

Benton – Franklin Workforce Development Council (BFWDC)

## QUARTERLY (Q4) BOARD OF DIRECTORS MEETING

Tuesday, July 30, 2024, 4:00 p.m. WorkSource Columbia Basin Rm. 8 | Zoom Hybrid

Join Virtual Zoom Meeting: <https://bf-wdc-org.zoom.us/j/88063570152?pwd=KVEQbOhfLG5ltnRugordLfKgPJaoHv.1>

Meeting ID: 880 6357 0152 | Passcode: 146732

Please note that this meeting is recorded for record-keeping and quality assurance purposes.

## AGENDA

### I. Call to Order & Welcome – Todd Samuel

- a. Board Member/BFWDC Staff Roll Call & Excused Absences – Cyndelle Howell
- b. Visitor Welcome – Cyndelle Howell
- c. Public Comment – Todd Samuel

### II. Consent Agenda (Needs a Vote)

- 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.

### III. Fiscal Director Report Out- DeAnn Bock

### IV. Announcements and Business of the BFWDC Board– Cynthia N. Garcia

- a. [Benton-Franklin Strategic Plan 2024-2028](#)
- b. Board Member Resignation
  - o Richard Bogert, Bogert Manufacturing | Representing Business
  - o David Wheeler, Juvenile Justice | Ex-Officio
- c. Motion to approve Board of Directors member election (Needs a vote)
  - o Megan McCary NW CPA Group | Representing Business
  - o John Raschko | Representing Business
  - o Seth Worley UA598 | Representing Labor
- d. Motion to approve Board of Directors Ex-Officio member

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

- o Sheila Davidson | Juvenile Justice Center (Needs a vote)
- e. Occupations in Demand (OID) PSA

- V. **Committee | Workgroup Discussion-** Board of Directors
- VI. **Member Updates & Business Engagement** – All Board and Ex-Officio Members
- VII. **Quarterly Board Meeting** – Tuesday, October 29, 2024, at 4:00 p.m. Hybrid | Board Member/Partner Host
- VIII. **Adjournment**

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

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

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 10 - Corporate Entity  
 As of 5/31/2024

		Current Period Balance
<b>Asset</b>		
Cash (Checking Acct - CE)	1110	2,435.05
Corporate Entity MM Account	1111	33,359.83
<b>Total Asset</b>		<b>35,794.88</b>
<b>Liabilities</b>		
Pending transfer	2001	(17,562.46)
Accrued Vacation Payable	2500	28,619.65
Due to/from other funds	2990	(32,000.00)
<b>Total Liabilities</b>		<b>(20,942.81)</b>
<b>Net Assets</b>		56,737.69
<b>Total Liabilities and Net Assets</b>		<b>35,794.88</b>

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
Corporate Entity  
From 7/1/2023 Through 5/31/2024  
(In whole numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Interest/Program Income	424	0	0.00%	0	0.00%
Donations/Contributions (unrestricted)	2,850	0	0.00%	0	0.00%
Total Revenue	<u>3,274</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Donation fees	9	0	0.00%	0	0.00%
Professional Services and Contracts	2,500	0	0.00%	0	0.00%
Travel and Training	838	0	0.00%	0	0.00%
Dues, Fees and Subscriptions	185				
Non WIOA Expenses	2,500	0	0.00%	0	0.00%
Total Expenses	<u>6,032</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u><u>(2,758)</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>	<u><u>0</u></u>	<u><u>0.00%</u></u>

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 20 - WDC Main  
 As of 5/31/2024

		Current Period Balance
<b>Asset</b>		
Cash (Bank Acct - WDC)	1120	(450,325.00)
Accounts Receivable	1200	3,854.40
Receivable (Grants)	1300	456,107.01
Total Asset		9,636.41
<b>Other Assets</b>		
ROU Asset - Leases	1999	56,180.00
Total Other Assets		56,180.00
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	367,675.30
Pending transfer	2001	17,562.46
Due to/from other funds	2990	32,000.00
Lease Liability - Short Term	2998	52,083.00
Lease Liability Long Term	2999	4,679.00
Total Liabilities		473,999.76
Net Assets		(408,183.35)
Total Liabilities and Net Assets		65,816.41

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
20 - WDC Main  
From 7/1/2023 - 05/31/2024  
(In Whole Numbers)

	<u>Current Period</u> <u>Actual</u>	<u>Current Period</u> <u>Budget</u>	<u>Percentage</u> <u>of current</u> <u>period</u>	<u>Annual Budget</u>	<u>Percentage</u> <u>of Total</u> <u>Budget</u>
Expenses					
Sub-Recipient Reimbursements	2,965,648	3,691,318	80.34%	4,026,892	73.65%
Rent and Facilities	54,283	52,051	104.29%	56,468	96.13%
Salaries and Wages	601,586	695,531	86.49%	783,818	76.75%
Professional Services and Contracts	56,883	57,944	98.17%	59,694	95.29%
TC Futures	60,000	55,000	109.09%	60,000	100.00%
Travel and Training	11,663	15,403	75.72%	15,403	75.72%
Supplies, Furniture and Equipment	3,678	6,500	56.58%	7,000	52.54%
Equipment and Software - Lease and Maintenance	16,506	16,075	102.68%	17,630	93.62%
Communications (Telephone, Postage and Internet)	1,823	2,186	83.39%	2,356	77.37%
Insurance	8,249	8,249	100.00%	8,249	100.00%
Dues, Fees and Subscriptions	18,974	15,802	120.07%	15,802	120.07%
Business/Community	20,901	0	0.00%	0	0.00%
<b>Total Expenses</b>	<u>3,820,194</u>	<u>4,616,059</u>	<u>83%</u>	<u>5,053,312</u>	<u>76%</u>

**Benton Franklin Workforce Development Council**  
 Balance Sheet - Unposted Transactions Included In Report  
 30 - WSCB Partnership  
 As of 5/31/2024

		Current Period Balance
<b>Asset</b>		
Cash (Bank Acct - WSCB)	1130	68,794.53
Accounts Receivable	1200	(150.78)
Total Asset		68,643.75
<b>Other Assets</b>		
ROU Asset - Leases	1999	309,620.00
Total Other Assets		309,620.00
<b>Liabilities</b>		
Accounts Payable (AP System)	2000	25,607.77
Lease Liability - Short Term	2998	313,334.00
Total Liabilities		338,941.77
Net Assets		39,321.98
Total Liabilities and Net Assets		378,263.75

Benton Franklin Workforce Development Council  
Statement of Revenues and Expenditures - Unposted Transactions Included In Report  
30-WSCB Partnership  
From 7/1/2023 - 05/31/2024

(In Whole Numbers)

	Current Period Actual	Annual Budget	Percentage of Total Budget
Revenue			
Partner Revenue	247,399	252,696	97.90%
Grant/Contract Revenue	2,000		
Sub-Lease Revenue	146,914	157,488	93.29%
Total Revenue	<u>396,313</u>	<u>410,184</u>	<u>96.62%</u>
Expenses			
Rent and Facilities	349,740	359,826	97.20%
Supplies, Furniture and Equipment	9,451	10,050	94.04%
Equipment and Software - Rental and Maintenance	2,465	2,800	88.04%
Managed Print/Technology	10,292	23,208	44.35%
Dues, Fees and Subscriptions	9,089	9,300	97.73%
Business/Community	8,396	5,000	167.92%
Total Expenses	<u>389,433</u>	<u>410,184</u>	<u>94.94%</u>
Net Surplus/ (Deficit)	<u><u>6,880</u></u>		



## Benton-Franklin Workforce Development Council Quarterly Board of Directors Meeting

April 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.

#### Approval of Board Minutes

- To approve the January 30, 2024, Quarterly Board Meeting Minutes.

#### Funding

- To award the State EcSA Grant Subrecipient Contractor, Career Path Services, an additional \$10,525.86, bringing the total contract amount to \$506,828.86, effective April 1st, 2024.
- To award the QUEST National Dislocated Worker Grant Subrecipient Contractor, Career Path Services, an additional \$202,393, bringing the total contract amount to \$546,036, effective February 08, 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.*

### April Board of Directors Meeting Summary

The Benton Franklin Workforce Development Council (BFWDC) board meeting comprehensively covered essential topics related to workforce development in the region. The board deliberated on the unanimously approved strategic plan, with minor adjustments to prioritize the development of strategic partnerships and integrated services. The fiscal update underscored the transition to delivering more current financial information, and the board commended the recertification of the WorkSource Columbia Basin facility for its robust continuous improvement culture and extensive community partnerships. Additionally, the board addressed board member resignations and ratified new nominations to fill vacant positions. The presentations from WorkSource and TC Futures demonstrated the innovative programs and services aimed at supporting job seekers and addressing local workforce needs, with a distinct emphasis on customer-centric and human-centered approaches.

Members provided workforce development updates, involving the approval of a strategic plan, recertification of WorkSource, and the appointment of new board members. Crystal Bright and Cynthia Garcia shared insights into the progress and plans of the WorkSource Columbia Basin Partnership, emphasizing achievements such as expanding services based on customer feedback. Similarly, Melanie Olson and Heather Woodruff underscored the importance of community-based organizations and locally designed programs to engage youth in summer activities. They also highlighted their program 'Dignified Work,' which aims to provide life skills development for workforce readiness. Furthermore, Cyndelle emphasized the value of diverse skills and encouraged board members to indicate their names for representation when participating in the skills audit.

## Action Items

- [ ] Complete the skills audit survey for board members.
- [ ] Provide February financial reports on the board portal for members to review.
- [ ] Continue strengthening community and business partnerships to meet strategic plan goals.
- [ ] Consider donating to the BFWDC to provide additional flexible funding support.
- [ ] Tour WorkSource Columbia Basin facilities and TC Futures.

## 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

The presented financial reports as of 03/31/2024 were delayed due to incomplete financials received. The fiscal director, DeAnn Bock, will post the completed financials on the board portal for members to review. Going forward, the financials will be provided two months in arrears to give a more up-to-date snapshot. DeAnn also provided an update on the current grant balances and the latest draw, to give the board visibility into the funding the BFWDC has been awarded.

## 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, July 30, 2024, at 4:00 p.m. at WSCB Room 8 | Hybrid Zoom

**Adjournment**

With no further good of the order business, Todd adjourned the meeting at 5:25 p.m.

Board - Present

Commissioner Will McKay  
 Commissioner Clint Didier  
 Bob Legard  
 Amanda Jones  
 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

Board - Excused

Adolfo DeLeon  
 Lori Mattson

Absent

BFWDC Staff

DeAnn Bock  
 Cynthia Garcia  
 Jessie Cardwell  
 Cyndelle Howell

Guests

Sheila Erickson  
 Israel Delamore  
 Rebecca Williamson

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Todd Samuel, Chair & Treasurer      Date

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Lynn Ramos-Braswell, Secretary      Date

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL  
 PY24 PROPOSED OPERATING BUDGET  
 FISCAL YEAR - JULY 01, 2024 Through JUNE 30, 2025



	CURRENT FISCAL YEAR	2024 - 2025	PREVIOUS FISCAL YEAR	2023 - 2024
REVENUE	CURRENT YEAR BUDGET	% of Total	PREVIOUS YEAR BUDGET	Increase (Decrease)
<b>FEDERAL FUNDING</b>				
WIOA Estimated Carry-In	\$ 90,000.00	1.68%	\$ 372,800.00	\$ (282,800.00)
WIOA - ACP (Administrative Cost Pool)	\$ 300,747.00	5.62%	\$ 249,524.00	\$ 51,223.00
WIOA - ADULT	\$ 945,701.00	17.68%	\$ 699,721.00	\$ 245,980.00
WIOA - DISLOCATED WORKER	\$ 794,503.00	14.85%	\$ 774,301.00	\$ 20,202.00
WIOA - YOUTH	\$ 966,526.00	18.07%	\$ 722,769.00	\$ 243,757.00
WIOA - PY24 RESERVE/CARRY FORWARD (Estimate)	\$ (90,000.00)	-1.68%	\$ -	\$ (90,000.00)
ECONOMIC SECURITY FOR ALL (EcSA) - FED	\$ 133,621.00	2.50%	\$ 79,027.00	\$ 54,594.00
QUEST	\$ 329,569.90	6.16%	\$ 233,520.00	\$ 96,049.90
<b>STATE FUNDING</b>				
ECONOMIC SECURITY FOR ALL (EcSA) - STATE	\$ 1,879,581.00	35.13%	\$ 1,300,727.00	\$ 578,854.00
OTHER - WIOA - PY22 Reallocated Funds & Indirect Cost Pool (Program)	\$ -	0.00%	\$ 621,151.00	\$ -
<b>TOTAL YEARLY REVENUE</b>	<b>\$ 5,350,248.90</b>	<b>100%</b>	<b>\$ 5,053,540.00</b>	<b>\$ 917,859.90</b>

EXPENSES	CURRENT YEAR BUDGET	% of Total	PREVIOUS YEAR BUDGET	Increase (Decrease)
Salaries - Wages and Benefits	\$ 649,033.03	12.14%	\$ 783,818.25	\$ (134,785.22)
Facilities & Maintenance	\$ 45,790.60	0.86%	\$ 56,468.40	\$ (10,677.80)
Utilities	\$ 2,170.08	0.04%	\$ 2,356.20	\$ (186.12)
Professional services	\$ 65,920.00	1.23%	\$ 59,693.54	\$ 6,226.46
Insurance	\$ 8,000.00	0.15%	\$ 8,249.00	\$ (249.00)
Dues, Fees & Subscriptions	\$ 15,552.00	0.29%	\$ 15,802.00	\$ (250.00)
Software & IT Maintenance	\$ 10,100.00	0.19%	\$ 8,315.00	\$ 1,785.00
Travel & Training	\$ 48,000.00	0.90%	\$ 15,403.00	\$ 32,597.00
Equipment Lease & Maintenance	\$ 6,900.00	0.13%	\$ 9,315.00	\$ (2,415.00)
Supplies	\$ 3,000.00	0.06%	\$ 7,000.00	\$ (4,000.00)
Subrecipient Local Contracts	\$ 4,489,883.24	84.01%	\$ 4,086,892.00	\$ 402,991.24
<b>TOTAL YEARLY EXPENSES</b>	<b>\$ 5,344,348.95</b>	<b>100.00%</b>	<b>\$ 5,053,312.39</b>	<b>\$ 291,036.56</b>

	CURRENT YEAR BUDGET	PREVIOUS YEAR BUDGET
<b>TOTAL YEARLY REVENUE</b>	<b>\$ 5,350,248.90</b>	<b>\$ 5,053,540.00</b>
<b>TOTAL YEARLY EXPENSES</b>	<b>\$ 5,344,348.95</b>	<b>\$ 5,053,312.39</b>
<b>TOTAL YEARLY OPERATING SURPLUS</b>	<b>\$ 5,899.95</b>	<b>\$ 227.61</b>



**M E M O R A N D U M**

**DATE:** May 28, 2024

**TO:** Benton - Franklin Workforce Development Council (BFWDC) Executive Committee

**FROM:** Jessie Cardwell, Workforce Programs Manager

**SUBJECT:** Motion to Approve PY24 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1st, 2024, to June 30th, 2025

**Background:** Throughout a Request for Proposal (RFP) process, Career Path Services (CPS) was awarded the WIOA Title 1B Contracts (in the amount of \$1,733,824) for Dislocated Worker/Adult/Youth Services on April 25<sup>th</sup>, 2023. The contract ends June 30, 2024, however, we have the option for annual extensions based on performance and mutual agreement. We are recommending a Service Provider Extension for the PY24 Title IB Dislocated Worker/Adult/Youth contracts to Career Path Services (with the approximate amount of \$1,803,290) to continue assisting customers with training and employment services so they can secure jobs that provide self-sufficient wages based on the following accomplishments:

1. CPS is meeting and/or exceeding performance targets this program year. Below is some data to demonstrate their current performance.

Program Performance as of April 30th, 2024													
	Total served		Exits to unsubsidized employment		Individual Training Accounts				Post-Secondary Exits (Youth Only)		Work Experience		Percentage of contract spent
	Actual	Target	Actual	Target	Placed	Completed	Target	In Progress	Actual	Target	Actual	Target	
<b>Adult</b>	158	138	59	70	51	28	25	8					80%
<b>DW</b>	124	143	61	66	38	16	22	9					88%
<b>Youth</b>	182	177	78	90	15	11	18	2	6	15	18	30	76%

**2. State Performance Recognition:**

PY23 2nd Qtr. State Recognition Letter (December 19th, 2023): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the Adult Program team's positive performance outcomes by enrolling 104 participants exceeding the target of 82 (ending September 30th, 2023) and Adult placements into employment of 87, exceeding the target of 60 (March 31st, 2023). Dislocated Worker had 78 enrollments exceeding the target of 78. Youth had 107 enrollments exceeding the 104 target, and had 72 placements of their target of 78. Federal EcSA had 168 enrollments, meeting their target. State EcSA exceeded their enrollment target of 19, by enrolling 26, and met their exit target of 3.

PY23 3rd Qtr. State Recognition Letter (April 18th, 2024): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the Adult Program team's positive performance outcomes by enrolling 138 participants exceeding the target of 101 (ending December 31st, 2023) and Adult placements into employment of 115, exceeding the target of 96 (June 30th, 2023). The Dislocated Worker program had 78 enrollments, exceeding the target of 78. Youth had 145 enrollments exceeding the 128 target, and had 103 placements of their target of 111. Federal EcSA had 185 enrollments, exceeding their target of 172. State EcSA exceeded their enrollment target of 25, by enrolling 45, and met their exit target of 8.

3. BFWDC recently completed local State monitoring of all WIOA Title 1B Programs and their discretionary grants; there were no findings nor disallowed program spending and any questioned costs were resolved.
4. The State Monitors reviewed Dislocated/Adult/Youth program files during their PY22 Annual Monitoring visit and determined no disallowed costs or findings. The monitoring team is currently reviewing PY23 WIOA Title 1B participant files and expressed positive feedback. No disallowed costs or findings have been identified. This shows the quality work that CPS has accomplished when providing case management services to program participants and working with employers to meet their hiring needs.
5. CPS has continued to develop new strategies throughout the program year to provide alternative ways for customers to access services and engage with program participants to assist them in attaining their goals. Their efforts in assisting participants and improving services are highlighted in the Program Performance Summaries shared with all board members and posted on the board portal monthly.

BFWDC staff recommended extending the PY24 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1st, 2024, to June 30th, 2025. Thank you!





## MEMORANDUM

DATE: Monday, June 17, 2024

TO: Benton-Franklin Workforce Development Council (BFWDC) Executive Committee

FROM: Cynthia N. Garcia, Executive Director/EO Officer

SUBJECT: Motion to Approve PY24 One-Stop Operator (OSO) Contract Extension

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**Background:** The Workforce Innovation Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs) to select a One-Stop Operator to administer the area's American Job Center Network system, here in Benton-Franklin known as the WorkSource Columbia Basin (WSCB). The Benton-Franklin Workforce Development Council (BFWDC) selected the Benton-Franklin Workforce Consortium (BFWC) to be the WSCB One-Stop Operator through a competitive procurement process on May 20, 2021, with potential annual extensions through June 30, 2025, based on performance and mutual agreement between BFWDC and the BFWC.

The BFWC is a collaboration between four partners which represent the four core WIOA titles:

- Career Path Services (CPS) (Title 1)
- Columbia Basin College (CBC) (Title 2)
- Employment Security Department (ESD) (Title 3) and
- Division of Vocational Rehabilitation (DVR) (Title 4).

Each partner plays a unique role in our workforce development system, lending strengths and expertise to shape the integration of the workforce system in alignment with the goals and objectives of the Benton-Franklin Workforce Development Council's (BFWDC) Strategic Plan 2024-2028. The established organizational structure has broken down silos and created more of a collaborative working environment for all partners within the center.

Due to their leadership, the positive change that has occurred at WorkSource Columbia Basin during the current cycle (*see attached PY23 OSO Annual Monitoring Report*) and to keep the momentum going, the BFWDC is recommending extending this contract for another year, to the BFWC, beginning July 1, 2024, through June 30, 2025 (with the approximate amount of \$170,000).

If approved, this motion will be taken to the Board of Directors at the quarterly meeting in July. Thank you!



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**July 2023 – April 2024 Final One-Stop Operator (OSO) Monitoring Report**

**To:** Benton-Franklin Workforce Consortium (BFWC)  
*Career Path Services (CPS)*  
*Employment Security Department (ESD)*  
*Columbia Basin College (CBC)*  
*Department of Vocational Rehabilitation (DVR)*

**FROM:** Cynthia N. Garcia, Executive Director

**SUBJECT:** PY23 OSO Annual Monitoring Report

**Issued:** April 29, 2024

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## EXECUTIVE SUMMARY

### Background

The Benton-Franklin Workforce Development Council (BFWDC) monitors conducted a virtual annual monitoring review of Benton-Franklin Workforce Consortium (BFWC) beginning April 4th. CPS serves as the fiscal agent on behalf of the BFWC. Crystal Bright, the WorkSource System Coordinator (WSC), was the point of contact throughout this monitoring process. This report provides an overview of the observations and recommendations made by the BFWDC monitor, who conducted the review per the BFWDC monitoring standards for subrecipients. The review period covered July 2023 to April 2024.

This report details the scope of the review, any observations, PY22 items to address and status, technical assistance provided, and noted practices.

### Monitoring Objective

The BFWDC monitors conducted a review of BFWC to evaluate the management and administration of United States Department of Labor Employment and Training Administration workforce grants to determine if they are operating in compliance with applicable federal and state regulations, laws, and local policies.

### Scope

The BFWDC utilized the OSO Monitoring Tool and Questionnaire issued to the WSC and BFWC to provide guidance on the OSO's reporting expectations and oversight responsibilities.

Monitoring and oversight help to identify technical assistance needs, areas for improvement, and best practices. The BFWDC monitor examined and tested the following criteria during this review period:

- Answers to an OSO Monitoring Questionnaire
- Integrated Service Delivery
- Customer First and Human-Centric- Customer Reviews
- Day to day Operations
- Cultural Development
- Partnerships
- Performance and continued improvement
- Meetings with the BFWDC/Board Members to ensure timely updates, expand upon information submitted in monthly reports, and answer questions about operations and protocols.

## ENTRANCE LETTER

An electronic entrance letter was issued on April 4, 2024, to BFWC partners. The Monitoring tools were provided on April 8th, 2024

## OBSERVATIONS

### **PY23 OSO Monitoring Questionnaire**

The OSO Monitoring Questionnaire delved into six key areas outlined in the OSO Statement of Work: Integrated Service Delivery, Customer-Centric Approach, Daily Operations, Cultural Enrichment, Partnerships, and Performance Enhancement. The BFWC promptly responded to each question thoroughly. See **Attachment A** for a complete copy of the PY23 OSO Monitoring Questionnaire.

- **Item to Highlight:** Social Media Presence in the community. The WSCB Facebook page was suspended in November 2023, and WSCB could not recover it. In partnership with Stephens Media Group, a plan was submitted to the BFWDC to increase WSCB's visibility in the community. BFWDC supports the plan to move forward with the Stephens Media Group's proposal. BFWDC will assist with the cost of this project.

