from 10:30am-12pm: Transportation & CDL Showcase Workshop
  - 8/14 & 8/15 from 10am-12pm: PSSI Meet the Employer Event
  - 8/28 from 10:30am-12pm: Small Business Workshop
  - 8/29 from 9am-12pm: ANS Meet the Employer Hiring Event

#### **Community & Partner Connections:**

- 7/2: Teams BFWDC & WSCB met with Joel Bouchey, Kennewick Regional Director with AGC to explore deepening partnership to support local construction businesses and job seekers interested in a career pathway in construction.
- Kickoff meeting with Caity Robb of Stevens Media Group to begin contract work on the WSCB social media pages, including Google Business, LinkedIn, and Facebook. This work will allow us to reach community members with educational information about the services we provide and how to connect with us.
- 7/11: Hosted the Local Planning Area (LPA) meeting and brunch. The event was well attended and networking led to a number of new partnership opportunities, including implementation of a voter registration table at WSCB. This service will be available every other Wednesday from 10am-2pm mid-August through the end of October.
- 7/16: Introductory meeting with Matt Murphy, Government & Regional Affairs Director, and Lisa Arneson, Workforce & Education Coordinator with TRIDEC. Discussion centered around learning about our roles in the community, painpoints, and potential solutions through collaboration. Introductions to additional partners were made to expand the conversation to better serve our mutual customers in the workforce development arena.
- 7/17: Introduction and tour with Laura Culbertson, AARP/SCSEP representative. Laura will join us onsite Tuesdays and Thursdays starting in August. She will be working in an outreach and informational capacity until October, when AARP will join the WSCB MOU and be onsite full time.
- 7/18: Toured the new TC Futures site. It is anticipated that they will open as early as 6/30. WSCB is serving as a host site for staff and customers to ensure continuity of onsite services as needed during the transition.

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- 7/19: Introduction and tour of the Benton City Mid Columbia Library with Stacy Baker, Library Supervisor. This location will soon be established as the second connection site in our region, increasing access to virtual WorkSource services for community members in rural areas.
- 7/22: Introductions and initial onboarding meeting with Sandy Moore, Project Director, with AARP/SCSEP. This was an opportunity to learn more about our agencies, share how the WSCB partnership works together, and welcome AARP as our newest onsite partner.
- 7/24: Met with Emily Kok and Kevin Dunbar with ESD Records Management to learn more about records retention compliance as it pertains to social media. We were given guidance for documenting attempts to repair/restore issues with the current Facebook page and permission to delete the page so we can move forward with Stevens Media Group creating a new page to support community education efforts.
- 7/25: Our ESD partners conducted outreach at Coyote Ridge Correctional Center to share resources with incarcerated individuals and support them in planning their transition to civilian life upon release. This is part of a monthly outreach plan to support justice involved individuals in our community that could benefit from services to overcome obstacles to their personal career goals and assist them in meeting their basic needs so they can become self sufficient.
- 7/25: Met with John Penney, Veronica xxx, and Joe Brown of Washington Monitoring for introductions, to learn more about the services each of our agencies provide, and to identify ways we can partner to better serve our mutual customers and increase accessibility to services. More to come on ways we will do this, including in-kind space trades, cross training, and the potential to introduce peer to peer counseling onsite at WSCB.
- 7/29: Met with Caitly Robb of Stevens Media Group to collaborate on the new Facebook page and discuss the process for creation of new informational content for sharing across all WSCB social media platforms.

**Staff Training & Development:**

**Training/Development Attended:**

- 7/17: Customer Kudos; Cross Training: Veteran's Services; July Data Review

**Upcoming Training/All Staff Meetings:**

- 8/7: Caught in the Act/Kudos; WSCB Business Updates; All Partner Roundtable
- 8/9: Policy Training – WIN0090: Assisting UI Claimants in WorkSource Offices

**Facilities:**

- 7/9: Replacement of water fountain filter by Goodwill
- 7/10: Adjustment of thermostats for summer season & replacement of batteries in sensors by WSC
- 7/11: AC system diagnostics and parts ordered by Jacob & Rhodes
- 7/17: WSC connect with Regional Facilities Manager regarding facility badge access and billing
- 7/22 & 7/23: Ziplly Fiber onsite for equipment collection and reinstall in alternate suite
- 7/29-8/2: Bi-annual office clean up completed