### **Integrated Service Delivery-WSCB Project Charters**

The WSCB has created project charters to clearly define the Business Solutions Team and the Fron-End Services Team – who the stakeholders are, the project scope statement, objectives, deliverables, scope, project milestones, known risks, communication strategy, etc. *No issues were identified.*

### **Customer First and Human Centric-Customer Reviews**

From July 1, 2023- March 31, 2024, a total of 232 service ratings have been received from job seekers. The average customer service rating is 86%. This rating does not indicate satisfaction vs dissatisfaction. Some who indicate that they will not refer family/friends indicate a request for improvement; many indicate that we have exceeded their expectations. To better define this metric, on 4/1/2024, this question was updated to: *Would you refer family and friends to our services when needed?* It was recommended during the one-stop certification meetings. *No issues were identified.*

### **Day to Day Operations-**

- **Operations Handbook-** Completed the review of the WS Operations Handbook updated on 4/22/2024, which covers the first-day orientation material for new staff, the org chart for our local workforce system, an overview of departments and services provided by WorkSource, the center's goals/story/mission, and logistical information. *No issues were identified.*
- **One-Stop Certification—The BFWDC Board of Directors recognizes the staff's hard work and the progress they continue to make towards being the recognized provider of choice in our region for Employer and Job Seeker services.** The BFWDC Certification Committed granted a 3-year Certification to WSCB (2024-2027). *No issues were identified.*



- **Policy Tracking Document-** Reviewed. *No issues were identified.*
- **Sample Outreach Materials-** The WSC is copied on all final outreach materials. Randomly selected a flyer to ensure compliance with this policy (**Attachment B** as an example). *No issues were identified.*
- **Social Media Policy-** Currently under review at the BFWDC. The [2015-30 Branding and Social Media Policy](#) outlines a branding strategy establishing branding norms for all created content.

### Cultural Development

- **Code of Conduct-** The WSCB Code of Conduct is disseminated to all center staff with the WSCB Operations Handbook. *No issues were identified.*

### Partnerships

- **MOU Partner Meetings-**The BFWC meets with the BFWDC and MOU Partners bi-annually, the last meeting occurring in Feb 2024 (**Attachment C**). *No issues were identified.*

### Performance and Continuous Improvement

- **Continuous Improvement Strategies:** As a part of the application for One-Stop Certification and OSO Monitoring Questionnaire, the BFWC outlined the following continuous improvement strategies to improve the quality of customer service over the last year:
  - Weekly customer satisfaction survey via email to all customers who receive a staff-assisted service.
  - Real-time customer interviewing post service.
  - Post group service HCD activity, such as Rose, Thorn, and Bud, to identify what went well, what can be improved, and practices with potential.
  - Feedback is rolled up into one document for review by the entire leadership team. Kudos are shared with the team monthly, as are continuous quality improvements that have been made based on customer feedback. Customers are followed up with to gather more details about their suggestions or when it is indicated that their needs were not met.
    - Note: Customers are encouraged to share their contact information if they are willing to share more details about their experience; however, they are also able to provide anonymous feedback if desired.

Based on customer feedback, the BFWC has made the following systemic service delivery adjustments in PY23:



- Piloting onsite Paid Family Medical Leave application assistance; implementing PFML phone line.
  - Improved response times (phone, email).
  - Increased outreach to ensure the community is aware of the services we provide and how to connect with us (phone, virtual, in person); consistent presence in the community to build trust.
  - Improved language on outreach materials to be more customer-friendly.
  - Use of Brazen, a virtual event platform, to more effectively and efficiently run in-person hiring events, including appointment creation, customer registrations, and data collection to demonstrate outcomes and allow customer follow-up post-event. *No issues were identified.*
- **Monthly reviews of WSCB site operations, customer satisfaction, service delivery, and facility-**The WorkSource Operator (WSO) Report (**Attachment D**) is a monthly report put out by the WSC outlining the following items:
    - Monthly Highlights (unique activities, accomplishments, upcoming events, etc.)
    - WorkSource Site Operations
    - Customers Feedback
    - Service Delivery Update
    - Staff Training & Development
    - Facilities Update

The BFWDC monitor found the WSO Report thorough and efficient in articulating the WSCB's activities, successes, and growing opportunities. *No issues were identified.*

- **Meetings with the Executive Director/Local Equal Opportunity (EO) Officer and Consortium to provide ongoing oversight of the One-Stop Operator work at WorkSource Columbia Basin, which is in alignment with the OSO scope of work-** See Attachment E. *No issues were identified.*

#### **Meeting with the BFWDC/ Board Members to ensure updates expand upon information submitted**

- **Reports of WorkSource activities at the BFWDC Executive Committee meetings, Adult and Employer Linkage-** Reports are given regularly to all appropriate committees. *No issues were identified.*
- **Annual Report Presentation-** Is scheduled for April 30, 2024.



## PY22 ITEMS TO ADDRESS AND STATUS

- During PY22, the BFWDC encouraged BFWC to schedule more regular DEI training in the future and to fully utilize free resources and expertise within our workforce system to provide professional development opportunities to staff.

**BFWC Response:** DEI training is currently delivered by individual partner agencies to their teams at least annually. To reinforce a systemic culture of DEI practice, an all-staff session will be held in June 2024. This will allow WSCB team members to share key takeaways from those trainings and how they apply them in their daily work. *No issues were identified.*

## TECHNICAL ASSISTANCE PROVIDED

- On March 6th, 2024, in partnership with WSCB staff, the BFWDC local EO officer provided concern and complaint resolution training to all staff.
- List of resources available for individuals not legally entitled to work in the US.
- Technical assistance was provided on the difference between Wagner Peyser, WIOA Title 1, Discrimination, and non-WorkSource-related complaints.

## RECOGNIZED EFFECTIVE STRATEGIES AND NOTED PRACTICES

- The BFWDC Purchased Instant Language Assistant translators via Artificial Intelligence to help with real-time back-and-forth conversations in multiple languages and dialects.
- WSCB piloted Saturday hours from January 6th to March 30th from 10 am to 2 pm to increase access to services, focusing on Reemployment Services and Eligibility Assessment (RESEA) appointments and self-serve basic career services. This was possible due to staff volunteering.
- WSCB started offering a new workshop for those looking to start their own business. The WSCB Business Solutions Team facilitates it with Anthony Burrows, a Business Advisor with the Center for Inclusive Entrepreneurship, and other local business representative guests.
- WSCB is piloting an onsite Paid Family and Medical Leave Specialist, Nicole Duran, from the Leave and Care Division, to provide information about PFML.
- WorkSource Columbia Basin staff participated in a two-day HCD training. The goal was to increase overall efficiency and the center's service quality. HCD training gave staff the tools to empathize and understand customers, hoping to engage them in overall service delivery improvements.
- WSCB Continuous Improvement Strategies are recognized as noted practices.

## EXIT MONITORING INTERVIEW

An exit monitoring interview was not necessary.

## ATTACHMENTS

Attachment A: OSO Monitoring Questionnaire



- Attachment B: WSCB Flyer
- Attachment C: WSCB Partnership Meeting Agenda Feb 2024
- Attachment D: WorkSource Operator Report
- Attachment E: Memo OSO Meetings

## RESULTS

This is the final report, noting that no findings, areas of concern, or disallowed costs were identified during this monitoring period.

Congratulations, BFWC, on the successful program monitoring results and for all the hard work, great questions, and efforts to resolve the item identified.

Respectfully submitted by:

DocuSigned by:

*Cynthia N. Garcia*

Cynthia N. Garcia  
Executive Officer

- CC: *Andy Dwonch (CPS)*  
*John Dickson (ESD)*  
*Keri Lobdell (CBC)*  
*Jessica Rusch (DVR)*  
*DeAnn Bock (BFWDC)*  
*Jessie Cardwell (BFWDC)*



## PY23 One-Stop Operator Monitoring Questionnaire

### Integrated Service Delivery

#### A. *What steps has WSCB taken to streamline processes and increase consistency in service delivery across the center?*

At WSCB, we defined integrated service delivery as streamlined, customer first service. In PY23 we took the following steps to further these efforts:

- Our Front End Services (FES) Team is the heart of our center and often our mutual customer's first impression. To ensure consistency, the FES team monitors and adapts service delivery based on customer need. They do this through analysis of data, primarily direct customer feedback and attendance rates. One example is shifting between a primarily group services model during peak unemployment season to meet increased customer demand in a timely manner, then shifting to increased one on one appointments as traffic declines during non-peak season.
- Business Services and Employment Specialists collaborate to unite businesses with qualified candidates. Successful connections for employment and work-based learning opportunities are made through warm handoffs to introduce businesses and job seekers as needs are identified. Additionally, our BST is:
  - Partnering with CBC & WSU for biannual career fairs, where they are networking with local business and providing resume critique and mock interviews so individuals can successfully apply for work.
  - Standing up sector-based workshops which are co-facilitated by WSCB Team members and local business to support job seekers in successfully obtaining employment in in-demand sectors. Content includes what a typical day in the industry looks like, required training (and training opportunities), labor market information, and sector/job specific resume, job search and application, and interviewing tips.
- Human centered design training continues to be required of all team members to ensure that we have shared tools and language to create a voice of the customer culture, increasing our ability to streamline services based upon direct customer feedback.
- Implementation of a weekly meet and greet session to educate customers on services available to them and how to connect. Attendees also learn about case managed services and can meet with a case manager. This update has decreased enrollment timelines and resulted in increased customer satisfaction.
- Continued cross training on internal and external employment, training, and community resources available to increase referrals for customers to services as they need them.

#### B. *What research has been conducted to understand and mitigate risks to the system?*

Service delivery strategies are explored via connection with partners across the state. This includes discussion with One Stop Operators, Workforce Development Council team members, Administrators, Project Managers, and community partners who serve mutual customers to identify similar issues and potential solutions. Viable solutions are designed

## ATTACHMENT A

based on local community need and piloted, then customer and staff feedback are gathered to determine if the change meets the need. Solutions that are working at WSCB are shared with partners as well. Examples of connection opportunities include:

- Attendance at nation and statewide conferences, including the National Association of Workforce Boards conference, the Washington Workforce Association conference, and an Equal Opportunity conference. Each forum provides an opportunity to learn about best practices from other areas and to network.
- WSCB staff work with their peers across the state to learn about best practices and to partner on regional efforts, such as serving Migrant Seasonal Farm Workers.

An example of solution testing includes:

- Seasonal Saturdays, built upon mandatory reemployment appointments with our ESD partners. This was part of a two-office pilot with our sister location, Sunnyside. At WSCB, in person appointments were offered, in addition to some self-serve basic career services, workshops, and resource from the DSHS mobile unit. The Sunnyside office piloted virtual services.

**C. *Describe the pipelines of communication across the center partners. How are the information and system-wide policies disseminated, and what are the processes for checking for understanding?***

The WorkSource System Coordinator (WSSC) is the primary point of contact for system communications, with support from Trio members. Depending upon the information being shared, the following process is walked:

- For operational items which impact the full team/center, changes/updates are communicated verbally via All Staff meetings, with follow up via email.
- For urgent or time sensitive matters, such as health or safety, the WSSC connects with partner leaders to discuss and answer any questions before dissemination to ensure they are prepared to support staff.
- Depending on the communication, the WSSC may also connect with leadership to disseminate information directly, for example, for topics related to change management, such as the new WIT project. In those instances, follow up at an All Staff meeting and opportunities for Q&A are offered, then leadership follow ups occur to ensure understanding and identify further needs.
- For program specific policies, direct supervisors take the information to their team for small group communications and trainings.

In addition, communication flows through the team during All Staff meetings, where staff provide cross trainings and data is shared monthly. WorkSource happenings are also reported up to the BFWDC and board through monthly reporting and meeting attendance.

**D. *List the community meetings WSCB attends and how representatives promote services and explore partnership opportunities.***

Community meetings WSCB attends include:

- Quarterly Workforce Collaboration hosted by CBC – WSCB representatives share updates and expertise, as well as serve as the voice of the customer by identifying

## ATTACHMENT A

needs & solutions in accessing education/training opportunities, entering the workforce, and ensuring a skilled workforce.

- One-on-one meetings with community partners to provide/receive service delivery updates, identify customer trends & needs, and explore opportunities to partner to better our mutual customers. This includes, but is not limited to Goodwill, ACCESS Tri-Cities, Community Health Plan of Washington, World Relief, Mid-Columbia Libraries, local Housing Authorities, AARP/SCSEP, Union Gospel Mission, etc.
- Quarterly Business Builder meeting hosted by the Tri City Regional Chamber - These meetings are an opportunity to network with local business and community providers, learn about resources available, and share the resources we provide via conversation and presentations.
- Local Planning Area (LPA) – these monthly meetings are jointed hosted by DSHS, ESD, CBC and Goodwill and focus on service provision to parents receiving public assistance (WorkFirst). The meetings have grown to include many local service providers.

### Customer First and Human-Centric

#### **A. *What is your latest assessment of the WSCB customer experience, based on PY23 customer satisfaction and feedback?***

Our gold star metric for customer satisfaction is whether an individual will refer family/friends to our services. From July 1, 2023 – 3/31/2024, a total of 232 service ratings have been received from job seekers. Our average customer service rating 86%. Note: this service rating does not indicate satisfaction vs. dissatisfaction. Some who indicate that they will not refer family/friends indicate a request for improvement; many indicate that we have exceeded their expectations. To better define this metric, on 4/1/2024 this question was updated to: *Would you refer family and friends to our services when needed?*

Our Business Solutions Team has developed two surveys to engage local business post service and post event. Additionally, they check in during events/services identify what is going well and where we can improve in our approach and make real time adjustments. They also engage employers in post event debriefs to learn more about their experience and actively apply changes to follow up events.

In addition to this indicator, customers share what we did well and how we could improve our services via surveying and post-interaction (1:1 and group service) interviewing. That feedback is used to shape service delivery and includes the following trends:

- Desire to connect personally and receive tailored recommendations for individual career journeys, including more information early on to support customer informed decision making.
- Preference for one-on-one appointments, especially for customers with limited digital literacy skills or with limited English proficiency.
- Customers prefer to work with a single staff member. They do not want to be served by multiple individuals or to transition between them.
- Appreciation for choice in whether to receive services virtually OR in-person.
- High need for translation services (primarily Spanish, with some emerging languages, including Ukrainian, Pashto, Arabic dialects).

## ATTACHMENT A

- Difficulties getting through to the WA State Unemployment line and frustration with mandatory appointment requirements.

**B. Has the quantity of WSCB customers increased from PY22 to PY23?**

**a. If not, please note the challenges and steps to increase traffic.**

Business Services: The total number of unique businesses served and business services provided between 7/1/23 – 3/31/24 is lower than the same period in PY22.

Attributing factors include:

- Similar to PY22, the Business Services Team (BST) has not been fully staffed and has seen some staff turnover, resulting in fewer business engagements overall.
- During PY23 the BST continued to focus on transformational services to meet recruitment and retention needs, such as using WorkSourceWA.com to identify qualified candidates and coaching on additional ways to incentivize employees to stay. They have also been working with businesses to identify activities that best support their needs and yield a return on investment for them and us. This has resulted in fewer hiring events and repeat business with local employers.
- Business related data entered in ETO is primarily by our BST. We recognize this is only part of the picture and continue to work systemically to engage staff in entering services provided to job seekers which also impact business, for example based learning opportunities (WEX, OJT).
- To support increased awareness of services the BST provides, they have created outreach materials for distribution and have begun sharing with the community.

Job Seeker Services: Overall, the total number of unique job seekers served and staff assisted services provided between 7/1/23 – 3/31/24 is higher than the same period for PY22.

Attributing factors:

- To increase customer engagement, the WSCB Outreach team has extended our doors into the community, to meet customers where they are. This includes event-based outreach and relationship-based opportunities, for example, teaching community partners what we offer and how to connect with us, as well as providing services and referrals direct to customers onsite, for example at the Pasco Library and DSHS CSO.
- In October 2023, we shifted to a full registration model, resulting in better data tracking than historically. This means that we may have been serving more job seeker customers than were accounted for in prior years.

Month	Program Year	Unique Number of Businesses Served	Business Services Provided	Unique Number of Job Seekers Served	Staff Assisted Services Provided
July	22	93	117	559	1320
	23	51	122	698	1553
August	22	99	189	587	1500

**ATTACHMENT A**

	<b>23</b>	<b>48</b>	<b>89</b>	<b>732</b>	<b>1771</b>
<b>September</b>	22	97	194	658	1478
	<b>23</b>	<b>54</b>	<b>123</b>	<b>570</b>	<b>1295</b>
<b>October</b>	22	85	174	576	1201
	<b>23</b>	<b>76</b>	<b>152</b>	<b>633</b>	<b>1563</b>
<b>November</b>	22	46	84	605	1226
	<b>23</b>	<b>52</b>	<b>102</b>	<b>698</b>	<b>1693</b>
<b>December</b>	22	56	137	811	1610
	<b>23</b>	<b>53</b>	<b>106</b>	<b>707</b>	<b>1734</b>
<b>January</b>	22	42	84	909	1916
	<b>23</b>	<b>59</b>	<b>139</b>	<b>855</b>	<b>2126</b>
<b>February</b>	22	71	143	919	1943
	<b>23</b>	<b>62</b>	<b>133</b>	<b>1027</b>	<b>2307</b>
<b>March</b>	22	66	151	863	1984
	<b>23</b>	<b>77</b>	<b>133</b>	<b>758</b>	<b>1943</b>
<b>Total</b>	PY22	589	1122	5624	12194
	<b>PY23</b>	<b>532</b>	<b>1099</b>	<b>6678</b>	<b>15985</b>

**C. Describe strides to improve the quality of customer service over the last year.**

At WSCB, we strive for continuous improvement by engaging customers and staff in providing active feedback through HCD activities. These activities inform needed changes, practices that should remain the same, and the impact of changes to service delivery methodology. We frequently test changes by piloting them and actively gathering feedback for continuous quality improvement. We have gotten better at letting go of practices that do not yield a return on investment and moving to test new/different solutions.

To inform specific service delivery adjustments, we engage customers in the following ways:

- Weekly customer satisfaction survey via email to all customers who receive a staff assisted service.
- Realtime customer interviewing post service.
- Post group service HCD activity, such as Rose, Thorn, Bud to identify what went well, what can be improved, and practices with potential.
- Feedback is rolled up into one document for review by the entire leadership team. Kudos are shared with the team monthly, as are continuous quality improvements that have been made based on customer feedback. Customers are followed up with to gather more details about their suggestions or when it is indicated that their needs were not met.

*Note: Customers are encouraged to share their contact information if they are willing to share more details about their experience, however, are also able to provide anonymous feedback if desired.*

Based upon customer feedback, we have made the following systemic service delivery adjustments in PY23:

- Piloting onsite Paid Family Medical Leave application assistance; implementation of PFML phone line.

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- Improved response times (phone, email).
- Increased outreach to ensure the community is aware of services we provide, and how to connect with us (phone, virtual, in person); consistent presence in the community to build trust.
- Improved language on outreach materials to be more customer-friendly.
- Use of Brazen, a virtual event platform, to more effectively and efficiently run in-person hiring events, including appointment creation, customer registrations, and data collection to demonstrate outcomes and allow customer follow up post event.

### Day to Day Operations

**A. *What is WSCB doing to increase visibility in the community? Describe the latest engagement strategies and results.***

WSCB is often referred to as “the best kept secret in the Tri-Cities.” To increase visibility and trust within our community, we have a cross-agency outreach team which works within the community to educate on our services and how to connect with us. Outreach efforts include both event-based presence, as well as relationship-based presence, where WSCB team members conduct regular visits to community partner locations to connect with our partners and mutual customers. This Spring, we are piloting deploying more staff into the community during non-peak season, when customer traffic is low onsite. This is allowing us to reach community members where they are at and to serve individuals who may not otherwise receive services. Additionally, we are providing presentations to community partners to build a brand ambassadorship, expanding our ability to educate and connect with potential customers through word-of-mouth referrals - the primary driver of our customer traffic.

In addition to these efforts:

- Social media is utilized to connect with customers. This includes Facebook\*, Google Business, and Public Service Announcements through FlashAlert.  
*Note: our Facebook page was suspended in November of 2023 and we are unable to recover it. Conversations around continued use of this platform are in progress with concerns around return on interest due to low number of followers (~4100 followers despite a population of over 300,000 in the Tri-Cities alone.) Other options are being explored currently.*
- GovDelivery email newsletters are sent weekly to individuals who are receiving Unemployment Insurance benefits or those who received a staff assisted service. The newsletter includes upcoming workshops and events to support job readiness, training, and employment needs.

**B. *How is each partner engaging with the physical WSCB site and staying informed of center-wide updates and activities?***

Partners engage in the operations of the physical WSCB site in varying ways, for example:

- Functional teams:
  - Business Solutions – CPS, DVR, ESD
  - Front End Services – CPS, ESD
- Staff led committees:

## ATTACHMENT A

- Assessment Group – CPS, L&I
- Safety Committee – CPS, ESD, L&I, BFWDC
- Outreach – CPS, ESD

Additionally, the team collaborates on cross functional teams that support our mutual customer, such as:

- CBC led funding committee – CBC, CPS

To ensure all are informed of center wide updates and activities, we utilize email, All Staff meetings, and Teams as our primary methods of communication. Secondary or supplemental updates and checks for understanding occur during 1:1s with supervisors/functional leads and Trio members.

### C. ***How are you collaborating with subject matter experts and staying current on program, center, and economic data?***

Collaboration with subject matter experts & staying current on program, center, and economic data includes:

- Quarterly trainings by our Labor Market Economist to the full team during All Staff meetings, as well as quarterly sector based updates to our Business Solutions Team. This includes training on resources available, how to use them, and economic trends. The Labor Market Economist is also available for one-on-one conversations and provides initial training on Labor Market resources to our BST members during onboarding.
- Utilization of the Workforce Professionals Center for policy updates.
- 1:1 meetings with members of the BFWDC and the WSCB Leadership team
- Group meetings with community partners, workforce development leadership (BFWDC, BFWC, board members, etc.)
- Functional team trainings, such as the Certified Business Engagement Professional (CBEP) for Business Solutions Team members.

*Note: historically this has been an OSO sponsored training, however, due to budget cuts, agencies have been asked to pay for their staff to attend. This additional cost for partners has negatively impacted the number of staff who're certified.*

## Cultural Development

### A. ***What steps are taken to promote a positive, supportive atmosphere for WSCB staff?***

A positive, supportive atmosphere for WSCB staff is critical to our success. In addition to agency efforts, supplemental systemic efforts to retain staff and create a culture of excellence are made, including:

- The WSCB Leadership team engages staff regularly to check in on wellbeing and identify gaps or opportunities. Examples of action taken based upon this feedback loop include staff requested trainings and implementation of pilot projects to support staff. Celebratory emails are also shared center wide for team and individual recognition, for example for monitoring successes and customer shout outs.

## ATTACHMENT A

- “Caught in the Act” is facilitated during All Staff meetings so that staff and leaders can give a shout out to someone who exemplified teamwork, caring, or excellence.
- Customer Kudos are shared monthly during the All Staff meeting.
- Celebrations with food are frequent, for example: random snacks mid-week to say thank you, celebratory breakfasts, lunches, potlucks, and hot cocoa bars.

### ***B. What professional development opportunities are available to staff?***

A variety of professional development opportunities are available to staff and leadership, including agency provided and systemic:

- Initial training on WSCB resources and technical, policy/compliance and safety training.
- All staff meetings provide a forum for ongoing cross training on WSCB resources, community partner services, technical, policy/compliance, and safety training systemically. This includes:
  - Staff provided cross training on the programs/resources they specialize in
  - Policy & technical trainings
- For specific projects or topics which are relevant to specific staff or which require a more in-depth training and discussion, small group trainings are offered. Examples of this include technical (Canva) and brand coordinator training.
- Opportunities to engage in services provided at WSCB, including workshops and career assessments to better understand the offering, customer experience, and value add.
- We partner with the Local EO Officer who provides initial and ongoing training on EO & DEI related topics.
- Opportunities to attend nationwide, state, and local conferences.
- Functional team trainings, for example, Certified Business Engagement (CBEP) training with Business U for all Business Services Team members provides shared language and understanding of our service model, with a focus on provision of transformational service.

### ***C. How are you maintaining a center-wide readiness for change, including adopting new program services and continuous improvement?***

Center-wide readiness for change is a critical part of our ability to offer the services our customers need and ensure that staff are well equipped for an ever-changing workplace. To support this, we:

- Use cascading communication (see Integrated Service Delivery, section C for details.)
- Create and implement change management plans for large projects such as the WIT replacement project. The WSSC coordinates communication with WSCB Leadership, who then work with their individual teams to identify change readiness and support staff according to the ADKAR model.
- Pilot service delivery solutions – WSCB Leadership lead by example and find ways for staff to pilot and fail fast or scale up their successful efforts.
- Continued use of learned concepts from HCD and Lean training to inform service delivery methodology.



## ATTACHMENT A

### Partnerships

#### A. *How do you engage community businesses and other community-based organizations to identify, develop, and implement workforce solutions?*

In Workforce Development, our work includes more than employment and training services. To reach self-sufficiency, our customers need a whole person approach. Post pandemic, our job seeker customers continue to have needed more intensive supports. Customer need, in conjunction with year over year funding reductions, has resulted in leveraging of deeper relationships within the current partnership and with our community partners. Some ways this is happening include:

- Partnering in community events to support our shared mission, connect with mutual customers, network, and identify customer needs/trends, for example: Community Resource Fair hosted by Compass Career Solutions, Biannual CBC/WSU/WorkSource Career and Internship Fair, the annual Veterans Resource Expo and Stand Down hosted by Columbia Veteran's Center, etc.
- Hosting and/or attending presentations by community partners to learn more about the services they provide, educate on resources available.

#### B. *What steps are being taken to identify new partnerships?*

Steps being taken to identify new partnerships include review of data to inform need, then:

- If it is determined that there are not resources or expertise within the WSCB partnership to meet needs identified by our customers, we seek resources in the community. Examples of this include:
  - Onsite high school completion/GED & English Language Acquisition class offerings facilitated by our partners with CBC.
  - Digital Literacy courses facilitated onsite at WSCB by our partners with Goodwill.
  - Federal Free Phone/Affordable Connectivity Program provider, EnTouch Wireless is onsite four days a week.
- Building partnerships to conduct outreach and meet our customers where they are. Examples of this include the Outreach Committee's work to extend our doors into the community at the Pasco Library, DSHS CSO, as well as agency efforts to provide information and services to community members who otherwise may not receive our services, such as justice involved individuals at Coyote Ridge correctional facility.

### Performance and Continuous Improvement

#### A. *Describe the WSCB Continuous Improvement Strategy.*

The WSCB Continuous Improvement Strategy includes:

- Training all staff on HCD.
- Using HCD to inform changes/strategy – examples: ongoing staff surveying, collection of real time feedback (and resolution where able), PY23 BST strategy plan.
- Monthly review of systemic data to inform service delivery adjustments.
- Regular review of customer demographics to identify populations being underserved and outreach strategies to increase engagement.

## ATTACHMENT A

- Engaging systemic staff in monitoring of programs to identify our strengths and opportunities through their eyes, then celebrate and provide additional training/development opportunities accordingly. Examples include certification, the Wagner Peyser Self-Assessment and monitoring of the Ag and JVSG programs, all of which speak to our mutual customers.

### B. What new strategies occurred in PY23 to engage customers and community partners?

Strategies employed to engage customers and community members in PY23 include:

- Expanded access to workforce development services through promotion of workshop offerings by community partners such as L&I – Workplace Safety and Worker’s Rights, DSHS – Long Term Care Workforce Navigator partnership to educate customers on caregiving careers and training opportunities, CBC – Financial Aid, etc.
- Increasing access to self-sufficiency related resources by hosting the DSHS mobile unit onsite.
- Onsite Digital Literacy workshops, hosted by Goodwill, were launched in July 2023.
- Onsite GED/Highschool + and ESL classes, hosted by CBC, were launched in September 2023.
- Sector based workshops co-facilitated by local business and training providers to support successful connection of employers and job seekers.
- Seasonal planning to reach customers where they are. During peak unemployment season the team focuses on being onsite to serve customers. During off peak, the team is identifying locations to serve community members. This includes regularly scheduled hours at the Pasco Library, DSHS CSO, UGM, Coyote Ridge Corrections Center, etc.
- We piloted Seasonal Saturday hours 10am-2pm from January - March 2024 to increase access to services. This was part of a two-office pilot that is ESD led and built on mandatory appointments. It wraps up in March 2024 at which time outcomes will be reviewed. *It should be noted that this pilot was made possible through additional resources; continuation of Saturday hours during peak unemployment season is dependent upon ESD programmatic outcomes, additional funding availability, and partner participation.*



# JOB CLUB

Need help with Job Search? Come to our Job Club!

Resume Assistance, Job Search, Mock Interviews

WHEN: THURSDAYS 2:00PM TO 3:00PM

WHERE: 815 N KELLOGG ST, SUITE KENNEWICK, WA 99336



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# CLUB DE TRABAJO

¿Necesita ayuda con la búsqueda de empleo? ¡Ven a nuestro Club de Trabajo!

Asistencia de Currículum, Búsqueda de Empleo,  
Preparación para Entrevistas

CUÁNDO: JUEVES 2:00PM A 3:00PM

DÓNDE: 815 N KELLOGG ST, SUITE D KENNEWICK, WA 99336



**WORK**Source

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## ATTACHMENT C

### Benton Franklin Workforce System Partnership Meeting

Date: Monday, February 5<sup>th</sup>, 2024 Time: 1:30 PM Physical Location: WorkSource Columbia Basin

Virtual Location: Zoom Meeting Link

<https://bf-wdc-org.zoom.us/j/89418049294?pwd=ag5WW9nuPPAhBrFNPNs2GblCKvWI5i.1&from=addon>

Meeting ID | 894 1804 9294

Passcode | 459720

## AGENDA

Welcome & Introductions

Cynthia Garcia

Local Workforce System MOU

Cynthia Garcia

- Facilities Lease Updates
  - WorkSource Columbia Basin
  - TC Futures
- WorkSource Physical Accessibility Updates
- Partner Leadership Changes/Signature Matrix Updates

WorkSource Columbia Basin IFA

DeAnn Bock

- Reconciliation Review
- Projected Program Year Changes

Partner Forum

All

- Round table of current happenings
- Pertinent information that impacts partnership

Next Meeting

# ATTACHMENT D



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## WorkSource Operator Report

Benton Franklin Workforce Consortium

October 2023

### October Highlights:

- We welcomed Nicole Duran, Customer Service Specialist with the Leave and Care Division, for a tour and introductions. We'll be the FIRST office across the state to pilot an onsite Paid Family & Medical Leave Specialist, starting in November.
- We are excited to offer an additional resource for community members who are interested in starting their own business. An Entrepreneurship Workshop will kick off 12/6/23. This class will be offered quarterly with a focus on supporting local Veterans and Military Spouses in business ownership.

### WorkSource Site Operations:

Customer Counts 10/1 - 10/31/23		
<b>Total Staff Assisted Seekers</b>	<b>633</b>	
<b>Total Staff Assisted Services</b>	<b>1563</b>	
<b>Unique Number of Businesses Served</b>	<b>76</b>	
<b>Staff Provided Business Services</b>	<b>152</b>	
	Services Provided	Businesses Served
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	2	2
<b>Employee Training</b> Assessment, referral, enrollment, etc.	7	5
<b>Other</b> Employer outreach visit, marketing business services, etc.	55	37
<b>Recruitment</b> Hiring events, referrals, etc.	88	55
<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 (11/13/23).

## ATTACHMENT D



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### October 2023 Customer Feedback:

- 31 survey/interview responses were received:
  - Of the customers who responded, 90% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Michelle Gardner Bishop has been an awesome helping hand. And would really recommend her she has made everything super easy and really appreciate what she does for me.”
  - “Get more people like Jasmine Sanchez.”
  - “Patty was extremely helpful with my resume and templates for a cover letter. She should be applauded.”
- Customer Feedback – *What we can do better:*
  - We received the following actionable, specific feedback in October to be addressed in November:
    - “Advise let me know of more job opportunities or hiring events.”
    - “Maybe super quiet instrumental music could break up the sterile environment?”

### Service Delivery

#### **Career Services:**

- In preparation for peak season, our Front End Services (FES) Team held a retreat to review current service delivery practices. Together, they evaluated service options to identify what is working well for customers, what can be improved, and how to increase capacity to serve more customers during the November – March months. They will pilot changes to one-on-one appointment offerings and provision of additional group service offerings. Pilot projects will also include weekly evaluation and human centered design to ensure we continue meeting need and exceeding customer expectations.
- During the month of October, we saw an increase of calls received and handled, which was 10% over September (384 calls handled). The FES Team handled a total of 396 “general inquiry/option 7” calls: 348 in English and 48 in Spanish.
- Statewide, we shifted to a full registration model to ensure access to the full menu of WorkSource services and more complete data collection. This change requires that all customers receiving staff assisted services are legally entitled to work in the United States. If they indicate that they are not, we are limited in the services we can provide. To ensure shared understanding across the team of which services we can provide, WSCB & BFWDC team members met and created a list of supports that are available. We recognize that community members who come to us are doing so because they need help and do not want to turn them away without some level of support/information.

## ATTACHMENT D



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### Business Services:

- The team has made great strides in foundational work defined in the strategy plan created at the beginning of 2023. To support team formation and ongoing strategic planning, they will hold a retreat in November, which will inform shared goals and an action plan to meet those goals through the remainder of Program Year 2023.
- Event Outcomes –
  - 10/17: WSU-TC/CBC Fall Career Fair (offsite)
    - 193 Registered WSU Tri-Cities Students
    - 273 Individuals Checked-in:
      - 182 WSU Tri-Cities Students
      - 70 Community Members
      - 21 CBC Students
    - Total number of people seeking WorkSource resources: 27
      - Our team offered resume review, cover letter assistance, and mock interviewing onsite in the Career Center
- Upcoming Events –
  - 11/17 from 9am-3pm: Veteran Stand Down and Resource Expo (offsite)

### Community & Partner Connections:

- 10/3: Met with Tony Burrows, Co-Owner of The Institute of Leadership, and Jose Sandoval, our Local Veteran Employment Representative at WSCB, to discuss offering workshops to support individuals interested in entrepreneurship. The idea came forward following a Veteran and Military Spouse mock interviewing workshop that Tony volunteered for with us. We will pilot quarterly workshops beginning in December 2023.
- 10/5: Met with our Outreach Team Lead to learn more about current best practices and recommendations for connecting with potential customers in the community. Also discussed processes, community education material inventory/access, and reporting.
- 10/12: Spoke with Paul Casey, Executive Director of Leadership Tri-Cities to arrange onsite meetings at WSCB. To accommodate, a Non-IFA Partner MOU will be executed.
- 10/24: Connected with Daphne Larios of CBC to discuss Winter Quarter offerings of ESL within the community and GED onsite at WSCB. GED classes continue and will include the option for students who are working on any GED subject to attend and receive instruction/support. We will offer two ESL classes to support increased student attendance during peak season: one class will be offered at WSCB and the other will be offered at farmworker housing in Prosser.
- 10/27: Met with Scott Koopman, Ericka Hoag, and Nicole Salter-Tobin of the CBC Workforce Education Center Team to finalize the presentation we will be giving at the Washington Workforce Association (WWA) Conference in November. The presentation is focused on ways to create more access to the college and workforce development system through partnership.



## ATTACHMENT D



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- 10/30: Leadership team members met with Jennifer Quigley of TranslateLive for a demo. This product would allow more timely and accurate response to customers needing translation to receive services, including over 140 languages/dialects and American Sign Language. We agreed this would be a value add to customers and are pursuing purchase/funding options.

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

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

- 10/4: BFWDC Updates; Cross Training – Vocational Services for Individuals with Disabilities; July Customer Feedback Improvements; Business Updates
- 10/11: Peak Season Planning – Resource Capacity & HCD Activities to Inform Service Delivery
- 10/18: Customer Kudos; Cross Training – Updates from the CBC School of Computer Sciences & Business, October Data Review; Safety Training – Human Trafficking/Domestic Violence
- 10/25: Cross Training – OIC of Washington Training & Employment Resources

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

- 11/1: Cross Training – National Farmworker Jobs Program; Policy Training - WIN0090: Assisting UI Claimants in WorkSource Offices; September Customer Feedback Improvements; Business Updates
- 11/8: Community Partner Cross Training – Veterans Association Resources; Policy Training - WSSP 1009: Priority of Service for Veterans and Eligible Spouses; Veteran’s Day Celebration: Honoring WSCB Veterans and Family Members
- 11/14-11/16: WWA Conference in Tacoma, WA. Presenters from the WSCB Team include our MSFW Outreach Specialist, L&I Team, CBC Workforce Education Center Team, and WorkSource System Coordinator. WSCB team members and leadership will also be in attendance for this valuable networking and professional development opportunity.
- 11/15: Customer Kudos; Cross Training – Youth Services; October Data Review; Business Updates

### **Facilities:**

- 10/9: Exterior light maintenance/replacement was completed and the light schedule was adjusted to ensure safety.
- 10/10: Brashear Electrical completed rewiring of exterior foyer lights. During exterior light maintenance it was noted that these lights were tied to interior lighting. To ensure safety, the lights are now separate and on a timer that will match exterior lights.
- 10/12: Electrical inspection of the foyer light rewire and timer were completed satisfactorily.
- 10/13: ESD Facilities picked up inventory items no longer needed onsite, such as desk phones, etc.
- 10/16: Community Education materials and remaining support service items (diapers, hygiene kits) were reorganized to increase accessibility.
- 10/27: Pointe Pest Control completed quarterly interior and exterior

**ATTACHMENT D**



Respectfully submitted by C. Bright on 11/13/23

**ATTACHMENT E**

## Memorandum

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To: Benton-Franklin Workforce Development Council (BFWDC)

From: Benton-Franklin Workforce Consortium

Date: 4/22/2024

**Subject:** OSO Monitor Questionnaire Re: Meetings, DEI Training, & Annual Board Presentation

This memo supplements the OSO Monitoring Questionnaire. It outlines the meetings which provide ongoing oversight of the One-Stop Operator work at WorkSource Columbia Basin, in addition to scheduled DEI training and the annual presentation to the BFWDC Board, in alignment with the OSO scope of work.

Currently, the following recurring meetings are in place:

- The BFWDC Executive Director/Local EO Officer and WorkSource System Coordinator meet monthly to ensure timely updates, expand upon information submitted in monthly reports, answer questions about operations and protocols, and ensure access to One-Stop services as prescribed by WIOA Section 188. Additional meetings are scheduled as needed to address time sensitive items.
- The BFWDC Executive Director and Consortium members are in process of identifying recurring individual meeting times.

DEI training are currently delivered by individual partner agencies to their teams at least annually. To reinforce a systemic culture of DEI practice, an all staff session will be held in June 2024. This will give WSCB team members the opportunity to share key takeaways from those trainings and how they are applying them in their day to day work.

The annual Board presentation is scheduled during the Quarterly Board Meeting on 4/30/2024.

CC: Cynthia Garcia, John Dickson, Andy Dwonch, Keri Lobdell, & Jessica Rusch

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**MEMORANDUM**

**DATE:** June 25th, 2024

**TO:** Benton - Franklin Workforce Development Council (BFWDC) Executive Committee

**FROM:** Jessie Cardwell, Workforce Programs Manager

**SUBJECT:** Motion to Approve PY24 Federal EcSA Services Contract via sole source, in the amount of \$111,301 to Career Path Services, effective July 1st, 2024, to June 30th, 2025.

**Background:** Economic Security for All (EcSA) is an initiative intended to build and test locally developed approaches to streamline access to existing services and benefits to help more low-income families move out of poverty. The funds tied to this contract are intended to increase local EcSA program enrollments and outcomes, building on targets established in existing local EcSA WIOA-funded contracts and continuing the previously established EcSA priorities and outcomes. Career Path Services became one of four pilot areas in 2019 to receive and implement Federal EcSA Funds.

BFWDC staff recommends extending the PY23 Federal EcSA Services Contracts to Career Path Services, Effective July 1st, 2024, to June 30th, 2025, to continue assisting customers with training and employment services so they can secure jobs that provide self-sufficient wages based on the following accomplishments:

**1. Quality Performance:**

The planned numbers are for June 30<sup>th</sup>, these are quarterly goals. There is still time to meet the goals.

Federal EcSA							
	Total Served		Training		Entering employment at or above income goal.		Budget
	Planned	Actual	Planned	Actual	Planned	Actual	% spent as of April 30th
<b>Below 200%FPL</b>	180	192	54	72	117	72	93%
<b>PY24 Planned Targets</b> (estimates as we are still in negotiations with the state)							
	Total Served		Training		Entering employment at or above income goal.		Budget
<b>Below 200%FPL</b>	45 (23 Carry-in)		12		6		\$111, 301

**2. State Performance Recognition:**

PY23 2nd Qtr. State Recognition Letter (December 19th, 2023): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the Federal EcSA had 168 enrollments, meeting their target.

PY23 3rd Qtr. State Recognition Letter (April 18th, 2024): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the Federal EcSA had 185 enrollments, exceeding their target of 172.

3. BFWDC recently completed local monitoring of all EcSA Programs and their discretionary grants; there were no findings nor disallowed program spending and any questioned costs were resolved.
4. The State Monitors reviewed State and Federal EcSA program files during their PY23 Annual Monitoring visit and determined no disallowed costs or findings. This shows the quality work that CPS has accomplished when providing case management services to program participants and working with employers to meet their hiring needs.
5. CPS has continued to develop new strategies throughout the program year to provide alternative ways for customers to access services and engage with program participants to assist them in attaining their goals. Their efforts in assisting participants and improving services are highlighted in the Program Performance Summaries shared with all board members and posted on the board portal monthly.

BFWDC staff recommends extending the PY23 Federal EcSA Services Contracts to Career Path Services, in the amount of \$111,301. Effective July 1st, 2024, to June 30th, 2025. Thank you! This motion, if passed will go to the consent agenda at the Quarterly Board meeting in July.



**MEMORANDUM**

**DATE:** June 25th, 2024

**TO:** Benton - Franklin Workforce Development Council (BFWDC) Executive Committee

**FROM:** Jessie Cardwell, Workforce Programs Manager

**SUBJECT:** Motion to Approve PY24 State EcSA Services Contract via Sole Source, in the amount of \$515,909 to Career Path Services, effective July 1st, 2024, to June 30th, 2025.

**Background:** Economic Security for All (EcSA) is an initiative intended to build and test locally developed approaches to streamline access to existing services and benefits to help more low-income families move out of poverty. The funds tied to this contract are intended to increase local EcSA program enrollments and outcomes, building on targets established in existing local EcSA WIOA-funded contracts and continuing the previously established EcSA priorities and outcomes. Career Path Services became one of the four pilot areas in 2019 to receive and implement Federal EcSA Funds.

BFWDC staff recommends extending the PY23 State EcSA Services Contracts to Career Path Services, Effective July 1st, 2024, to June 30th, 2025, to continue assisting customers with training and employment services so they can secure jobs that provide self-sufficient wages based on the following accomplishments:

**1. Quality Performance:**

The planned numbers are for June 30<sup>th</sup>, 2024, these are quarterly goals. There is still time to meet the goal.

State EcSA							
	Total Served		Training		Entering employment at or above income goal		Budget
	Planned	Actual	Planned	Actual	Planned	Actual	% spent as of April 30th
<b>Below 200%FPL</b>	39	142	16	24	25	15	68%
<b>Above 200%FPL</b>	16	10	12	3	10	4	
<b>Business Navigator</b>	Employers engaged 3rd quarter: 195						
PY24 Planned							
	Total Served		Training		Entering employment at or above income goal		Budget
<b>Below 200%FPL</b>	115		5		20		\$292,366
<b>Above 200%FPL</b>	12		5		7		\$121,556
<b>Business Navigator</b>	TBD						\$101,987

**State Performance Recognition:**

PY23 2nd Qtr. State Recognition Letter (December 19th, 2023): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the State EcSA exceeded their enrollment target of 19, by enrolling 26, and met their exit target of 3.

PY23 3rd Qtr. State Recognition Letter (April 18th, 2024): The Employment Security Department (ESD) sent a letter to the BFWDC recognizing the State EcSA exceeded their enrollment target of 25, by enrolling 45, and met their exit target of 8.

2. BFWDC recently completed local monitoring of all EcSA Programs and their discretionary grants; there were no findings nor disallowed program spending and any questioned costs were resolved.
3. The State Monitors reviewed State and Federal EcSA program files during their PY23 Annual Monitoring visit and determined no disallowed costs or findings. This shows the quality work that CPS has accomplished when providing case management services to program participants and working with employers to meet their hiring needs.
4. CPS was able to pivot and adjust service delivery when the EcSA Community Reinvestment funds were awarded to provide customers with incentives, funds to serve businesses, and participant access to tuition through the Washington College Grant. Our local area got the incentive payments to customers sooner than all other areas in our state. There will be another added service to those funds, Individual Development accounts to assist participants in saving for an asset.

BFWDC staff recommends extending the PY23 State EcSA Services Contracts to Career Path Services, in the amount of \$515,909. Effective July 1st, 2024, to June 30th, 2025. Thank you! This motion, if passed will go to the consent agenda at the Quarterly Board meeting in July.

## MEMORANDUM

DATE: June 25, 2024

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

FROM: Cynthia N. Garcia Executive Director/EO Officer  
Jessie Cardwell, Workforce Programs Manager

SUBJECT: PY24 WIOA Contracts (Youth, Adult & Dislocated Workers)

---

The WIOA programs improve the quality of the workforce and enhance the productivity and competitiveness of the Benton-Franklin workforce. Job seekers often require help in accessing employment, education, transitioning skills, training, and support services to successfully obtain employment that offers upward mobility.

The purpose of the PY24 WIOA contracts is to help Youth, Adults, and Dislocated Workers to receive services, obtain credentials and find employment that pays family-supporting wages.

### **WIOA Youth Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Youth Contract to Career Path Services in the amount of \$691,315 to serve approximately 188 youth in our community. This contract is effective July 1, 2024, through June 30, 2025.

### **WIOA Adult Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Adult Contract to Career Path Services in the amount of \$733,247 to serve approximately 180 adults in our community. This contract is effective July 1, 2024, through June 30, 2025.

### **WIOA Dislocated Workers Contract:**

The Benton-Franklin Workforce Development Council staff recommends the award of the WIOA Dislocated Worker Contract to Career Path Services in the amount of \$664,780 to serve approximately 140 dislocated workers in our community. This contract is effective July 1, 2024, through June 30, 2025.