Respectfully submitted by C. Bright on 8/9/2024

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



**PY24 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
July, August, and September 2024**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
<b>Big Lots</b>	9/2/2024	Retail	Richland	10/17/2024	n/a	no	10+
<p>09/2/24 - WSCB office notified by employee that store would be closing soon. Staff attempted to reach out and gather information/offer services. Supervisor at Richland location was unwilling/unable to provide any further information such as an exact date for the layoffs or the specific nature of its permanency. Shortly after, an attempt to contact the Big Lots corporate office was made via a number provided by supervisor, which was also unsuccessful. Information packets created to provide affected employees valuable information on layoff prevention and available services through WSCB. 09/17/24 - Staff visited site in person in order to provide affected employees packets with worksource RR information and resources.</p>							
<b>CPCCo</b>	9/4/2024	Industrial Sanitation	Richland	10/3/2024	no	10/01/24 Tentative	50+
<p>WSCB was informed by HR Activity Manager Haydee Ramirez of an upcoming layoff of 50 or more high skill craftsmen and potentially other departments. Staff gathered the following information: layoffs will potentially begin on 10/3/2024 and 50 individuals or more will likely be laid off permanently; this is a general layoff but many of the people affected are high skill workers involved with a recently completed project; and major areas affected will be General Craft, Radiation Work, and Decontamination. CPCCo is open to working on mitigating the impact on their affected workforce and willing to host a presentation on services at their site. The company is primarily looking to provide the affected individuals with valuable information on the services, resources, and programs available to them. No date given on when this transition will be made public. 9/10/24 - Staff reached out to Haydee to ascertain a good date for a presentation of our services. 9/17/24: Staff reached out to Primary contact Haydee Ramirez in order to keep line of communication active and follow up on lack of response for previous emails. Haydee informed staff that she and other members of administration have been working to establish a date for our presentation, at this moment she believes it would be most efficient to hold it 10/01/2024, the same day employees will be informed of the layoff, but she said this is still being workshopped and she would get back to me with a concrete date and plan, she has also updated the potential number of layoffs to 60 employees with 30 of them being part of a union. Additionally she reports affected employees will be paid through 10/10/2024. 10/18/24 Reached back out to Haydee to establish 10/02/24 as a concrete date for RR presentation, as of now we have not received a confirmation but this will likely be the date that works best for them. I will communicate any changes. 9/25/24 we have communicated with Haydee she has confirmed 10/01/24 she has changed some details about the services requested, she would like for us to host the RR presentation at our WSCB location, she has also requested that we choose the date of the presentation we have decided to hold them 10/07/08 and 10/08/24 morning and afternoon respectively. The next steps are to contact al of the RR reps for each department and begin to construct final details for the presentation.</p>							
<b>LL Flooring</b>	9/9/2024	Manufacturing	Kennewick	End of 2024	no	no	3
<p>09/10/24 - Staff alerted to a potential large layoff in multiple company locations and the local Kennewick branch was contacted. Staff spoke with the general manager Juan and he stated he is unable to share too much data as he knows very little of the upcoming layoffs. He reports a total of 3 employees will be potentially permanently laid off, but that there is a possibility for them to transfer to a different store. Those individuals being laid off will be 1 supervisor, assistant I and assistant II. Staff provided Juan an explanation of services and he stated that they do not require our services but agreed to allow staff to stop by and provide them useful materials in the event they are laid off permanently come end of year. 09/11/24 Staff visited location physically, provided supervisor Juan with 4 informational packets on RR resources for himself and his employees, Juan mentions it is very likely they will all retain their jobs in alternative store locations.</p>							
<b>Warner Auto Center</b>	9/17/2024	Auto Sales	n/a	n/a	n/a	n/a	2
<p>9/17/24: Staff attempted to follow up on a voicemail received from Dave Warner on behalf of Warner Auto Center, in the message he explained he needed to layoff 2 employees and wanted to know how WS could provide him assistance. Staff was unsuccessful in reaching contact, a detailed voicemail was left with contact information for client, next steps is to call back at a later date 509-531-6251.</p>							

# 6.1 Grace Kitchen

- Cynthia N. Garcia introduces Amanda/Satara with Grace Kitchen

<https://grace.kitchen/>

## 6.2 Prosser – Mid Columbia Libraries - Needs a VOTE

# 7. State of the Industries Presentation - Ajsa Suljic, ESD Labor Economist

- **State of the Industries Presentation** - Ajsa Suljic

## 8. Meeting Adjourned

- Quarterly Board Meeting - Tuesday, January 28, 2024, at 4:00 p.m. WSCB Room 8/Zoom Hybrid

# INDEX

Attached Documents:

- 2.11 2024.07.30 Quarterly Board Minutes.pdf ..... 12
- 2.21 1. 2024.07.30 Program Monitoring Schedule.pdf ..... 18
- 2.41 2024 OID Recommendations for 2025.pdf ..... 21
- 3.1 2024.08 Finacial Reports.pdf ..... 23
- 6.1 2024.09 TC Futures Report.pdf ..... 32
- 6.2 2024.08 TC Futures Report.pdf ..... 34
- 6.3 2024.07 TC Futures Report.pdf ..... 36
- 6.4 2024.09 September Adult Performance Summary.pdf ..... 38
- 6.5 2024.09 September DW Performance Summary.pdf ..... 40
- 6.6 2024.09 September EcSA Performance Summaries.pdf ..... 42
- 6.7 2024.09 September Youth Program Performance Summary.pdf . 45
- 6.8 WSO September 2024.pdf ..... 47
- 6.9 WSO August 2024.pdf ..... 51
- 6.10 WSO July 2024.pdf ..... 55
- 6.11 Q1 Layoff Profile.pdf ..... 59

Supporting Links:

<https://grace.kitchen/>