# 2024/2025

EXPENSES	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
<b>Salaries - Wages and Benefits</b>	53,162.68	53,678.14	53,678.14	53,678.14	53,678.14	53,678.14	53,678.14	54,277.64	54,277.64	54,277.64	55,484.29	55,484.29	649,033.03
<b>Facilities &amp; Maintenance</b>	3,870.05	3,870.05	3,970.05	3,870.05	3,870.05	3,820.05	3,720.05	3,720.05	3,820.05	3,720.05	3,720.05	3,820.05	45,790.60
<i>Rent - Suite C</i>	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	3,445.05	
<i>Rent - Storage Unit</i>	150.00	150.00	150.00	150.00	150.00	-	-	-	-	-	-	-	
<i>Janitorial</i>	275.00	275.00	275.00	275.00	275.00	275.00	275.00	275.00	275.00	275.00	275.00	275.00	
<i>Repairs/Maintenance (Other)</i>			100.00			100.00			100.00			100.00	
<b>Utilities</b>	180.84	180.84	180.84	180.84	180.84	180.84	180.84	180.84	180.84	180.84	180.84	180.84	2,170.08
<i>Spectrum internet</i>	139.98	139.98	139.98	139.98	139.98	139.98	139.98	139.98	139.98	139.98	139.98	139.98	
<i>Shred Services</i>	40.86	40.86	40.86	40.86	40.86	40.86	40.86	40.86	40.86	40.86	40.86	40.86	
<b>Professional services</b>	1,650.00	1,650.00	16,650.00	17,170.00	16,650.00	2,250.00	1,650.00	1,650.00	1,650.00	1,650.00	1,650.00	1,650.00	65,920.00
<i>Audit (Estimate)</i>	-	-	15,000.00	15,000.00	15,000.00	-	-	-	-	-	-	-	
<i>IT Management</i>	900.00	900.00	900.00	1,420.00	900.00	1,500.00	900.00	900.00	900.00	900.00	900.00	900.00	
<i>Payroll fees</i>	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	
<b>Insurance</b>	8,000.00	-	-	-	-	-	-	-	-	-	-	-	8,000.00
<b>Dues, Fees &amp; Subscriptions</b>	13,300.00	-	320.00	350.00	400.00	243.00	225.00	-	372.00	42.00	300.00	-	15,552.00
<i>WWA</i>	11,500.00	-	-	-	-	-	-	-	-	-	-	-	
<i>NAWB</i>	1,800.00	-	-	-	-	-	-	-	-	-	-	-	
<i>NAWDP</i>	-	-	-	-	-	-	-	-	-	-	300.00	-	
<i>WR Chamber</i>	-	-	-	100.00	-	-	-	-	-	-	-	-	
<i>BC Chamber</i>	-	-	-	-	-	-	-	-	-	42.00	-	-	
<i>TCRCC</i>	-	-	-	-	-	-	-	-	372.00	-	-	-	
<i>Pasco Chamber</i>	-	-	-	-	-	-	225.00	-	-	-	-	-	
<i>Hispanic Chamber</i>	-	-	-	250.00	-	-	-	-	-	-	-	-	
<i>SAN/Flash Alert Subscription</i>	-	-	320.00	-	-	-	-	-	-	-	-	-	
<i>TriDec</i>	-	-	-	-	-	243.00	-	-	-	-	-	-	
<i>WEDA</i>	-	-	-	-	400.00	-	-	-	-	-	-	-	
<b>Software &amp; IT Maintenance</b>	2,000.00	-	3,400.00	945.00	800.00	-	500.00	100.00	1,005.00	-	-	1,350.00	10,100.00
<i>GoDaddy (5 Year due 09/2027)</i>	-	-	-	500.00	-	-	-	-	-	-	-	-	
<i>Wix.com (2 Year due 11/2025)</i>	-	-	-	-	800.00	-	-	-	-	-	-	-	
<i>Zoom (w/50% discount)</i>	-	-	-	-	-	-	-	-	-	-	-	1,100.00	
<i>DocuSign (discounted rate)</i>	-	-	-	-	-	-	-	-	-	-	-	250.00	
<i>Doodle polls</i>				85.00									
<i>Self sufficiency calculator</i>	2,000.00												
<i>Abila</i>			3,400.00										
<i>Offer</i>				360.00									
<i>Grant station (discounted rate)</i>								100.00					
<i>Board portal</i>							500.00						
<i>Clicktime Timekeeping</i>									1,005.00				
<b>Travel &amp; Training</b>	2,100.00	5,400.00	12,100.00	3,600.00	2,100.00	3,600.00	2,100.00	5,600.00	2,100.00	3,600.00	2,100.00	3,600.00	48,000.00
<i>Professional Development</i>	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	2,100.00	
<i>Annual Board Retreat</i>								2,000.00					
<i>WWA Annual Conference (5)</i>			10,000.00										
<i>ED Travel/WWA Meetings</i>		1,500.00		1,500.00		1,500.00		1,500.00		1,500.00		1,500.00	
<i>ED Travel/WEDA Meetings</i>		1,800.00											
<b>Equipment Lease &amp; Maintenance</b>	575.00	575.00	575.00	575.00	575.00	575.00	575.00	575.00	575.00	575.00	575.00	575.00	6,900.00
<i>Copier Lease (08/2025)</i>	490.00	490.00	490.00	490.00	490.00	490.00	490.00	490.00	490.00	490.00	490.00	490.00	
<i>Printer Maintenance Contract (08/25)</i>	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	
<b>Supplies</b>	500.00	-	500.00	-	500.00	-	500.00	-	500.00	-	500.00	-	3,000.00
<b>Subrecipient Local Contracts</b>	4,489,883.24	-	-	-	-	-	-	-	-	-	-	-	4,489,883.24
<i>TC Futures</i>	60,000.00												
<i>WIOA</i>	2,089,341.00												
<i>EcSA - Federal</i>	111,301.00												
<i>EcSA CRF - State</i>	1,279,284.00												
<i>EcSA - State</i>	515,909.00												
<i>Quest</i>	264,048.24												
<i>OSO</i>	170,000.00												
<b>TOTAL EXPENSES</b>	\$4,575,221.81	\$ 65,354.03	\$ 91,374.03	\$ 80,369.03	\$ 78,754.03	\$ 64,347.03	\$ 63,129.03	\$ 66,103.53	\$ 64,480.53	\$ 64,045.53	\$ 64,510.18	\$ 66,660.18	\$5,344,348.95

## Banking Cost Comparison

Features	US Bank		Washington Trust Bank	
	Non-Profit Checking	Platinum Business Money Market	Business Checking Account	Money Market
Minimum balance to waive monthly service charge	N/A	\$10,000.00/Daily Balance	\$ 1,000.00	\$ 1,500.00
Monthly Service Charge	\$0	\$ 15.00	\$ 8.00	\$ 10.00
Interest Bearing	Yes	Yes	Yes	Yes
ATM Fees	\$ -	\$ -	\$ 2.50	\$ 2.50
Paid Overdraft Fees	\$ -	N/A	\$ 15.00	\$ 15.00
Returned Item Fee	\$ -	N/A	\$ 15.00	\$ 15.00
Stop payment fee - ACH or check	\$ -	N/A	\$ 20.00	\$ 20.00
ACH	\$ -	N/A		N/A
Same day ACH fees	\$ -	N/A		N/A
Electronic Statement Available	Yes	Yes	Yes	Not specified
Electronic Statement Fess				
Paper Statement	\$ -	\$ -	Not specified	Not specified

Transaction Limits	US Bank		Washington Trust Bank	
	Non-Profit Checking	Platinum Business Money Market	Business Checking Account	Money Market
Transaction Limits	1800	25	100	75
Cost per transaction if over the limit	\$ 0.50	\$ 0.25	\$ 0.25	\$ 0.25
Cash Deposit	300	0		
Cash Deposit fee if over limit per \$100	\$ 0.33	\$ 0.33	\$ -	\$ -

CDs	US Bank	Washington Trust Bank
CD Rates 3 month APY		4.34%
CD Rates 6 month APY		4.76%
CD Rates 7 month APY	4.40%	
CD Rates 9 month APY		4.60%
CD Rates 11 month APY	3.90%	
CD Rates 12 month APY		4.65%
CD Rates 15 month APY	3.65%	
Minimum amount	\$ 1,000.00	\$ 500.00



# Microsoft Defender

Prepared for:

**Benton Franklin Workforce Development Council**

Not yet submitted

**WE'RE A NONPROFIT LEVERAGING TECHNOLOGY TO ADVANCE SOCIAL IMPACT.**



### NONPROFIT TECH SERVICES

- Managed IT Support
- Cloud Services
- Strategic Consulting
- IT Security & Compliance
- Data Management
- Telecommunications



### NONPROFIT EDUCATION & TRAINING

- Consumer Guides
- Assessments
- Workbooks & Articles
- White Papers
- Online Training
- Free Webinars



### WORKFORCE DEVELOPMENT

We improve the lives of adults in our communities through training programs.

ITWorks & CXWorks: Free IT and customer experience training

### OUR PARTNERS



# OUR WORK

**TECHNOLOGY IS TRANSFORMING NONPROFITS, THE PEOPLE THAT THEY SERVE, AND OUR COMMUNITIES. TECH IMPACT IS PROUD TO BE A PART OF THIS TRANSFORMATION.**

Tech Impact originated from a collaboration between Microsoft and a small group of foundations that created the NPower network - a group of capacity-building organizations that provided hands-on technical support to nonprofits across the country. Since 2003, Tech Impact has kept the spirit of the initial network alive. We continue to evolve our service offerings to keep pace with technology advancements and expand our training and education capabilities to help more people use technology to better serve the world.

Today, we offer a full suite of technology services including managed IT support, data and strategy services, telecommunications, and cloud computing integration and support. We've expanded our education and outreach capabilities by merging with Idealware, an authoritative source for independent, thoroughly-researched technology resources for the social sector. We will continue to deliver new applications, templates, and services that enable organizations to do what they do best - serve our communities with critical needs.

Making transformative change through technology is not just about helping nonprofits. Our IT training programs for young adults are gaining national recognition as hundreds of students graduate each year with the knowledge, skills, and confidence needed to start their careers in the technology and customer experience industries. We continue to develop new partnerships that will spread the programs to new communities and create new curriculum that will keep up with the pace of technology.

We have workforce development programs in Philadelphia, PA, Wilmington, DE, and Las Vegas, NV. We're also proud to operate PunchCode, a coding bootcamp in Las Vegas, NV that teaches people how to become software developers and find work with their new skills.

We care deeply about the people we serve and are excited about helping more organizations and adults reach their full potential. Technology is transforming nonprofits, the people that they serve, and people in our own communities. Thank you for your commitment as we continue to reach more and more people with our mission to empower communities and nonprofits to use technology to better serve the world.



Patrick Callihan  
Executive Director  
Tech Impact



Tech Impact provides technology services to hundreds of organizations each year. This work operates on a break-even model (we try not to lose money).

Our goal is to move nonprofit organizations onto technology solutions that make them more financially stable and, when possible, radically improve their ability to address their mission and affect community change.

Visit [TechImpact.org](https://TechImpact.org) to learn more.

# OUR COMMITMENT

## OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

We are committed to diversity, equity, and inclusion. Diversity makes us stronger, equity acknowledges systemic oppression and its impact, and inclusion ensures that as we diversify, thoughts and perspectives are truly included and valued. Tech Impact values and honors diversity in our employees, clients, students, partners, volunteers, vendors, and contractors. Our ability to innovate and carry out our mission of empowering communities and nonprofits to use technology to better serve our world hinges on our commitment to diversity of perspectives and thought in every area of our work. We will not tolerate bigotry and discrimination. It runs counter to our core values and mission. We pledge to actively work for equity and inclusion through our practices and participation in the community, and we acknowledge that we must consistently learn and improve.

## OUR COMMITMENT TO EQUAL OPPORTUNITY EMPLOYMENT

Tech Impact believes that equal opportunity for all employees is important for the continuing success of our organization. In accordance with local/city, state, and federal law, we will comply with the laws prohibiting discrimination on the basis of race, disability, color, creed, religion, marital status, sex, sexual orientation, age, national origin, ancestry, citizenship, military or veteran status, or other protected classifications in recruitment, hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation, and terms and conditions of employment. Tech Impact is committed to supporting Diversity and Inclusion in all forms.

## OUR COMMITMENT TO THE ENVIRONMENT

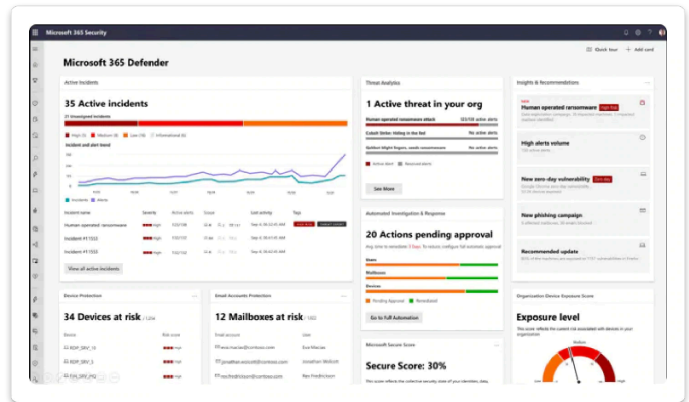
Tech Impact is committed to protecting natural resources, promoting environmental stewardship, and implementing sustainable business practices. While limited in the actions we can take as tenants in a commercial building, we have established several measures with which we can preserve our natural resources and seek to prevent pollution:

- Reduce waste going to the landfill by minimizing the amount of waste produced.
- Increase the energy efficiency of our Information Technology equipment, servers, and infrastructure.
- Responsibly reuse, recycle, and dispose of all electronic waste.
- Recycle wastes where feasible.
- Encourage electronic communication where possible, including invoicing and payment options.
- Purchase and use environmentally responsible (recyclable, biodegradable, etc.) products.
- Encourage the reduction of fossil fuels by installing bike racks and encouraging employees to utilize public transportation.

# Microsoft Defender for Office 365

Microsoft Defender for Office 365 is a cloud-based email security service that helps protect organizations against unknown malware and viruses by providing robust zero-day protection and includes features to safeguard organizations from harmful links in real time.

Defender for Office 365 includes five different policies to add security and protection to the Office 365 platform. The Defender for Office 365 policies are:



## ANTI-PHISHING

The Anti-phishing policy detects attempts to impersonate your users and domains. It applies machine learning models and advanced impersonation-detection algorithms to avert phishing attacks.

## SAFE ATTACHMENTS

The Safe Attachments policy provides zero-day protection to safeguard your messaging system, by checking email attachments for malicious content. It routes all messages and attachments that do not have a virus/malware signature to a special environment, and then uses machine learning and analysis techniques to detect malicious intent. If no suspicious activity is found, the message is forwarded to the mailbox.

## SAFE LINKS

Safe Links ensures that any links via email are safe to open and lead to secure destinations. Links are scanned for each click: safe links remain accessible and malicious links are dynamically blocked.

## ANTI-SPAM

Spam emails rely on mass delivery and repeat sending to be effective. By limiting the number of emails that can be received from a given domain, and sending repeat emails to the Junk folder, Microsoft Defender protects users from spam email.

## ANTI-MALWARE

Malware can be delivered to systems in ways that bypass installed antivirus software, and new malware cannot be detected by antivirus software that does not recognize the malware signature. By detecting suspicious behaviors that are potentially caused by malware infection and notifying others, Microsoft Defender helps prevent the installation and spread of malicious software.

# Project Overview

## PROJECT LAUNCH

One Project Kickoff Meeting is scheduled to discuss the following:

1. Request a list of all staff members or a security group which includes only staff Microsoft 365 staff accounts. Service accounts must not be included.
2. Ensure licensing requirements have been met.

## INCLUDED IN THIS PROJECT

Tech Impact will configure the following Microsoft Defender for Office 365 policies:

1. ANTI-PHISHING
2. SAFE ATTACHMENTS
3. SAFE LINKS
4. ANTI-SPAM
5. ANTI-MALWARE

## ROLLOUT

Each of the five Microsoft Defender for Office 365 policies will be enabled immediately upon their configuration.

## PROJECT CLOSURE

Project is closed after each of the five Microsoft Defender for Office 365 policies have been configured and enabled.

## NOT INCLUDED IN THIS PROJECT

1. End User training and end user support is not provided.
2. Administrator training in Microsoft Defender for Office 365 policies, or the Microsoft Azure platform is not provided.

## PROJECT DURATION

The duration of this Project is typically 2 weeks from the project start date, which will be determined by the agreed up go live date. Note that this estimate does not include the time required to fulfil any project prerequisites (listed below), which may significantly extend the duration of the implementation.

## FOLLOW-UP SUPPORT

This project does not include any follow up work.

## PREREQUISITES



## PREREQUISITES

1. Mailboxes must be Microsoft 365 mailboxes.
2. List of all staff Microsoft 365 accounts or security group which includes all staff accounts.
3. Global Administrator access to Microsoft 365.

## REQUIRED LICENSING

Microsoft Defender for Office 365 Plan 1 is required for the Microsoft Defender for Office 365 policies. Any of these licenses gives you access to Microsoft Defender for Office 365 Plan 1 features in Microsoft 365 security center:

1. Microsoft 365 Business Premium
2. Microsoft 365 E5 or A5
3. Microsoft 365 E5 Security or A5 Security
4. Windows 10 Enterprise E5 or A5
5. Enterprise Mobility + Security (EMS) E5 or A5
6. Office 365 E5 or A5
7. Defender for Office 365 add-on

DRAFT

**Tech Impact**

100 N. 18th Street  
Suite 410  
Philadelphia  
PA  
19103  
Default

**Benton Franklin Workforce Development Council**

815 North Kellogg Street  
Kennewick  
WA  
99336  
United States

**January 03 2024**

Quote reference : Q-11219  
Sales contact : Andrew Matthews  
Order currency : US Dollar  
Valid until : July 01 2024

Customer contact: DeAnn Bock

**Title: BFWDC - Defender Configuration**

**Purchases**

Item	Contract basis	Quantity	Term period	Per
C&C_Microsoft Defender Setup	Fixed price	1.00	Purchases	Project
Configure Microsoft Defender as part of Microsoft 365 licensing including ANTI-PHISHING, SAFE ATTACHMENTS, SAFE LINKS, ANTI-SPAM & ANTI-MALWARE				
<b>Gross total</b>				<b>\$600.00</b>

**Commercial terms**

1. Invoiced When delivered.  
Payments terms: 30 Days

Quote for Benton Franklin Workforce Development Council.

# ASSUMPTIONS, TERMS, AND CONDITIONS

The procedures and costs outlined in this document are based upon a number of assumptions. It is the responsibility of Benton Franklin Workforce Development Council to ensure that all assumptions are met.

## COMMUNICATION AND PROCESS

- Any deliverables will be reviewed for acceptance within five (5) business days of submission.
- Benton Franklin Workforce Development Council will attend Account Management and project review meetings.
- A single point person for Benton Franklin Workforce Development Council will be identified and will be easily reachable

## PHYSICAL DEVICES AND SOFTWARE

- Unless already specified all services including support for local devices only apply to services running Windows 10 Pro and Office 2016 or newer for PC or Mac OS 10.6 and Office 2011 for Mac.
- Only Windows Server 2012R2 and newer servers (no Mac Servers) are supported.
- Tech Impact is not responsible for troubleshooting 3<sup>rd</sup> party desktop or server software that does not include an active support contract with the vendor.
- All physical servers must have a current warranty with the manufacturer. Unwarranted servers will be subject to standard hourly fees in the event of failure/recovery.
- Complete server rebuilds required due to hardware failure are not covered by this contract.
- Tech Impact technicians will have physical or virtual (as appropriate) access to all work environments, servers, workstations to perform work.

## 3<sup>RD</sup> PARTY SERVICES

- Tech Impact is not responsible for services rendered by 3<sup>rd</sup> parties.
- Benton Franklin Workforce Development Council will purchase any hardware, software, or third-party services directly from the vendor.

## DATA BACKUP

- Tech Impact does not guarantee full data restoration from any backup method. Benton Franklin Workforce Development Council may incur additional charges from Tech Impact or a data recovery firm in the event of hardware failure resulting in unusable backups. Benton Franklin Workforce Development Council will approve charges prior to the recovery process.

## END-USER SKILLS

- All users at Benton Franklin Workforce Development Council are familiar with basic operations on a computer and with standard productivity software
- Benton Franklin Workforce Development Council has at least one user that has the necessary skills to perform basic password reset and similar administrative functions. (Tech Impact will provide training as needed).

## ACCESS

- Benton Franklin Workforce Development Council will provide the requested remote access to all systems.
- Users at Benton Franklin Workforce Development Council will be available when needed.

## PRICING

- Any changes to the process and details in this document may require adjustments to the monthly fee.
- Licensing costs are subject to change at any time and are not within the control of Tech Impact.

# Tech Impact Additional Terms and Conditions

These terms and conditions are in addition to specific terms stated on executed contracts.

1. **Description of Services:** Tech Impact may change its service offerings within 30 days of notice to customer but any such change will not materially degrade the services during the minimum contract duration indicated above or during this 30 days period whichever comes later.
2. **Assumptions:** Client agrees that it understands and can meet the assumptions listed in the attached contract or proposal. If the client fails to meet or understand these assumptions Tech Impact may discontinue services or work with the client to establish additional, separate, scopes of work to resolve any issues related to the assumptions.
3. **Tech Impact Support Obligations:** Tech Impact will make reasonable efforts to respond and assist the customer with issues directly related to the services outlined in this contract including troubleshooting and account creation. Tech Impact is not responsible for any issues stemming from third party services.
4. **Client Obligations:** Client will ensure its infrastructure is capable of supporting the contracted services including, but not limited to, up-to-date software, adequate available resources on desktops, adequate functionality on mail-integrated systems, adequate internet bandwidth, and valid credentials to access resources. Client is wholly responsible for physical hardware including servers, networking equipment, external hard drives, and network attached storage devices even when said hardware was provided by Tech Impact for the express purpose of supporting the services provided.
5. **Payment to Tech Impact:** Customer agrees to pay the amount due based on support services requested, number of licenses, and the pricing outlined in this document. The pricing outlined in this document is for reference only. Configuration changes may result in different support and licensing costs. Customer will be invoiced monthly based on NET 30 terms. Pricing assumes the customer is a non-profit with 501(c)3 IRS designation.
6. **Payment to 3<sup>rd</sup> Party Vendors:** Customer agrees to pay other vendors directly for all services rendered and products supplied. These vendors will supply the customer with its own contracts and agreements. Vendors may change its fees at any time, resulting in changes to the customer's monthly cost.
7. **Terms and Termination**
  - A. **Termination for Convenience:** Tech Impact may terminate a customer for its convenience with 30 days' notice to the customer. Customer may terminate for its convenience with 30 days' notice to Tech Impact.
  - B. **Mutual Termination for Material Breach:** If either party is in breach of any material term of this agreement, the other party may terminate this agreement at the end of a 30-day notice/cure period, where the breach has not been cured.
  - C. **Actions upon Termination for Material Breach**
    1. **Termination by Customer:** Upon termination as provided above by customer, Tech Impact will refund to customer any prepaid fees covering the remainder of the term. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
    2. **Termination by Tech Impact:** Upon termination as provided above by Tech Impact, Tech Impact may suspend or terminate the service to the customer and the customer must immediately pay any unpaid fees owed through the date of termination. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
  - D. **Mutual Termination for Insolvency, Etc:** Either party may terminate this agreement immediately if,
    1. The other party becomes insolvent, is unable to pay its debts as they come due, makes an assignment for the benefit of its creditors or has a receiver appointed; or

2. The other part begins to dissolve under applicable law statutes

## 8. LIMITATION OF LIABILITY AND DISCLAIMER OF DAMAGES

9. THERE MAY BE SITUATIONS IN WHICH AS A RESULT OF MATERIAL BREACH OR OTHER LIABILITY, CUSTOMER IS ENTITLED TO MAKE A CLAIM FOR DAMAGES AGAINST TECH IMPACT. IN EACH SITUATION (REGARDLESS OF THE FORM OF THE LEGAL ACTION (E.G. CONTRACT OR TORT CLAIMS), TECH IMPACT IS NOT RESPONSIBLE BEYOND:

1. THE AMOUNT OF ANY DIRECT DAMAGES UP TO THE AMOUNT PAID BY CUSTOMER FOR THE SERVICES IN THE LAST 12 MONTHS.

10. IN NO CIRCUMSTANCES IS TECH IMPACT RESPONSIBLE FOR ANY REASON (EVEN IF IT KNOWS OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS):

1. LOSS OF, OR DAMAGE TO DATA;

2. LOSS PROFITS, LOST BUSINESS OR AMOUNTS INCURRED TO RESOLVE ISSUES STEMMING FROM SERVICES PROVIDED (INCLUDING CLIENT RESOURCES, THIRD-PARTY CONSULTING, HARDWARE, OR SOFTWARE);

3. OTHER SPECIAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, (INCLUDING WITHOUT LIMITATION LOSSES ASSOCIATED WITH THE INABILITY TO USE THE SERVICE).

## 11. OTHER GENERAL TERMS

1. **Governing Law and Exclusive Jurisdiction:** This agreement is governed by substantive laws of the Commonwealth of Pennsylvania, without regard to conflicts of law principles. Any suit or legal proceeding may only be brought in the federal or state courts of Philadelphia, Pennsylvania, and client submits to the personal jurisdiction and venue in that state.

2. **Export Compliance:** Each party must comply with the export laws and regulations of the United States in providing and using the Service.

3. **Entire Agreement and Changes:** This agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. All changes to this agreement must be in a signed writing of the parties.

4. **Waivers in Writing:** No modification or waiver of any term of this agreement is effective unless the parties sign it.

5. **Assignment Only with Consent:** Customer may not assign or transfer this agreement, whether by merger or otherwise, except with the prior written consent of Tech Impact.

6. **Enforceability:** If any term of this agreement is invalid or unenforceable, the other terms remain in effect.

7. **Survival of Terms:** Any terms that by their nature survive termination or expiration of this agreement, will survive.

8. **Force Majeure:** Neither party is liable to the other for any delay during a force majeure event.

9. **OTHER CONTRACTS WITH TECH IMPACT:** THE TERMS OF THIS AGREEMENT TAKE PRECEDENT OVER ANY OTHER CONTRACT BETWEEN CLIENT AND TECH IMPACT (REGARDLESS OF SPECIFIC OR IMPLIED CLAIMS RELATED TO DATA MIGRATION, CONFIGURATION, SUPPORT, AND HOSTING SERVICES IN SAID CONTRACT).

10. **Non-Solicitation:** During the period commencing on the Effective Date and ending one year following the Termination Date, the Customer shall not, without Tech Impact's prior written consent, directly or indirectly; (i) solicit or encourage any person to leave the employment or other service of Tech Impact or its Affiliates; or (ii) hire, on behalf of the Customer or any other person or entity, any person who has left the employment within the one year period following the termination of that person's employment with Tech Impact or its Affiliates. During the period commencing on the date hereof through and ending one year following the Termination Date, the Customer will not, whether for its own account or for the account of any other Person, intentionally interfere with the relationship of Tech Impact or its Affiliates with, or endeavor to entice away from Tech Impact or its Affiliates, any person who during the term of the Agreement is, or during the preceding one-year period, was an employee of Tech Impact or its Affiliates.

DRAFT



# Keeper Password Manager

Prepared for:

**Benton Franklin Workforce Development  
Council**

Not yet submitted

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Today, we offer a full suite of technology services including managed IT support, data and strategy services, telecommunications, and cloud computing integration and support. We've expanded our education and outreach capabilities by merging with Idealware, an authoritative source for independent, thoroughly-researched technology resources for the social sector. We will continue to deliver new applications, templates, and services that enable organizations to do what they do best - serve our communities with critical needs.

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We have workforce development programs in Philadelphia, PA, Wilmington, DE, and Las Vegas, NV. We're also proud to operate PunchCode, a coding bootcamp in Las Vegas, NV that teaches people how to become software developers and find work with their new skills.

We care deeply about the people we serve and are excited about helping more organizations and adults reach their full potential. Technology is transforming nonprofits, the people that they serve, and people in our own communities. Thank you for your commitment as we continue to reach more and more people with our mission to empower communities and nonprofits to use technology to better serve the world.



Patrick Callihan  
Executive Director  
Tech Impact



Tech Impact provides technology services to hundreds of organizations each year. This work operates on a break-even model (we try not to lose money).

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# OUR COMMITMENT

## OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

We are committed to diversity, equity, and inclusion. Diversity makes us stronger, equity acknowledges systemic oppression and its impact, and inclusion ensures that as we diversify, thoughts and perspectives are truly included and valued. Tech Impact values and honors diversity in our employees, clients, students, partners, volunteers, vendors, and contractors. Our ability to innovate and carry out our mission of empowering communities and nonprofits to use technology to better serve our world hinges on our commitment to diversity of perspectives and thought in every area of our work. We will not tolerate bigotry and discrimination. It runs counter to our core values and mission. We pledge to actively work for equity and inclusion through our practices and participation in the community, and we acknowledge that we must consistently learn and improve.

## OUR COMMITMENT TO EQUAL OPPORTUNITY EMPLOYMENT

Tech Impact believes that equal opportunity for all employees is important for the continuing success of our organization. In accordance with local/city, state, and federal law, we will comply with the laws prohibiting discrimination on the basis of race, disability, color, creed, religion, marital status, sex, sexual orientation, age, national origin, ancestry, citizenship, military or veteran status, or other protected classifications in recruitment, hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation, and terms and conditions of employment. Tech Impact is committed to supporting Diversity and Inclusion in all forms.

## OUR COMMITMENT TO THE ENVIRONMENT

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- Reduce waste going to the landfill by minimizing the amount of waste produced.
- Increase the energy efficiency of our Information Technology equipment, servers, and infrastructure.
- Responsibly reuse, recycle, and dispose of all electronic waste.
- Recycle wastes where feasible.
- Encourage electronic communication where possible, including invoicing and payment options.
- Purchase and use environmentally responsible (recyclable, biodegradable, etc.) products.
- Encourage the reduction of fossil fuels by installing bike racks and encouraging employees to utilize public transportation.

# Keeper Enterprise Password Manager

According to the 2019 Verizon Data Breach Investigations report, 80 percent of data breaches are caused by compromised, weak, and reused passwords. At Tech Impact, we recommend Identity management strategy that includes implementing multiple methods to protect your users' credentials from being compromised:

- **Multifactor Authentication (MFA)** - using a second form of authentication such as code sent to mobile device.
- **Single Sign-On (SSO)** - using a single platform such as AzureAD, Google SSO or Okta to provide users with one username/password to access multiple systems.
- **Password Manager** - using Keeper Enterprise to generate and manage strong passwords for all users in the organization



Tech Impact can assist your organization with setup and licensing for all identity management methods. This proposal includes setup and licensing for Keeper Password Manager only. Please ask your Account Manager for quotes for other identity management projects.

Nonprofit computer users have access to many systems which all require long and strong passwords to prevent hackers from gaining access. Each system should have a unique username/password combination to ensure that if the user's credentials are discovered by a cyber criminal, that credential can only provide access to a single system. Unfortunately, as the number of systems grows, users become overwhelmed and resort to using a common username/password combination to access multiple systems. That is where a Password Manager application can provide help.

## Keeper Enterprise Overview

There are many password manager applications available today. Most are targeted to personal use. Some also have business and enterprise upgrades. Nonprofits should only be using the business or enterprise systems. At Tech Impact, we researched many systems and found that Keeper Enterprise™ is the best enterprise password manager for nonprofits. Here is our reasoning:

- Saves employees time, frustration and eliminates the need for them to reset, reuse and remember passwords.
- Ensures Secure and Strong Passwords are in use by every user through automated strong password generation
- For organizations that need enterprise-level cybersecurity, Keeper's unique security architecture protects data and systems with a solution that is quick to deploy and easy to use.
- Simplifies and strengthens auditing and compliance including support for HIPAA, RBAC, 2FA, FIPS 140-2 encryption, FINRA, SOC, ITAR and more.
- Keeper gives the organization visibility, control and compliance for confidence in your organization's security.

Keeper Enterprise provides all of these features and more at a reasonable price point. Tech Impact has negotiated low monthly rates for nonprofits. Setup and ongoing licensing fees are shown in the included Quote.

# Project Overview

Tech Impact will procure and provision Keeper Enterprise licenses for each user in the organization and configure the Keeper Enterprise system to meet your organization's identity management goals.

## PROJECT LAUNCH

One Project Kickoff Meeting is scheduled to discuss the following:

1. Verify that password manager licenses have been purchased.
2. Agree to a go live date to deploy password managers for all staff.

## IMPLEMENTATION, CONFIGURATION, & TESTING

1. Admin Console configuration
  1. Import licenses
  2. Domain configuration
2. Account Provisioning - Single Sign-On (SAML 2.0) with Just-In-Time (JIT) provisioning.
3. SSO supported IdP platforms: Okta, Microsoft Azure, Google G-Suite
4. Desktop Application deployment is available through the following methods:
  1. Kaseya VSA for tech Impact MSP clients
  2. Active Directory
  3. Microsoft Intune application deployment
5. Web browser extensions deployment is available through the following methods:
  1. Google Chrome web browser extensions
  2. FireFox web browser extension
  3. Microsoft Edge web browser extension
6. Disable Built-in web browser password manager for the following web browsers
  1. Google Chrome
  2. FireFox
  3. Microsoft Edge

## ROLLOUT

Password Manager desktop and web browser extensions will be rolled out to **all staff accounts** on the agreed upon go live date.

## PROJECT CLOSURE

Project is closed on the go live date when the Password Manager desktop and web browser extensions is deployed to staff accounts.

### INCLUDED IN THIS PROJECT

1. Password Manager admin console setup with licensing and user accounts.
2. Password Manager desktop client deployment to [client] owned Windows 10 devices.
3. Password Manager browser extensions deployed to [client] owned Windows 10 devices.

### NOT INCLUDED IN THIS PROJECT

1. End User training is not provided. Keeper Security provide end user training through their respective websites.
2. Administrator training is not provided. Keeper Security provide administrator training through their respective websites.
3. End user support is not provided. This includes end user assistance accessing Password Manager vaults, importing credentials into Password Manager vaults, or managing Password Manager

DRAFT

**Tech Impact**

100 N. 18th Street  
 Suite 410  
 Philadelphia  
 PA  
 19103  
 Default

**Benton Franklin Workforce Development Council**

815 North Kellogg Street  
 Kennewick  
 WA  
 99336  
 United States

**January 04 2024**

Quote reference : Q-11241  
 Sales contact : Andrew Matthews  
 Order currency : US Dollar  
 Valid until : July 02 2024

Customer contact: DeAnn Bock

**Title: BFWDC - Keeper Password Manager**

**Purchases**

Item	Contract basis	Quantity	Term period	Per
C&C_Password Manager Setup (Keeper)	Fixed price	1.00	Purchases	Project
Configure Keeper password manager. Quote pricing includes per user monthly licensing fees.				
<b>Total</b>				<b>\$300.00</b>

**Recurring Consumption Charges**

Item	Contract basis	Quantity	Term period	Per	Term value	Billing value
C&C_Keeper Monthly License (per user)	Subscription	4	Ongoing	Base Measure /Mth		\$20.00 /Mth
Monthly Keeper password manager license (per user)						
<b>Total</b>						<b>\$20.00</b>

**Commercial terms**

- 1. Invoiced When delivered.
- Payments terms: 30 Days

Quote for Benton Franklin Workforce Development Council.

# ASSUMPTIONS, TERMS, AND CONDITIONS

The procedures and costs outlined in this document are based upon a number of assumptions. It is the responsibility of Benton Franklin Workforce Development Council to ensure that all assumptions are met.

## COMMUNICATION AND PROCESS

- Any deliverables will be reviewed for acceptance within five (5) business days of submission.
- Benton Franklin Workforce Development Council will attend Account Management and project review meetings.
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## PHYSICAL DEVICES AND SOFTWARE

- Unless already specified all services including support for local devices only apply to services running Windows 10 Pro and Office 2016 or newer for PC or Mac OS 10.6 and Office 2011 for Mac.
- Only Windows Server 2012R2 and newer servers (no Mac Servers) are supported.
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- All physical servers must have a current warranty with the manufacturer. Unwarranted servers will be subject to standard hourly fees in the event of failure/recovery.
- Complete server rebuilds required due to hardware failure are not covered by this contract.
- Tech Impact technicians will have physical or virtual (as appropriate) access to all work environments, servers, workstations to perform work.

## 3<sup>RD</sup> PARTY SERVICES

- Tech Impact is not responsible for services rendered by 3<sup>rd</sup> parties.
- Benton Franklin Workforce Development Council will purchase any hardware, software, or third-party services directly from the vendor.

## DATA BACKUP

- Tech Impact does not guarantee full data restoration from any backup method. Benton Franklin Workforce Development Council may incur additional charges from Tech Impact or a data recovery firm in the event of hardware failure resulting in unusable backups. Benton Franklin Workforce Development Council will approve charges prior to the recovery process.

## END-USER SKILLS

- All users at Benton Franklin Workforce Development Council are familiar with basic operations on a computer and with standard productivity software
- Benton Franklin Workforce Development Council has at least one user that has the necessary skills to perform basic password reset and similar administrative functions. (Tech Impact will provide training as needed).

## ACCESS

- Benton Franklin Workforce Development Council will provide the requested remote access to all systems.
- Users at Benton Franklin Workforce Development Council will be available when needed.

## PRICING

- Any changes to the process and details in this document may require adjustments to the monthly fee.
- Licensing costs are subject to change at any time and are not within the control of Tech Impact.

# Tech Impact Additional Terms and Conditions

These terms and conditions are in addition to specific terms stated on executed contracts.

1. **Description of Services:** Tech Impact may change its service offerings within 30 days of notice to customer but any such change will not materially degrade the services during the minimum contract duration indicated above or during this 30 days period whichever comes later.
2. **Assumptions:** Client agrees that it understands and can meet the assumptions listed in the attached contract or proposal. If the client fails to meet or understand these assumptions Tech Impact may discontinue services or work with the client to establish additional, separate, scopes of work to resolve any issues related to the assumptions.
3. **Tech Impact Support Obligations:** Tech Impact will make reasonable efforts to respond and assist the customer with issues directly related to the services outlined in this contract including troubleshooting and account creation. Tech Impact is not responsible for any issues stemming from third party services.
4. **Client Obligations:** Client will ensure its infrastructure is capable of supporting the contracted services including, but not limited to, up-to-date software, adequate available resources on desktops, adequate functionality on mail-integrated systems, adequate internet bandwidth, and valid credentials to access resources. Client is wholly responsible for physical hardware including servers, networking equipment, external hard drives, and network attached storage devices even when said hardware was provided by Tech Impact for the express purpose of supporting the services provided.
5. **Payment to Tech Impact:** Customer agrees to pay the amount due based on support services requested, number of licenses, and the pricing outlined in this document. The pricing outlined in this document is for reference only. Configuration changes may result in different support and licensing costs. Customer will be invoiced monthly based on NET 30 terms. Pricing assumes the customer is a non-profit with 501(c)3 IRS designation.
6. **Payment to 3<sup>rd</sup> Party Vendors:** Customer agrees to pay other vendors directly for all services rendered and products supplied. These vendors will supply the customer with its own contracts and agreements. Vendors may change its fees at any time, resulting in changes to the customer's monthly cost.
7. **Terms and Termination**
  - A. **Termination for Convenience:** Tech Impact may terminate a customer for its convenience with 30 days' notice to the customer. Customer may terminate for its convenience with 30 days' notice to Tech Impact.
  - B. **Mutual Termination for Material Breach:** If either party is in breach of any material term of this agreement, the other party may terminate this agreement at the end of a 30-day notice/cure period, where the breach has not been cured.
  - C. **Actions upon Termination for Material Breach**
    1. **Termination by Customer:** Upon termination as provided above by customer, Tech Impact will refund to customer any prepaid fees covering the remainder of the term. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
    2. **Termination by Tech Impact:** Upon termination as provided above by Tech Impact, Tech Impact may suspend or terminate the service to the customer and the customer must immediately pay any unpaid fees owed through the date of termination. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
  - D. **Mutual Termination for Insolvency, Etc:** Either party may terminate this agreement immediately if,
    1. The other party becomes insolvent, is unable to pay its debts as they come due, makes an assignment for the benefit of its creditors or has a receiver appointed; or



2. The other part begins to dissolve under applicable law statutes

## 8. LIMITATION OF LIABILITY AND DISCLAIMER OF DAMAGES

9. THERE MAY BE SITUATIONS IN WHICH AS A RESULT OF MATERIAL BREACH OR OTHER LIABILITY, CUSTOMER IS ENTITLED TO MAKE A CLAIM FOR DAMAGES AGAINST TECH IMPACT. IN EACH SITUATION (REGARDLESS OF THE FORM OF THE LEGAL ACTION (E.G. CONTRACT OR TORT CLAIMS), TECH IMPACT IS NOT RESPONSIBLE BEYOND:

1. THE AMOUNT OF ANY DIRECT DAMAGES UP TO THE AMOUNT PAID BY CUSTOMER FOR THE SERVICES IN THE LAST 12 MONTHS.

10. IN NO CIRCUMSTANCES IS TECH IMPACT RESPONSIBLE FOR ANY REASON (EVEN IF IT KNOWS OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS):

1. LOSS OF, OR DAMAGE TO DATA;

2. LOSS PROFITS, LOST BUSINESS OR AMOUNTS INCURRED TO RESOLVE ISSUES STEMMING FROM SERVICES PROVIDED (INCLUDING CLIENT RESOURCES, THIRD-PARTY CONSULTING, HARDWARE, OR SOFTWARE);

3. OTHER SPECIAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, (INCLUDING WITHOUT LIMITATION LOSSES ASSOCIATED WITH THE INABILITY TO USE THE SERVICE).

## 11. OTHER GENERAL TERMS

1. **Governing Law and Exclusive Jurisdiction:** This agreement is governed by substantive laws of the Commonwealth of Pennsylvania, without regard to conflicts of law principles. Any suit or legal proceeding may only be brought in the federal or state courts of Philadelphia, Pennsylvania, and client submits to the personal jurisdiction and venue in that state.

2. **Export Compliance:** Each party must comply with the export laws and regulations of the United States in providing and using the Service.

3. **Entire Agreement and Changes:** This agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. All changes to this agreement must be in a signed writing of the parties.

4. **Waivers in Writing:** No modification or waiver of any term of this agreement is effective unless the parties sign it.

5. **Assignment Only with Consent:** Customer may not assign or transfer this agreement, whether by merger or otherwise, except with the prior written consent of Tech Impact.

6. **Enforceability:** If any term of this agreement is invalid or unenforceable, the other terms remain in effect.

7. **Survival of Terms:** Any terms that by their nature survive termination or expiration of this agreement, will survive.

8. **Force Majeure:** Neither party is liable to the other for any delay during a force majeure event.

9. **OTHER CONTRACTS WITH TECH IMPACT:** THE TERMS OF THIS AGREEMENT TAKE PRECEDENT OVER ANY OTHER CONTRACT BETWEEN CLIENT AND TECH IMPACT (REGARDLESS OF SPECIFIC OR IMPLIED CLAIMS RELATED TO DATA MIGRATION, CONFIGURATION, SUPPORT, AND HOSTING SERVICES IN SAID CONTRACT).

10. **Non-Solicitation:** During the period commencing on the Effective Date and ending one year following the Termination Date, the Customer shall not, without Tech Impact's prior written consent, directly or indirectly; (i) solicit or encourage any person to leave the employment or other service of Tech Impact or its Affiliates; or (ii) hire, on behalf of the Customer or any other person or entity, any person who has left the employment within the one year period following the termination of that person's employment with Tech Impact or its Affiliates. During the period commencing on the date hereof through and ending one year following the Termination Date, the Customer will not, whether for its own account or for the account of any other Person, intentionally interfere with the relationship of Tech Impact or its Affiliates with, or endeavor to entice away from Tech Impact or its Affiliates, any person who during the term of the Agreement is, or during the preceding one-year period, was an employee of Tech Impact or its Affiliates.

DRAFT



# MFA Implementation

Prepared for:

**Benton Franklin Workforce Development  
Council**

Not yet submitted

**WE'RE A NONPROFIT LEVERAGING  
TECHNOLOGY TO ADVANCE SOCIAL  
IMPACT.**



### NONPROFIT TECH SERVICES

- Managed IT Support
- Cloud Services
- Strategic Consulting
- IT Security & Compliance
- Data Management
- Telecommunications



### NONPROFIT EDUCATION & TRAINING

- Consumer Guides
- Assessments
- Workbooks & Articles
- White Papers
- Online Training
- Free Webinars



### WORKFORCE DEVELOPMENT

We improve the lives of adults in our communities through training programs.

ITWorks & CXWorks: Free IT and customer experience training

### OUR PARTNERS



# OUR WORK

**TECHNOLOGY IS TRANSFORMING NONPROFITS, THE PEOPLE THAT THEY SERVE, AND OUR COMMUNITIES. TECH IMPACT IS PROUD TO BE A PART OF THIS TRANSFORMATION.**

Tech Impact originated from a collaboration between Microsoft and a small group of foundations that created the NPower network - a group of capacity-building organizations that provided hands-on technical support to nonprofits across the country. Since 2003, Tech Impact has kept the spirit of the initial network alive. We continue to evolve our service offerings to keep pace with technology advancements and expand our training and education capabilities to help more people use technology to better serve the world.

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## OUR COMMITMENT TO THE ENVIRONMENT

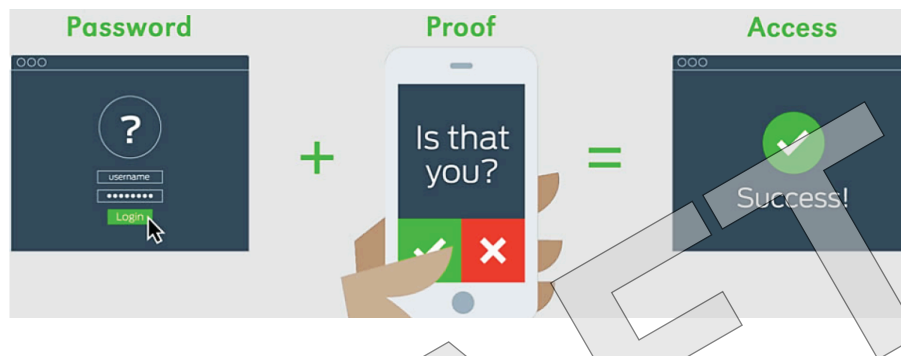
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- Encourage the reduction of fossil fuels by installing bike racks and encouraging employees to utilize public transportation.

# Multi-Factor Authentication (MFA) Service

Multi-Factor Authentication (MFA) is used to ensure that digital users are who they say they are by requiring that they provide at least two pieces of evidence to prove their identity. Each piece of evidence must come from a different category: something they know, something they have or something they are.

If one of the factors has been compromised by a hacker or unauthorized user, the chances of another factor also being compromised are low, so requiring multiple authentication factors provides a higher level of assurance about the user's identity.



## WHAT ARE THE BENEFITS OF MULTI-FACTOR AUTHENTICATION?

Passwords may reign supreme as the most common way to authenticate your online identity, but they increasingly provide very little protection. Once a password is stolen, hackers can use those credentials to log in to applications and business systems, bypass other access controls and wreak serious havoc. In fact, according to the 2020 Verizon Data Breach Investigations Report, stolen login credentials are the top tactic used by hackers to achieve data breaches.

And there are an alarming variety of attack vectors hackers can take advantage of to steal passwords or gain access, including phishing attacks, brute force attacks, web app attacks, point of sale intrusions and even stolen hardware.

Unfortunately, users often make it easier for hackers by choosing weak passwords, using the same password for multiple applications, storing passwords in insecure locations and keeping the same password for long periods of time. These practices may help them remember their logins, but they invite hackers in through the front door.

Multi-factor authentication provides a layer of protection for both employees and customers that addresses all of these weaknesses. It mitigates the ripple effect of compromised credentials—a bad actor may steal your username and password, but if they're prompted for another factor before they can access critical data, make a transaction or log into your laptop.

# Project Overview

## PROJECT LAUNCH

One Project Kickoff Meeting is scheduled to discuss the following:

1. Explain the end user experience with using MFA to access Microsoft 365 resources.
2. Discuss end user documentation for configuring mobile devices to be used for MFA.
3. Determine MFA methods available to users: Call to phone, Text message to phone, Notification through mobile app, or verification code from mobile app.
4. Discuss excluding MFA requirements for staff working within office locations. Determine external IP addresses for office locations.
5. Request a list of all staff members or a security group which includes only staff Microsoft 365 staff accounts. Service accounts must not be included.
6. Staff must have configured MFA prior to go live date.
7. Agree to a go live date to enable MFA for all staff. The go live date must be within 30 days of the project kickoff meeting.

## IMPLEMENTATION

Based on the plan created during the kickoff meeting, Tech Impact will create a conditional access policy to require MFA to access all Microsoft 365 cloud applications. The conditional access policy will be applied to browser, mobile application, and desktop clients, Exchange Active sync, and other legacy (ex. POP, IMAP, SMTP) clients. The conditional access policy will be applied to a Microsoft 365 security group.

## ROLLOUT

MFA will be rolled out to all staff accounts on the agreed upon go live date.

## PROJECT DURATION

The duration of this Project is typically 3 weeks from the project start date, which will be determined by the agreed up go live date. The go live date must be within 30 days of the Project Kickoff meeting. Note that this estimate does not include the time required to fulfil any project prerequisites (listed below), which may significantly extend the duration of the implementation. Project is closed on the go live date when the MFA policy is enabled for all staff accounts.

## PREREQUISITES

1. User accounts must be Microsoft 365 accounts.
2. EMS E3 licensing or Microsoft licensing which allow for conditional access policies. for all staff Microsoft 365 accounts.
3. List of all staff Microsoft 365 accounts or security group which includes all staff accounts.
4. Provide external IP address(es) of all office locations
5. Global Administrator access to Microsoft 365.
6. MFA for Desktop Office applications require Microsoft Office 2013 or later installed on staff workstations.



### INCLUDED IN THIS PROJECT

1. Multifactor authentication (MFA) will be enabled for Microsoft 365 accounts. Microsoft 365 accounts will be required to complete MFA prompts when accessing Microsoft 365 cloud applications.
2. Multifactor authentication (MFA) will be enabled with the creation of one conditional access policy within Microsoft Azure.
3. Documentation will be provided on how the conditional access for MFA has been configured.

### NOT INCLUDED IN THIS PROJECT

1. End User training is not provided.
2. Administrator training in conditional access policies, or the azure platform is not provided.
3. Follow up support is not provided. This includes end user assistance configuring MFA, device configuration for MFA, Microsoft authenticator installations, or Office desktop support, or troubleshooting end user MFA prompts or devices.

DRAFT

**Tech Impact**

100 N. 18th Street  
 Suite 410  
 Philadelphia  
 PA  
 19103  
 Default

**Benton Franklin Workforce Development Council**

815 North Kellogg Street  
 Kennewick  
 WA  
 99336  
 United States

**June 05 2024**

Quote reference : Q-12958  
 Sales contact : **Andrew Matthews**  
 Order currency : **US Dollar**  
 Valid until : **December 02 2024**

Customer contact: DeAnn Bock

**Title: BFWDC - MFA Configuration**

**Purchases**

Item	Contract basis	Quantity	Term period	Per
C&C_MFA Multifactor Authentication (MFA) Configuration - Base Fee	Fixed price	1.00	Purchases	Project
Configure MFA settings in Microsoft 365 or G-Suite according to customer requirements. Tech Impact's Cloud Infrastructure Consultants will work with a project team from your organization to define requirements for the MFA setup, ensure that all technical prerequisites for the implementation have been met (including appropriate licensing), implement and configure MFA features across all specified platforms, and train the appropriate staff in ongoing administration of the MFA + SSO platform.				
C&C_MFA Accounts (per user)	Fixed price	7.00	Purchases	Project
Number of accounts affected by MFA settings in Microsoft 365 or G-Suite.				
<b>Gross total</b>				<b>\$520.00</b>

**Commercial terms**

- 1. Invoiced When delivered.
- Payments terms: 30 Days

Quote for Benton Franklin Workforce Development Council.

# ASSUMPTIONS, TERMS, AND CONDITIONS

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- Tech Impact does not guarantee full data restoration from any backup method. Benton Franklin Workforce Development Council may incur additional charges from Tech Impact or a data recovery firm in the event of hardware failure resulting in unusable backups. Benton Franklin Workforce Development Council will approve charges prior to the recovery process.

## END-USER SKILLS

- All users at Benton Franklin Workforce Development Council are familiar with basic operations on a computer and with standard productivity software
- Benton Franklin Workforce Development Council has at least one user that has the necessary skills to perform basic password reset and similar administrative functions. (Tech Impact will provide training as needed).

## ACCESS

- Benton Franklin Workforce Development Council will provide the requested remote access to all systems.
- Users at Benton Franklin Workforce Development Council will be available when needed.

## PRICING

- Any changes to the process and details in this document may require adjustments to the monthly fee.
- Licensing costs are subject to change at any time and are not within the control of Tech Impact.

# Tech Impact Additional Terms and Conditions

These terms and conditions are in addition to specific terms stated on executed contracts.

1. **Description of Services:** Tech Impact may change its service offerings within 30 days of notice to customer but any such change will not materially degrade the services during the minimum contract duration indicated above or during this 30 days period whichever comes later.
2. **Assumptions:** Client agrees that it understands and can meet the assumptions listed in the attached contract or proposal. If the client fails to meet or understand these assumptions Tech Impact may discontinue services or work with the client to establish additional, separate, scopes of work to resolve any issues related to the assumptions.
3. **Tech Impact Support Obligations:** Tech Impact will make reasonable efforts to respond and assist the customer with issues directly related to the services outlined in this contract including troubleshooting and account creation. Tech Impact is not responsible for any issues stemming from third party services.
4. **Client Obligations:** Client will ensure its infrastructure is capable of supporting the contracted services including, but not limited to, up-to-date software, adequate available resources on desktops, adequate functionality on mail-integrated systems, adequate internet bandwidth, and valid credentials to access resources. Client is wholly responsible for physical hardware including servers, networking equipment, external hard drives, and network attached storage devices even when said hardware was provided by Tech Impact for the express purpose of supporting the services provided.
5. **Payment to Tech Impact:** Customer agrees to pay the amount due based on support services requested, number of licenses, and the pricing outlined in this document. The pricing outlined in this document is for reference only. Configuration changes may result in different support and licensing costs. Customer will be invoiced monthly based on NET 30 terms. Pricing assumes the customer is a non-profit with 501(c)3 IRS designation.
6. **Payment to 3<sup>rd</sup> Party Vendors:** Customer agrees to pay other vendors directly for all services rendered and products supplied. These vendors will supply the customer with its own contracts and agreements. Vendors may change its fees at any time, resulting in changes to the customer's monthly cost.
7. **Terms and Termination**
  - A. **Termination for Convenience:** Tech Impact may terminate a customer for its convenience with 30 days' notice to the customer. Customer may terminate for its convenience with 30 days' notice to Tech Impact.
  - B. **Mutual Termination for Material Breach:** If either party is in breach of any material term of this agreement, the other party may terminate this agreement at the end of a 30-day notice/cure period, where the breach has not been cured.
  - C. **Actions upon Termination for Material Breach**
    1. **Termination by Customer:** Upon termination as provided above by customer, Tech Impact will refund to customer any prepaid fees covering the remainder of the term. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
    2. **Termination by Tech Impact:** Upon termination as provided above by Tech Impact, Tech Impact may suspend or terminate the service to the customer and the customer must immediately pay any unpaid fees owed through the date of termination. This document governs only the relationship between customer and Tech Impact. All other relationships (such as that between customer and Microsoft) will be governed by agreements between those organizations.
  - D. **Mutual Termination for Insolvency, Etc:** Either party may terminate this agreement immediately if,
    1. The other party becomes insolvent, is unable to pay its debts as they come due, makes an assignment for the benefit of its creditors or has a receiver appointed; or

2. The other part begins to dissolve under applicable law statutes

## 8. LIMITATION OF LIABILITY AND DISCLAIMER OF DAMAGES

9. THERE MAY BE SITUATIONS IN WHICH AS A RESULT OF MATERIAL BREACH OR OTHER LIABILITY, CUSTOMER IS ENTITLED TO MAKE A CLAIM FOR DAMAGES AGAINST TECH IMPACT. IN EACH SITUATION (REGARDLESS OF THE FORM OF THE LEGAL ACTION (E.G. CONTRACT OR TORT CLAIMS), TECH IMPACT IS NOT RESPONSIBLE BEYOND:

1. THE AMOUNT OF ANY DIRECT DAMAGES UP TO THE AMOUNT PAID BY CUSTOMER FOR THE SERVICES IN THE LAST 12 MONTHS.

10. IN NO CIRCUMSTANCES IS TECH IMPACT RESPONSIBLE FOR ANY REASON (EVEN IF IT KNOWS OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS):

1. LOSS OF, OR DAMAGE TO DATA;

2. LOSS PROFITS, LOST BUSINESS OR AMOUNTS INCURRED TO RESOLVE ISSUES STEMMING FROM SERVICES PROVIDED (INCLUDING CLIENT RESOURCES, THIRD-PARTY CONSULTING, HARDWARE, OR SOFTWARE);

3. OTHER SPECIAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, (INCLUDING WITHOUT LIMITATION LOSSES ASSOCIATED WITH THE INABILITY TO USE THE SERVICE).

## 11. OTHER GENERAL TERMS

1. **Governing Law and Exclusive Jurisdiction:** This agreement is governed by substantive laws of the Commonwealth of Pennsylvania, without regard to conflicts of law principles. Any suit or legal proceeding may only be brought in the federal or state courts of Philadelphia, Pennsylvania, and client submits to the personal jurisdiction and venue in that state.

2. **Export Compliance:** Each party must comply with the export laws and regulations of the United States in providing and using the Service.

3. **Entire Agreement and Changes:** This agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. All changes to this agreement must be in a signed writing of the parties.

4. **Waivers in Writing:** No modification or waiver of any term of this agreement is effective unless the parties sign it.

5. **Assignment Only with Consent:** Customer may not assign or transfer this agreement, whether by merger or otherwise, except with the prior written consent of Tech Impact.

6. **Enforceability:** If any term of this agreement is invalid or unenforceable, the other terms remain in effect.

7. **Survival of Terms:** Any terms that by their nature survive termination or expiration of this agreement, will survive.

8. **Force Majeure:** Neither party is liable to the other for any delay during a force majeure event.

9. **OTHER CONTRACTS WITH TECH IMPACT:** THE TERMS OF THIS AGREEMENT TAKE PRECEDENT OVER ANY OTHER CONTRACT BETWEEN CLIENT AND TECH IMPACT (REGARDLESS OF SPECIFIC OR IMPLIED CLAIMS RELATED TO DATA MIGRATION, CONFIGURATION, SUPPORT, AND HOSTING SERVICES IN SAID CONTRACT).

10. **Non-Solicitation:** During the period commencing on the Effective Date and ending one year following the Termination Date, the Customer shall not, without Tech Impact's prior written consent, directly or indirectly; (i) solicit or encourage any person to leave the employment or other service of Tech Impact or its Affiliates; or (ii) hire, on behalf of the Customer or any other person or entity, any person who has left the employment within the one year period following the termination of that person's employment with Tech Impact or its Affiliates. During the period commencing on the date hereof through and ending one year following the Termination Date, the Customer will not, whether for its own account or for the account of any other Person, intentionally interfere with the relationship of Tech Impact or its Affiliates with, or endeavor to entice away from Tech Impact or its Affiliates, any person who during the term of the Agreement is, or during the preceding one-year period, was an employee of Tech Impact or its Affiliates.

DRAFT



**Benton-Franklin Workforce Development Council  
Executive Director Performance Expectations & Goals  
July 1, 2024 thru June 30, 2025**

**Performance Expectations**

1. Effectively communicate to the BFWDC Board of Directors, WorkSource, and TC Futures leadership key policy issues, concerns, and opportunities to provide information, recommendations, guidance, and support that leads to effective and impactful planning and policy-making efficient and impactful Local Workforce System operations.
2. Successfully identify and encourage qualified, passionate, and engaged individuals from the public and private sectors to serve on the BFWDC Board of Directors such that the board follows Federal and State requirements for composition.
3. Responsible for working with BFWDC, WorkSource, and TC Futures leadership staff to ensure that the necessary resources and organizational structures are in place to enable the successful execution of the organization's mission and goals.
4. Execute a communication strategy focused on successfully informing the citizens of Benton & Franklin Counties of the resources and capabilities available to Job Seekers and Employers.
5. Responsible for the day-to-day management of the BFWDC office and staff, responsibilities include team leadership, recruitment, retention, recognition, and rewarding staff; coaching and developing individual staff members to their fullest potential.
6. Develop and maintain a strategic planning process that identifies the current, and emerging Workforce Development needs of local employers and job seekers, advocate for effective public policy that results in successful workforce development programs in our Workforce Development area.
7. Stay knowledgeable of opportunities for obtaining funding (state, federal and private) grants that will support job seeker development.
8. Interact strategically and communicate effectively with a wide variety of local, regional, and state business, government, and economic development representatives to champion workforce development and opportunity. Act as a lead champion in our community for Workforce Development.
9. Ensure that all business operations of the BFWDC are conducted in a manner consistent with all State and Federal requirements.
10. Actively work with the Board of Directors to successfully achieve the annual goals/priorities: For the Appraisal period, those goals/priorities are:

**Goal 1 - Business and Economic Development** - Support business development and competitiveness by aligning with economic development and growth efforts.

- **Objective 1:** Increase awareness of workforce services and programs available to local business owners.
- **Objective 2:** Connect businesses with skills-based testing resources; develop skillsets to promote/elevate businesses to the next level by implementing a localized job quality framework to guide decisions and critical investments in delivering business services.
- **Objective 3:** Identify the skills gaps and challenges of current and future business owners and economic growth efforts.



**Goal 2 - Youth** - Improve access to opportunities for youth and young adults\* with barriers to employment to transition to an economically successful adulthood.

- **Objective 1:** Empower the next generation by expanding near-peer youth opportunities and awareness of workforce programs offered.
- **Objective 2:** Connect with the digital world of youth and meet them where they are. Use social media and devices to explore education and employment prospects by utilizing social media platforms to communicate opportunities.
- **Objective 3:** Increase awareness and understanding of alternative career pathways- such as technical education, certificates, trade programs, apprenticeships, and educational opportunities, including 2 & 4-year degrees.

**Goal 3 - Adult** - Improve access to opportunities for adults to become economically successful.

- **Objective 1:** Increase education, training, and upskilling of ALICE workers.
- **Objective 2:** Meet job seekers where they are to introduce them to employment training and skill-building opportunities.
- **Objective 3:** Identify employment and education barriers of job seekers and work with community partners to mitigate them.

**Goal 4 - Community Outreach** - Strengthen collaboration with partners to meet the workforce needs of our employers and community.

- **Objective 1:** Enhance the onboarding of new board members and community partners in the public workforce system, programs, and support services available.
- **Objective 2:** Explore credential reform to improve equitable access, mobility, and long-term economic success.
- **Objective 3:** Increase participation in the regional workforce development system by developing strategic partnerships integrating system services, data accountability, and resources.

### **Supervisory Responsibilities**

1. Demonstrate leadership skills using the team concept and appropriate empowerment skills to create a work environment that fosters productivity, team-work and dedication to the mission and vision of the organization.
2. Demonstrate ability to create and maintain a structure and team through effective hiring, honest and constructive performance feedback, leadership, and mentoring that consistently delivers exceptional service to clients at both the BFWDC and WorkSource through motivated and skilled staff.
3. Demonstrate the ability to strategically plan, budget, and allocate funding resources efficiently and in a manner that enables maximum impact.



## Board Development Committee

### Feedback Received:

More committee training on roles and responsibilities as a director  
Recruiting, Orientation, Board Development  
Adding additional diverse members

## Youth Committee

### Feedback Received:

Youth Committee that includes K-12 connections: How do we connect High School & beyond with BFWDC?

TC Futures Operations Enhancement Committee

Keep a youth focus for one of them, with committee meetings occurring at TC Futures.

I would like to continue to have a standing committee with a youth focus.

## Outreach

### Feedback Received:

BFWDC Regional Outreach & Communications Committee

Marketing and Communications | Public Relations

Outreach for General Public

Outreach for Business

BFWDC Regional Sponsorship Committee

BFWDC Regional Outreach & Communications Committee

Look for ways to increase services or find new/improved ways to support those that need the additional help to find good, sustainable, family wage employment.

## Business | Services

### Feedback Received:

We might structure committees around providing services to businesses looking for employees.

Focus on skills needed to ensure people can be successful in their careers.

Look for ways to increase services or find new/improved ways to support those that need the additional help to find good, sustainable, family wage employment.

Trends share out or state of your industry / market by each board member to help others understand how this may impact BFWDC and the communities it serves.

BFWDC Regional Sponsorship Committee

BFWDC Regional Outreach & Communications Committee

As the region transitions from "clean-up to clean energy" what will those jobs of the future look like and how can we ensure an equitable and sustainable workforce is prepared for them?

## Region

### Feedback Received:

BFWDC Regional Outreach & Communications Committee

Marketing and Communications | Public Relations

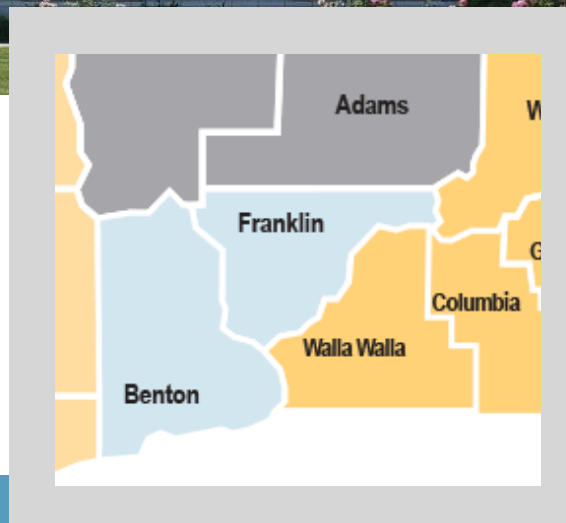
BFWDC Regional Sponsorship Committee

BFWDC Regional Outreach & Communications Committee

As the region transitions from "clean-up to clean energy" what will those jobs of the future look like and how can we ensure an equitable and sustainable workforce is prepared for them?

# NEWSLETTER

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL



## Labor Market Information

Exploring the Latest Year-Over-Year Trends in Benton and Franklin Counties. Read more starting on [Page 10!](#) Visit Employment Security's [website](#) to view the entire Monthly Employment Report for June 2024.

## Unemployment Latest

Payroll employment ticked up in June; unemployment remained at 4.9%. [Read more on Page 9](#)

## State Industry Trends

Washington's total jobs and June's Gains and Losses by industry. Read about county [Read more on Page 8](#)

## Workforce Weekly

- [TC Futures Summer LEAD Program](#)
- [WSCB: Veterans Services second week of each month](#)
- [Two River Correctional Institution \(TRCI\) Meet & Greet](#)
- [Alternative Nursing Services](#)
- [Amazon Community Information Session](#)

WorkSource  
CONNECTIONS  
in the  
community

# FOSTERING CREATIVITY IN BUSINESS SOLUTIONS

VERTICAL WORKGROUP



## Amazon Is Coming to Pasco! Launch & Learn



This event, which took place on June 10th, was organized for community partners, workforce organizations, and civic leaders. The purpose was to provide insights into Amazon's hiring practices and to guide qualified job seekers in connecting with positions at the Pasco Fulfillment Center. Rebecca Williamson, WorkSource Administrator, expressed her pride in the community's quick collaboration. Goodwill, Columbia Basin College, and WorkSource came together in a matter of minutes and developed a solid plan within just a few hours. This showcases the effectiveness of our local service providers and community college working in unison.

Read more on [Page 5](#)

[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)



Accelerating the Transition to Advanced Clean Energy Technologies

VERTical's projects are solving industrywide challenges and accelerating a thriving advanced clean energy sector able to lead the transition to a net-zero future and stimulate economic growth first in the Northwest and then across the U.S.

### VERTical Priorities



Collaborate With Industry – Join Us!  
[VERTicalCluster.com](http://VERTicalCluster.com)

VERTical is a vast coalition driving next-generation nuclear power deployment by convening collaborative project groups to solve industrywide challenges.

Administered by Port of Benton, VERTical is based in the Northwest, the most robust clean energy region in the U.S., with experienced developers, operators and workers alongside researchers and trailblazers.

Their collective efforts contribute to decarbonization goals, energy efficiency, equity and resiliency for communities everywhere.

## WORKFORCE INNOVATION

Presentation to team members with ESD, Washington Workforce Association (WWA) and the Washington Education Council (WEC) to share how WSCB and CBC are collaborating to better serve our mutual customers, including revamp of our co-located staffing model, convening of local stakeholders through a Workforce Collaboration Committee, and creation of a funding committee to streamline communications/financial support.



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

# Fiscal Corner

## STEVENS AMENDMENT

HOW WE FUND OUR WORK

The Stevens Amendment is a federal regulation that requires a funding disclosure statement on all state and local projects or programs that use federal funds. Partners located in WorkSource Columbia Basin receive support and funding from U.S. Department of Labor grant(s). Read more about USDOL grant funding at <https://esd.wa.gov/about/stevens-amendment>

[NONPROFITWA.ORG](https://NONPROFITWA.ORG)

### FINANCE UNLOCKED *for* NONPROFITS

- 1 Balance Sheet
- 2 Income Statement
- 3 Nine-Ninety
- 4 Giving
- 5 Oversight

### FINANCE UNLOCKED *for* NONPROFITS

*Unlocking Financial Literacy  
for Nonprofit Board Members  
to Deliver Mission & Protect Assets*

Finance Unlocked for Nonprofits, which intentionally abbreviates to FUN, was created to bring fun to finance. Approaching nonprofit finance in a welcoming way, Finance Unlocked for Nonprofits (FUN) aims to help unlock your financial literacy. Explore the finance resources in this toolkit offered in different formats to meet your learning needs for FREE!

#### INTRODUCTION

Start by learning why nonprofit finance matters. You will get an overview of the content covered in the subsequent 5 chapters.

#### BALANCE SHEET

At any given time, a nonprofit needs to know where they stand financially. A balance sheet is a report that shows an organization's financial standing at a point in time.

#### INCOME STATEMENT

Nonprofits plan for the future and then regularly check reality against this plan. An income statement is a financial report showing operating results over a specific time period.

#### Nine-Ninety (IRS Form 990)

A nonprofit's most public document is their IRS Form 990. The Form 990 is readily available on the internet to any member of the public for review including potential funders.

#### GIVING

Financially stable nonprofits make use of a wide range of funding sources and are mindful of the differences in accounting, donor and funder expectations, and restrictions.

#### OVERSIGHT

Nonprofit board members are ultimately responsible for the effective, responsible use of a nonprofit's resources. Strong oversight practices are critical to the integrity and success of an organization.



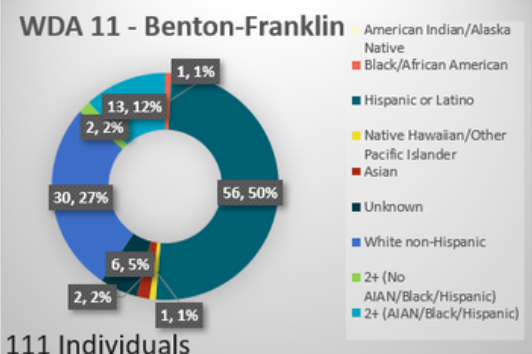
- Additional Community Reinvestment funds were added to the contract, from the Department of Commerce, to continue providing incentives to participants, as well as establishing Individual Development Accounts that encourage participants to save money, by committing to matching their saved funds 2:1, for up to \$20K of matched funds. These funds are intended to be saved to purchase assets, like a home, car, or start a business.
- The BFWDC staff recommended to extend the PY24 WIOA Title IB Contracts, and Federal and State EcSA funds to Career Path Services, due to excellent performance. The Executive Committee approved this motion.
- BFWDC and Business Solutions staff attended an in-person Rapid Response meeting in Leavenworth sponsored by the Washington Workforce Association. Rapid Response teams from around the state convened to learn about how each area runs Rapid Response, there were presenters on adaptive skills and leading in the darkness.
- The current QUEST contract is set to end on September 30, 2024. Many areas expressed interest in a no-cost extension. This would allow areas more time to spend the funds we have. The Department of Labor approved the extension. Benton-Franklin has requested to have until June 30, 2025, to spend the funds. This allows for the Business Navigator for Quest to remain funded through PY24, and to have funds to serve customers in the first quarter when Dislocated Worker funds are limited due to the quarter one cap.
- The Washington STEM Foundation and the BFWDC have executed their MOU for the second round of the Regional Challenge Grant. This grant has a two-generational approach. It aims to help the citizens of Benton City, youth and adults earn post-secondary credentials. Part of this funding is helping to support the Americorp staff member, in partnership with Employment Security Department, from WorkSource to provide in-person services at the Mid-Columbia Library to adults and help link them to post-secondary options.
- TC Futures Graduation numbers to date: 8 June graduates, 50 graduates total since January, and 61 test takers with a 79% pass rate!!

## Performance

	Adult		Dislocated Worker		Youth		QUEST NDWG	
	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
Total Enrolled	161	138	133	143	197	177	95	87
Employed Exits	72	82	98	100	91	90	56	
Post Secondary Exits					7	15		
On-the-Job Training (OJT)	0	1	0	1	2	3		
Work Experience (WEX)			0	1	29	30		
Individual Training Accounts (ITA)	52	25	45	22	21	18	53	48
Completed ITA	31		21		14		35	32
Credentials Earned	24		13		14			
GED Attainment					21	25		
Percentage of contract spent	97%		97%		94%		52%	

	Federal EcSA		State EcSA Below 200% FPL		State EcSA Below 200% FPL	
	Actual	Goal	Actual	Goal	Actual	Goal
Total Enrolled	192	180	162	39	12	16
Placed in ITA	72	54	29	16	5	12
Employed Exits	74	117	25	25	4	10
Percentage of contract spent	99%		97%		79%	
Community Reinvestment Funds						
	Actual	Goal				
Receiving Incentives	123	10				
Spent on Incentives	\$478,805	\$160,000				
Employers Engaged	74	15				
*CRF Emp. Engaged	74	15	*Black, Latine, and Indigenous owned and operated businesses.			
EcSA Participants Engaged	0	10	**Employees from Black, Latine and Indigenous owned and operated businesses who are not eligible for EcSA.			
**Non-EcSA participants Engaged	2	10				
Percentage of contract spent	29%					

### RACE AND ETHNICITY FOR THOSE RECEIVING INCENTIVES



# CENTER NEWS



A proud partner of the American Job Center network

The WSCB Business Solutions Team (BST) hosted an Amazon Launch and Learn on June 10th. This was a networking event for community partners to learn more about Amazon hiring practices and how to connect qualified job seekers to positions at the Pasco Fulfillment Center. As a result of the event, WSCB partnered with Goodwill & CBC to host Saturday Information and Application sessions throughout June. Together, WSCB staff served over 260 community members in just three days.

### Award Employment Security Dept.

Based upon performance data and accomplishments described in submitted nominations, WSCB was announced as a winner of the Jobs for Veterans State Grant award for Program Year (PY22). In recognition, our team was given a monetary incentive award.



**Are you interested in job opportunities, training, and leadership?**

TC Futures is excited to host our new LEAD Summer Program at our brand new location at 825 N. Edison Street in Kennewick! The TC Futures Leadership, Employment, and Academic Development (LEAD) Summer Program will offer the following opportunities to our participants at no cost:

- CDL Classes • Hospitality Training • Driver's Ed
- ESL Classes • Leadership Academy • And more!

SCAN THE QR CODE OR FOLLOW THE LINK FOR INFORMATION ABOUT OUR LEAD SUMMER PROGRAM



[bit.ly/TCFLEAD](https://bit.ly/TCFLEAD)

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



Summer is in full swing at TC Futures. The LEAD program began in July and is taking off.

Also they move in to the new building at the end of July, stay tuned for an open house announcement.

**LinkedIn Learning** – Our team continues offering online learning to customers who are interested and can benefit. We are also informing community partners and newly established connection sites to increase awareness of the tool and its benefits. Here are our during PY23:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/23 – 6/30/2024	32*	157	371	69	1,977	1,604

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

# BOARD HAPPENINGS

## Current Board Director Vacancies

Business | One Vacant, Two Pending      Labor | One Pending

## 2024 BOARD HEALTH ASSESSMENT | SKILLS AUDIT SPECIAL SESSION

To build a successful DEI strategy and to check the pulse of the the council, the BFWDC Board held a special session in June to discuss findings of recent skills audit and how to align the regions workforce strategic plan with work of the council. Through valuing and respecting each board member and by including multiple perspectives, we can unleash conceptual thinking, resilience, and the ability to manage ambiguity, resulting in more meaningful and strategic decisions.

## Board Director Resignation

Richard Bogert, Business | Bogert Manufacturing  
David Wheeler, Ex-Officio | Juvenile Justice Center

We deeply thank Mr. Bogert and Mr. Wheeler for their invaluable service and contributions to our Benton-Franklin Workforce System.



## BFWDC Team Attend Ribbon Cutting Columbia Basin Electrical Training Alliance

The Inland Empire Chapter NECA and Local 112 IBEW have just wrapped up construction on the impressive Columbia Basin Electrical Training Alliance Center at 142 N. Edison St., Kennewick. Our team was thrilled to be part of the ribbon-cutting ceremony for this amazing two-story, 26,000 square foot training facility. It's equipped with top-notch labs and classrooms and is all set to train the next generation of electrical apprentices. This fantastic new building will play a critical role in meeting the growing demands of the electrical industry and apprenticeship programs.

## BFWDC Board at Work

### TC Futures FUTURE Fest

At the Future Fest event on May 23, several Board members were present to connect youth and young adults with traditional and non-traditional post-secondary career and educational opportunities in the area. Jason Jansky from Central Plateau Cleanup Company hosted a booth showcasing trade pathways to positions available in the Hanford area, while Andrew Cook represented sheet metal apprenticeship and Geoff Arends supported electrical trades with IBEW. They interacted with attendees, sharing insights and experiences from their respective fields. Their passion and expertise made a lasting impact on those aspiring to pursue a career in the skilled trades.



# STORY OF IMPACT

## Community Reinvestment Funds at work helping businesses thrive!

Community Reinvestment Funds (CRF) money is impacting our community in such a positive way. The business Services portion of these funds are helping local businesses that are black, latine, or tribal owned to expand their business and add staff. Below are three examples of local businesses that have benefitted from these funds.

### PARIS BEAUTY SALON

The salon needed to upgrade its bookkeeping and operational capabilities. We provided a new computer and a year of QuickBooks service with training through ProTrain. This enabled the owner to efficiently manage finances and improved the overall operational efficiency of the salon.

Cost: \$3,240.59 (\$1,956.59 for computer replacement, \$1,284 for QuickBooks and training)



### HELLO HABANAERO

The business wanted to expand its marketing capabilities by creating a new photography department. We provided a camera and lens, enabling them to open a WEX position for a new employee, and an OJT position for an existing employee. This has enhanced their marketing and operational capabilities significantly. Additionally, Hello Habanero has been helping the community in Pasco after the Lewis Street bridge closure by providing free classes to affected businesses and others.

Cost: \$26,420.44 (\$5,540.44 for camera and lens, \$8,880 for WEX, \$12,000 for OJT)



### AL'S AUTOMOTIVE REPAIR

The shop needed specialized equipment to expand its services to include AC servicing and tire calibration. The purchase of these machines has allowed the owner to train an existing employee, ultimately preparing him to open his shop. This aligns with the CRF's goal of enhancing workforce development through specialized training. The new services have already attracted unique customers, demonstrating a positive impact on the business.

Cost: \$5,754.28



## WASHINGTON'S TOTAL JOBS

Month	Total jobs (losses or gains)	Unemployment rate	Previous year's unemployment rate
June 2024	+7,100	4.9%	3.8%
May 2024	+16,300*	4.9%*	4.1%
April 2024	+6,800*	4.8%*	4.3%
March 2024	+8,400*	4.8%*	4.5%
February 2024	+3,900*	4.7%*	4.6%
January 2024	-2,700*	4.6%*	4.6%
December 2023	+18,500*	4.2%*	4.5%
November 2023	+4,800*	4.0%*	4.6%
October 2023	-6,900*	3.8%*	4.6%
September 2023	+300 *	3.6%*	4.4%
August 2023	+2,500*	3.6%*	4.3%
July 2023	-6,300*	3.6%*	4.1%
June 2023	+17,300*	3.8%*	3.9%
May 2023	+3,800*	4.1%*	3.9%
April 2023	+7,700*	4.3%*	3.9%
March 2023	+1,000*	4.5%*	3.9%
February 2023	+7,600*	4.6%*	4.0%
January 2023	+4,200*	4.6%*	4.0%

## JUNE JOB GAINS AND LOSSES BY INDUSTRY

Industry sector	Job gains, losses
Construction	2,400
Professional and business services	1,800
Other services	1,400
Transportation, warehousing and utilities	1,200
Financial activities	1,100
Government	500
Leisure and hospitality	400
Wholesale trade	300
Mining and logging	0
Information	-200
Retail trade	-300
Education and health services	-400
Manufacturing	-1,100

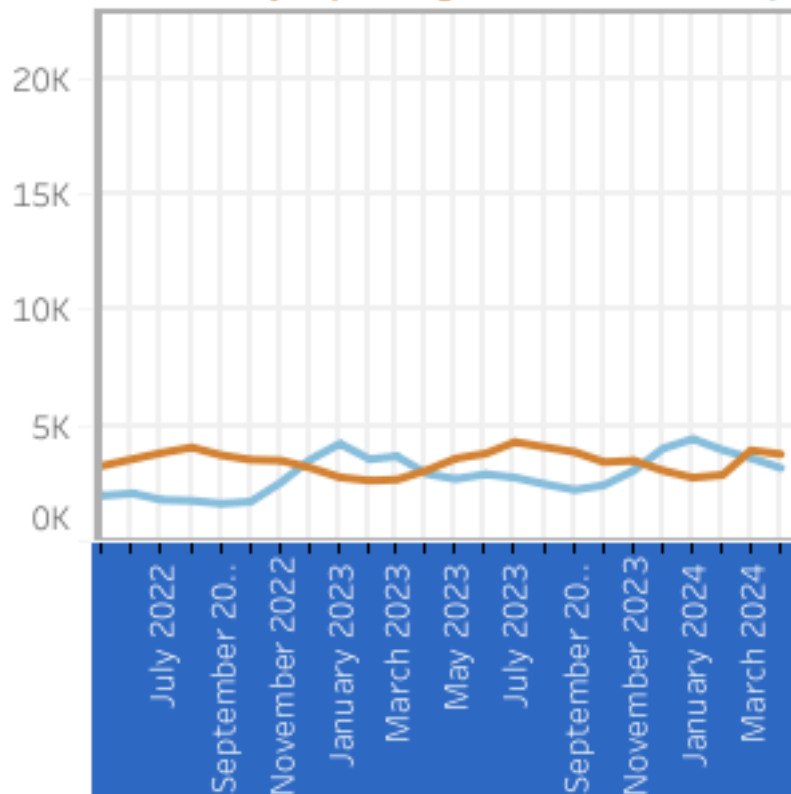
# EMPLOYMENT ESTIMATES

Nonfarm Employment Estimates, Not Seasonally Adjusted							
Kennewick-Pasco-Richland Metropolitan Statistical Area (Benton and Franklin Counties)							
Data benchmarked through December 2023 <sup>1</sup>							
Updated: June 13, 2024					Change		
	Prelim	Revised	Revised	Revised	Apr-24	May-23	Apr-23
NAICS Industry Title <sup>2</sup>	May-24	Apr-24	May-23	Apr-23	May-24	May-24	May-23
Total Nonfarm <sup>3</sup>	128,200	126,200	127,100	125,000	2,000	1,100	2,100
Total Private	108,400	106,500	107,300	105,200	1,900	1,100	2,100
Goods Producing	21,100	20,600	21,800	20,900	500	-700	900
Mining, Logging, and Construction	11,800	11,500	11,200	10,800	300	600	400
Manufacturing	9,300	9,100	10,600	10,100	200	-1,300	500
Service Providing	107,100	105,600	105,300	104,100	1,500	1,800	1,200
Private Services Providing	87,300	85,900	85,500	84,300	1,400	1,800	1,200
Trade, Transportation, Warehousing, and Utilities	22,300	21,800	22,200	21,500	500	100	700
Retail Trade	14,200	14,200	14,000	13,900	0	200	100
Financial Activities	4,400	4,400	4,300	4,400	0	100	-100
Professional and Business Services	22,700	22,400	22,100	22,000	300	600	100
Administrative and Support Services	12,000	11,900	12,000	11,900	100	0	100
Educational and Health Services	20,400	20,200	19,500	19,300	200	900	200
Leisure and Hospitality	12,900	12,600	13,000	12,800	300	-100	200
Food Services	9,900	9,700	10,000	9,900	200	-100	100
Total Government	19,800	19,700	19,800	19,800	100	0	0
Federal Government	1,200	1,100	1,200	1,200	100	0	0
Total State Government	2,900	3,000	3,000	3,000	-100	-100	0
Total Local Government	15,700	15,600	15,600	15,600	100	100	0
Workers in Labor/Management Disputes	0	0	0	0	0	0	0

**WDA 11  
Benton-Franklin**

## WDA 11 - Benton-Franklin

Total number of job postings and number of UI participants





**TOP 20  
EMPLOYERS AND OCCUPATIONS**

Trios Health	128	1
Pacific Northwest National Laboratory	127	2
Kennewick School District	66	3
Kroger	47	4
Lamb Weston	46	5
Edgewater Technical Associates	31	6
Providence St. Joseph Health	30	7
Kadlec	29	8
Bechtel	25	9
Washington State University	25	10
Albertsons	24	11
Macy's	24	12
Buckle	23	13
Amentum	22	14
TJX	21	15
Optum	19	16
Atkins Nuclear Secured	19	17
Anr Group	17	18
Hanford Mission Integration Solutions	17	19
Atkins Energy Federal Epc	17	20

Registered Nurses	131	1
Retail Salespersons	111	2
Diagnostic Medical Sonographers	95	3
Dietitians and Nutritionists	63	4
Magnetic Resonance Imaging Technologists	61	5
First-Line Supervisors of Retail Sales Workers	51	6
Nurse Practitioners	47	7
Heavy and Tractor-Trailer Truck Drivers	34	8
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	32	9
Licensed Practical and Licensed Vocational Nurses	29	10
Mechanical Engineers	25	11
General and Operations Managers	24	12
Civil Engineers	20	13
Computer Occupations, All Other	20	14
Health Technologists and Technicians, All Other	20	15
Stockers and Order Fillers	19	16
Medical and Health Services Managers	19	17
Project Management Specialists	18	18
Electrical Engineers	18	19
Merchandise Displayers and Window Trimmers	16	20



**TOP 20  
 EMPLOYERS AND OCCUPATIONS**

Lourdes Health	53	1
Pasco School District	47	2
Lamb Weston	32	3
J.R. Simplot Company	23	4
Americold Logistics	16	5
Nutrien	14	6
Permobil	14	7
Columbia Basin College	12	8
Oasis Physical Therapy	11	9
City Of Pasco	10	10
Clean Harbors	8	11
Community Health Systems Professional Services Corporation	8	12
State of Washington	7	13
Starbucks	6	14
Caterpillar	6	15
Trinity Trailer Manufacturing	6	16
Amazon	6	17
Reser's Fine Foods	6	18
Tyson Foods	5	19
Western States Equipment	5	20

Heavy and Tractor-Trailer Truck Drivers	32	1
Registered Nurses	32	2
Retail Salespersons	24	3
Industrial Truck and Tractor Operators	24	4
Maintenance and Repair Workers, General	21	5
Sales Representatives, Wholesale and Manufacturing, Except Technical and Sci	17	6
Bus and Truck Mechanics and Diesel Engine Specialists	17	7
Compensation and Benefits Managers	12	8
Customer Service Representatives	12	9
Physical Therapists	11	10
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific P	11	11
First-Line Supervisors of Retail Sales Workers	11	12
First-Line Supervisors of Food Preparation and Serving Workers	9	13
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	8	14
General and Operations Managers	8	15
Shipping, Receiving, and Inventory Clerks	8	16
Teaching Assistants, Except Postsecondary	7	17
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	7	18
Production Workers, All Other	7	19
Physical Therapist Assistants	7	20

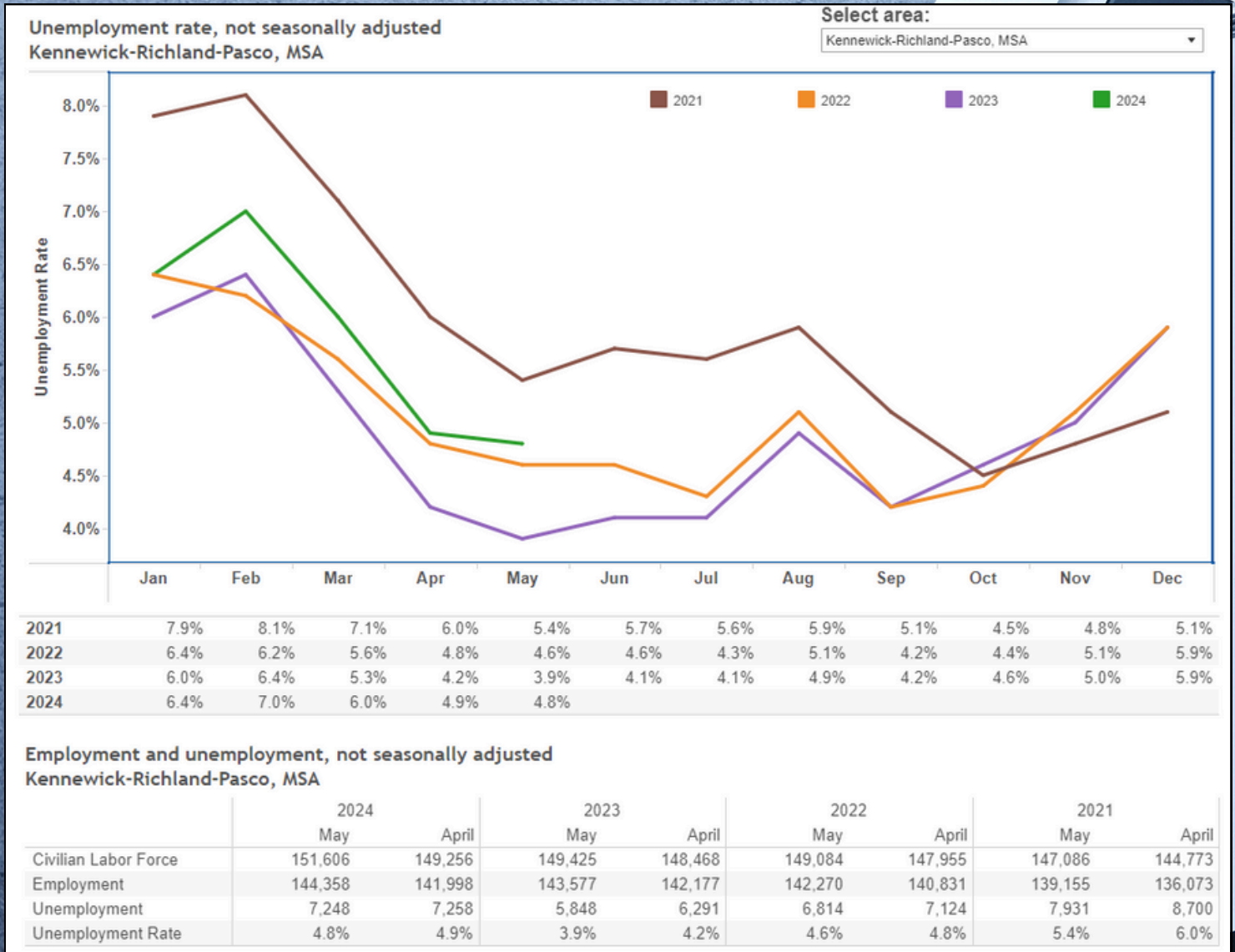


# LABOR MARKET INFORMATION

## BENTON-FRANKLIN COUNTY BUSINESS DEMANDS (MAY)

EMPLOYMENT SECURITY DEPARTMENT LABOR MARKET INFORMATION

SOURCE: [ESD.WA.GOV/LABORMARKETINFO](http://ESD.WA.GOV/LABORMARKETINFO)



May 2024				
Washington state resident civilian labor force and employment*				
County	Civilian labor force	Employment	Unemployment	Unemployment rate
Benton	107,874	103,015	4,859	4.5%
Franklin	43,732	41,343	2,389	5.5%

## IN COMMUNITY

The logo for Grace Kitchen features a stylized white figure with arms raised in a 'V' shape, positioned behind the word 'GRACE' in large, bold, white capital letters. Below 'GRACE', the word 'KITCHEN' is written in smaller, white capital letters. The entire logo is set against a black background.

BFWDC has teamed up with Grace Kitchen and WorkSource Columbia Basin (WSCB) to finalize the WSCB-connected site at Grace Kitchen to further its mission of empowering individuals. This collaboration aligns with the Workforce Innovation and Opportunity Act (WIOA), aiming to increase access to employment and training resources for those facing barriers to employment. By joining forces, they create a space where individuals can access vital resources and be directed to WSCB, opening doors to new opportunities and a brighter future. This partnership highlights the commitment to supporting individuals in need and signifies a meaningful step towards creating a more inclusive and resourceful community. Together, they are working towards a common goal of uplifting and empowering individuals, ultimately making a positive difference in the lives of many.

## Congratulations TO

On May 15th, the BFWDC Staff had the pleasure of attending the Ribbon Cutting & Grand Opening of the new B5 Community Learning Center. The new nonprofit facility, located at 715 S. Jean Place in Kennewick, will provide classes and services to refugees and the immigrant community. For 15 years, the nonprofit has operated out of a two-bedroom unit at Central Park Apartments in Kennewick's resettlement housing, serving over two thousand refugees in the Tri-Cities.

Visit: [www.thriveatb5.org](http://www.thriveatb5.org)



# WORKSOURCE COLUMBIA BASIN MEET AND GREET

## TWO RIVER CORRECTIONAL INSTITUTION (TRCI) MEET & GREET

WSCB hosted this in-person Open House event over the last quarter. The recruitment team discussed the hiring process and assisted with the online application process.

**HIRING FOR OREGON  
DEPARTMENT OF CORRECTIONS**

**TWO RIVERS CORRECTIONAL  
INSTITUTION IN UMATILLA IS HIRING  
CORRECTIONAL OFFICERS**

Apply online at:  
<https://bit.ly/43oi3nC>

**PRIDE** PROFY & HELD  
**STRENGTH** OFFICERS WELCOMED  
**RESPECT** CULTURE  
**PROTECT** CORRECTIONS RETURNS  
**SERVE** RE-ENTRY & SUPERVISION

**In-person Hiring Event**  
**May 29, 2024 9:00 a.m. - 12:00 p.m.**  
WorkSource Columbia Basin 815 N. Kellogg St Suite D, Kennewick, WA 99336

**Correctional Officers**

- \$5,139/month
- Health insurance
- Paid holidays and leave
- Retirement plan

**What you need**

- 21 years old at the time of hire
- High School Diploma or GED
- U.S. Citizen or obtain within 1 year
- Pass a criminal background check

**WORKSource**  
A proud partner of the AmericanJobCenter network.

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711. WorkSource Columbia Basin receives support and funding from US Department of Labor Grants. Read more about USDOL grant funding at Stevens Amendment | Benton-Franklin WDC. [bentonfranklinwdc.com](mailto:bentonfranklinwdc.com)

The Meet and Greet model has been such a hit that it's getting the green light for full-on action at TC Futures too!

**WORKSource**  
A proud partner of the AmericanJobCenter network.

**Unlock Your Potential:  
Professional Development Workshop  
for Veterans and Military Spouses**

**Key Discussions & Insights:**

- ✓ What is Professional Development?
- ✓ Find Resources
- ✓ Translate your skills to your next career
- ✓ Transferable education
- ✓ Become more marketable to employers

**When and Where:**

- ✓ June 26, 2024
- ✓ at 10:00 a.m.
- ✓ WorkSource Columbia Basin  
815 n. Kellogg St. Suite D  
Kennewick, WA 99336

**Reserve your seat**

Visit our website  
[www.WorkSourceWA.com](http://www.WorkSourceWA.com)  
Or call our main line  
(509) 734-5900 option 7

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711. WorkSource Columbia Basin receives support and funding from US Department of Labor Grants. Read more about USDOL grant funding at Stevens Amendment | Benton-Franklin WDC. [bentonfranklinwdc.com](mailto:bentonfranklinwdc.com)

WorkSource leadership has recently introduced a real-time customer satisfaction survey, which has proven instrumental in shaping and enhancing the direction of the Meet and Greet sessions throughout the program year.



## WorkSource Meet & Greet

**JULY 23RD 9AM - NOON**

No experience or education? It's not a problem. Right away, we provide training and on the job experience. It's our mission to help you start a rewarding career in a new field.



A proud partner of the AmericanJobCenter network.

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711. WorkSource Columbia Basin receives support and funding from US Department of Labor Grants. Read more about USDOL grant funding at Stevens Amendment | Benton-Franklin WDC. [bentonfranklinwdc.com](mailto:bentonfranklinwdc.com)

Join us at:  
WorkSource  
815 N Kellogg St.  
Suite D  
Kennewick WA  
99336

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Flexible Schedule

BENEFITS!

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# FOSTERING CREATIVITY IN BUSINESS SOLUTIONS

Meet and Greet sessions have shown a growing effectiveness in promptly linking customers to personalized training services. The model has garnered overwhelmingly positive feedback from customers.

## Lessons Learned and Strategies for PY24:

### WorkSource Columbia Basin:

We have learned that the Meet and Greet sessions have proven to be increasingly effective in quickly connecting customers to individualized training services and the model has received almost exclusively positive feedback from customers. They have implemented a real-time customer satisfaction survey that has helped inform and shape the direction of the Meet and Greet throughout the program year. Additionally, we have begun introducing targeted surveys completed in real-time by customers, which will continue to increase, including customer voice in our service delivery strategies. Additionally, over nine hundred customers attended the Meet and Greet session in PY23 (this is a conservative estimate as some folks aren't always captured in registration albeit our best efforts). Title 1b programs cannot realistically serve this volume of customers and we relied heavily on WorkSource Columbia Basin (WSCB) partners to share in accepting referrals. ESD, CBC, OIC, and others were integral partnerships we leaned on to ensure we could connect customers efficiently and effectively to services even when Title 1b funds were either not available, at capacity, not the right fit, etc. We have learned that it takes an all-hands-on-deck approach to meeting our customers' needs and will continue to collaborate with all partners to adapt and improve the content. Meet and Greets is not the only referral source to Title 1b programs. We have efficient direct referral pipelines from Columbia Basin College, Charter College, TC Futures, DSHS, and other Community-Based Organizations (CBOs) that do not attend the Meet and Greet. The high volume of referrals remained a challenge in PY23, leading to some customers being placed on a waitlist due to the unavailability of other partners. While this was not ideal, it allowed our team to seamlessly integrate Community Reinvestment Funds (CRF) Career Accelerator funds and serve our existing customers well. Exit outcomes also slowed in PY23 as caseload sizes grew to unmanageable sizes. This led to staff burnout and feelings of overwhelm. In PY24, we will continue to deploy the Meet and Greet model as the primary service that connects job seekers to individualized and training services. We will look to extend invitations to include other partners (for example- Goodwill) in meet-and-greet sessions that offer similar services that meet the needs of WorkSource customers. We have learned that our staff are our primary investment and workload sizes need to be equitable and manageable to provide excellent customer service. The model of the Meet and Greet has been so successful that this model will be fully implemented at TC Futures as well.

Career Path Services supports the Business Solutions Team (BST) through a variety of funding streams including State EcSA, Title 1b, Quest, and CRF. The team is also comprised of staff from the Employment Security Department (ESD) and Division of Vocational Rehabilitation (DVR) as this is a functional and integrated team. While Career Path provides functional supervision of the team and has come with unique contractual differences, the work of the BST is done as a partnership. The BST is currently in the planning stages for the next program year. To help inform their Action Plan, staff will be meeting with various BSTs around the state to share best practices, build connections, etc. Their primary focus is to learn how to increase engagement and participation in the sector workshops and improve how we connect and track current job seekers to the employers we are serving. Additionally, we will expand access to OJT services to interested employers and will continue to gather feedback from businesses on whether this is an effective service to meet their

needs. This is a contract element that has been increased, in starting small, but we look to grow over time. We will continue our work in Business Solutions by supporting the expansion of sector-based workshops and standardizing the frequency of the offerings. We began this work in PY23, and we will continue to use employer and job seeker feedback to improve the offering and expand to additional sectors including Small Businesses, Apprenticeships, etc. We will continue our support of BIPOC businesses through CRF funds through a range of services such as equipment replacement, subsidized wages, micro-grants, recruitment assistance, subsidized training, and more. Throughout PY23, we have heard from CRF businesses that they need traditional small business resources, marketing/social media education and support, and technical assistance for employee retention. The CRF staff are working on solutions to meet these needs that will be made available throughout PY24. So far, we have provided around twenty-four financial services to approximately twenty businesses, totaling about \$135,000 in actual or committee expenses. The CRF team has exclusively served businesses owned and operated by BIPOC individuals, amounting to 100% of our clientele. We have also learned that the ETO system does not effectively track CRF performance deliverables. As a result, we have created an internal tracking tool that we will continue to enhance throughout PY24.

The BFWDC and CPS were invited to present at a statewide meeting to share how we effectively reach the target populations. We are leading in serving the specific demographic in the state.

A new initiative to be introduced is the Individual Development Accounts (IDAs), which will be funded through Community Reinvestment funds. These funds are designed to match participants' savings into a custodial savings account at a 2:1 ratio, up to \$20,000. For example, if a participant saves \$10,000, we can match it with \$20,000, giving them a total of \$30,000 to put towards an asset such as a car down payment, purchasing a home, starting a business, etcetera.

### TC Futures:

We will be implementing the Summer Pilot “LEAD” in partnership with ESD123. The pilot will offer a range of services such as ESL classes, Driver’s Education, CDL tuition assistance, Hospitality Futures, Leadership Academy, and Dignified Work. This is a two-month pilot, and we will use data collected from the pilot to inform future service delivery strategies. As an example, Leadership Academy will equip Youth on how to harness their leadership skills so that they can potentially serve on the Youth Advisory Board that will be implemented beyond the pilot period. We will utilize the advisory board to inform future services for Youth and employers, provide feedback on what works well and what needs improvement, etc. Throughout PY24, we will be intentional in expanding opportunities for Youth to advance the mission of TC Futures by including them in paid internship opportunities as Front-End Services staff, peer mentors, outreach/engagement, and more. As an example, we have placed one OSY participant in a bilingual Peer Mentor/Facilitator role that will co-facilitate the Dignified Work workshops with staff. We’ve learned that Youth need to hear from other Youth with lived experience to serve as an example of how to overcome challenges and achieve their goals. One lesson learned in PY23 is that we must be intentional about allocating a significant amount of financial resources to Support Services. In PY23 we allocated a large amount to ITA and a lower-than-normal amount to support services. For Youth to be stable enough to participate in the 14 Elements, we must maximize their accessibility to support services. In PY24, we have dedicated a significant amount more to support services than in PY23.

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This is not a comprehensive plan for PY24, nor does it represent all lessons learned. We are still in “PY23 lessons learned” mode and will continue to plan and implement new services and partnerships throughout the year.

### State EcSA Business Navigator:

The State EcSA business navigator position began in PY23, so we don't have any previous years' data to compare with. Currently, there are no state-required targets for business services, but there might be in the future. Right now, we are collecting data to establish a baseline in case we are required to set targets. The funds for the State EcSA Business Navigator are used to staff the team with a functional supervisor and two part-time case managers for the Business Services team. I believe this is a good use of the funds as it allows dedicated staff to supervise the team and for members to work in their sector. The funds are distributed across the team to maximize their impact.

All work done by a BST member is for all programs and is done on behalf of WorkSource. Services are tracked in ETO, and that data is then presented in Crystal's WSCB report every month.

Here are the key responsibilities for a Business Solutions specialist from Career Path Services to demonstrate some of the work they do; this is taken from a job description for a BIPOC-focused position:

- **Client Engagement:** Build and maintain relationships with BIPOC-owned and represented businesses, serving as a key point of contact for their needs, concerns, and aspirations.
- **Needs Assessment:** Conduct comprehensive needs assessments to understand the unique challenges and opportunities faced by BIPOC-owned businesses, ensuring a tailored approach to support. Lead landscape analyses qualifying workforce gaps and equity barriers facing local BIPOC business communities through data synthesis and focus group convenings.
- **Advocacy:** Function as an advocate for BIPOC-owned businesses within the organization, promoting their interests, and contributing to the development of programs and initiatives that foster their success. Support recruitment, placement, and retention of employees at Community Reinvestment EcSA Businesses. Curate culturally attuned training, upskilling, and placement supports that address key challenges named by minority-owned employers.
  - **Resource Connection:** Facilitate connections between BIPOC-owned businesses and relevant resources, including mentorship programs, funding opportunities, and educational resources.
- **Capacity Building:** Provide guidance and support to enhance the capacity and capabilities of BIPOC-owned businesses, helping them navigate challenges and capitalize on growth opportunities.
- **Collaboration:** Collectively collaborate with internal teams and external partners to develop and implement strategies that promote diversity, equity, and inclusion within the business community. Conduct qualitative interviews and listening sessions with diverse minority business leaders to surface priority workforce needs impacting growth.
- **Education and Outreach:** Develop and deliver educational workshops, training sessions, and outreach.

I had a conversation with a grant manager from the state, and they mentioned that our local area has a higher number of people finding employment compared to the total number of people we serve, which is better than larger areas in the state. I asked how other areas achieve this, not because we want to adopt their methods, and was told that they meet the targets set by the Workforce Training and Education Coordinating Board and the Department of Labor. It seems that our area's performance helps improve the overall percentage for the state. We will continue striving to maintain our high performance.

All targets are determined in consultation with state grant managers; we have adjusted some of the State EcSA numbers based on their recommendations.

Below is a table showing the performance of our area in PY22. This data is the most current available, and these targets are applicable for two years, so they will be the same for PY23. We are currently in negotiations for PY24 and PY25. [Here](#) is a link to the data where you can see how we stacked up to areas across the state and how our state looks compared to other states. Under State and Local Assessments, this table is from the [PY 2022 Performance Assessment, Local Areas](#).

PY 2022 Assessment			Score Colors: Above Min: Under Min - No Sanction; Under Min			
			Initial Target	Adjusted Target	Actual Performance	Score
			Negotiated Level	Adjusted Level	Actual Level	Score
Measurable Skill Gains			-	-	-	100.0%
11-Benton-Franklin (53065)	Adults	Employment Q2	68.0%	71.0%	70.5%	99.3%
		Median Earnings	\$5,900	\$4,456	\$8,734	196.0%
		Employment Q4	67.0%	67.5%	65.0%	96.3%
		Credential Attainment	84.0%	86.5%	65.5%	75.7%
		Measurable Skill Gains	49.3%	54.1%	67.8%	125.2%
		<i>Overall Program</i>	-	-	-	118.5%
	Dislocated Workers	Employment Q2	74.0%	78.8%	66.7%	84.7%
		Median Earnings	\$8,200	\$8,050	\$11,731	145.7%
		Employment Q4	71.0%	72.0%	69.2%	96.2%
		Credential Attainment	72.0%	76.9%	75.0%	97.5%
		Measurable Skill Gains	52.0%	57.9%	63.6%	109.9%
		<i>Overall Program</i>	-	-	-	106.8%
	Youth	Employment Q2	63.0%	63.1%	69.6%	110.4%
		Median Earnings	\$4,089	\$3,614	\$5,495	152.1%
		Employment Q4	64.0%	62.2%	65.6%	105.6%
		Credential Attainment	73.0%	57.3%	87.5%	152.7%
		Measurable Skill Gains	38.3%	47.3%	48.7%	102.9%
		<i>Overall Program</i>	-	-	-	124.7%
	<i>Overall Indicator</i>	Employment Q2	-	-	-	98.1%
		Median Earnings	-	-	-	164.6%
Employment Q4		-	-	-	99.3%	
Credential Attainment		-	-	-	108.6%	
Measurable Skill Gains		-	-	-	112.7%	



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**WorkSource Operator Report**

Benton Franklin Workforce Consortium

April 2024

**April Highlights:**

- To support individuals transitioning from incarceration, WSCB team members with ESD reconnected with Coyote Ridge to provide the first of a monthly event services. A total of 45 individuals attended and received information about WorkSource services, including career and training resources available to them upon release. The intent of this outreach is to reduce recidivism through active and meaningful engagement to support these individuals in meeting their career (and life) goals.
- WSCB hosted a two-day visit from the WIT Replacement Project Team. During the visit, they had an opportunity to meet with multiple partners, observe customer interactions, and engage in conversation with team members to learn about their experience with ETO.

**WorkSource Site Operations:**

<b>Customer Counts 4/1-4/30/2024</b>		
<b>Total Staff Assisted Seekers</b>	<b>668</b>	
<b>Total Staff Assisted Services</b>	<b>1658</b>	
<b>Unique Number of Businesses Served</b>	<b>76</b>	
<b>Staff Provided Business Services</b>	<b>134</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b><i>Business Assistance</i></b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	1	1
<b><i>Employee Training</i></b> Assessment, referral, enrollment, etc.	15	8
<b><i>Other</i></b> Employer outreach visit, marketing business services, etc.	75	56
<b><i>Recruitment</i></b> Hiring events, referrals, etc.	43	24
<b><i>Wage &amp; Occupation Information</i></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 (5/10/24).





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### **April 2024 Customer Feedback:**

- 39 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 90% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Michelle Bishop has been there all the way and has helped me a ton. She is amazing and very attentive and cares to actually help.”
  - “Worked with Scott Stewart at resume classes. Resume, Cover letter, and mock interview help was invaluable and helped a lot.”
  - “Mel has been very responsive and an excellent advocate for WorkSource and its programs. WorkSource has been a great benefit for me and my family during these difficult times, we have great appreciation for all involved.”
- Customer Feedback – *What we can do better:*
  - We received the following feedback in April to be addressed in May:
    - “Possibly more available staff on the floor during morning hours?”
    - Customer received our survey despite having worked with the Vancouver office.

### **Service Delivery**

#### **Career Services:**

- The Front End Services (FES) Team provided 461 staff assisted services and supported access to 617 customers seeking self-service, for a total of 1,078 services offered. They provided 29 one on one appointments and had a show rate of 60%.
- A total of 115 customers attended group services offered by the FES team, including Orientation to WorkSource, Applications & Job Search, Meet & Greet, and Resume. Additional one on one appointments have also been made available for customers needing additional assistance. Common appointment needs include language and digital literacy assistance.
- To ensure access to priority of service for veterans and military spouses, the FES and Veteran’s services team have been working together to identify opportunities and refine current processes. Additionally, they are meeting as a team once a month to follow up on goals and progress.

#### **Business Solutions:**

- As work delivering services under the Community Reinvestment Fund ramps up, the Business Solutions Team completed a Human Centered Design activity to brainstorm additional uses of the funds to support local business. This is part of an ongoing conversation to support our BST members who are conducting outreach and connecting with businesses to learn more about their needs.
- The team completed updates of the Business Solutions Team flyers for distribution to the team and community partners. An informational flyer is scheduled to be sent via newsletter eBlast with the Tri-Cities Regional Chamber of commerce weekly from May – June 2024 to increase awareness of the services available to local business and how to connect with us.



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- Event Outcomes –
  - 4/10 Veterans and Military Spouse Meet the Employer event:
    - 14 jobs seekers attended – 10 individuals who've served in the military and 4 military spouses;
    - 8 Hanford employers co-facilitated the event
    - 6 mock interviews were held, allowing individuals an opportunity to practice their interviewing skills and receive real time feedback from an employer
  - 4/17 Successfully Applying to Government Jobs Workshop:
    - 12 job seekers attended
    - City of Pasco, Richland, Benton County, and Employment Security Department (ESD) Human Resources (HR) co-facilitated the workshop
  - 4/23 CBC Career & Internship Fair (at CBC):
    - 73 employers registered, 67 attended
      - Lowest industry representation non-profits and human services
    - 409 attendees
      - 220 Community Members
        - 23 have worked with or are working with WorkSource
        - 26 heard about the event from the WorkSource calendar
        - 137 are looking for full-time employment
        - 86 are looking for part-time employment
        - 34 are looking for temporary opportunities
      - 201 Students (182 CBC & 9 WSU)
      - 3 resume reviews were completed by WSCB team members
- Upcoming Events –
  - 5/8 from 2-3:30pm: Small Business Workshop
  - 5/11 from 10am-2pm: Veteran Service Fair hosted by Congressman Newhouse at the Three Rivers Convention Center in Kennewick.
  - 5/16 from 9-11am: Meet the Employer - Department of Social and Health Services
  - 5/20 from 11am-2pm: Serengeti Home Care Hiring Event
  - 5/24 from 10:30am-12pm: CDL & Transportation Industry Workshop
  - 5/19 from 9am-12pm: Two River Correctional Institution (TRCI) Hiring Event
  - 5/30 from 10-11:30am: Healthcare Industry Workshop

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

- 4/3: Hosted the DSHS Mobile Unit onsite to increase access to wrap around services to customers and community members
- 4/9: Attended the CBC Dress for Success event planning meeting. This event is designed to provide students with guidance regarding dress and etiquette, in addition to information about accessing job readiness resources.
- 4/9: Met with JC Troncoso, Assistant Manager at WaFd bank, to discuss opportunities to partner and support local community members partnership in alignment with Community Reinvestment Act goals.



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- 4/10: Met with Myriam Hurtado, Workforce Readiness Director with the Boys and Girls Club to plan a resume workshop for junior and senior high school students.
- 4/17: Hosted members of the Goodwill team at multiple workshops as a staff training and relationship building opportunity. Future collaboration to include Goodwill at weekly Meet and Greet to offer a broader range of employment and training services for customers is in progress.
- 4/18: We welcomed a new member with Department of Services for the Blind, JC Alvarado, for a tour and introductions. He is part of a new, regional business unit that will help connect qualified workers with blindness or vision loss to local employers.
- 4/19: Met with Natalie Moody, Marketing Consultant with Stephens Media Group to learn about social media packages to enhance WSCB's social media visibility and explore innovative ways to engage with our customers.
- 4/22: Hosted resume workshop for Boys & Girls Club members to support job readiness efforts, including resume building and application to summer jobs.

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

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

- 4/3: Quarterly Labor Market Information Update; February Customer Feedback Improvements Business Updates
- 4/15-4/17: EO Conference in Lacey, Wa
- 4/17: Customer Kudos; Cross Training: Adult, Dislocated Worker, Economic Security for All; March Data Review

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

- 5/1: Cross Training: Basic Food, Employment, and Training (BFET); Business Updates
- 5/8: Safety Training: Suicide Prevention/Mental Health Awareness; Policy Training: Branding & Stevens Amendment; March Data Review; Business Updates
- 5/15: Customer Kudos; Cross Training: Workfirst; April Data Review; Safety Training: Fire Extinguishers
- 5/28: Staff celebration breakfast in recognition of Public Service Recognition

#### **Facilities:**

- 4/2: Installation of accessibility stall door closers by Greg Bosch
- 4/3: New Wi-Fi password signage installed
- 4/22: Stall door handle repair completed by Greg Bosch
- 4/26: Tri-City Plumbing completed repair of urinal handle and provided a quote for breakroom faucet purchase and install
- 4/30: Breakroom faucet install completed by Tri-City Plumbing

Respectfully submitted by C. Bright on 5/10/2024



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

**June Highlights:**

- The WSCB Business Services Team (BST) hosted an Amazon Launch and Learn on June 10<sup>th</sup>. This was a networking event for community partners to learn more about Amazon hiring practices and how to connect qualified job seekers to positions at the Pasco Fulfillment Center. As a result of the event, WSCB partnered with Goodwill & CBC to host Saturday Information and Application sessions throughout the month of June. Together, we were able to serve over 260 community members in just three days.
- Based upon performance data and accomplishments described in submitted nominations, WSCB was announced as a winner of the Jobs for Veterans State Grant award for PY22. In recognition, our team was given a monetary incentive award.

**WorkSource Site Operations:**

Customer Counts 6/1-6/30/2024		
<b>Total Staff Assisted Seekers</b>	<b>536</b>	
<b>Total Staff Assisted Services</b>	<b>1366</b>	
<b>Unique Number of Businesses Served</b>	<b>69</b>	
<b>Staff Provided Business Services</b>	<b>119</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.	14	9
<b>Other</b> Employer outreach visit, marketing business services, etc.	58	41
<b>Recruitment</b> Hiring events, referrals, etc.	44	29
<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 (7/10/24).



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### **June 2024 Customer Feedback:**

- 37 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 100% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Jose and the team have been great working with the One Hanford team for Veteran hiring. Amentum has hired several from our events. I like that we are giving back even if we don't have a specific position for them that we can help with resume review and practice interviews.”
  - “Elina was very thorough getting us through the process and finding efficient ways to listen and interject helpful contributions like the MS help line and the interview skill virtual class enrollment.”
  - “Rick was extremely professional and concise with his direction and advice. He got me set up with the Worker Retraining Program and was extremely helpful with the application.”
- Customer Feedback – *What we can do better:*
  - We received the following feedback in June to be addressed in July:
    - “Programs for people that may need work release job opportunities and those with convictions on their record.”
    - “There was a clock ticking during the meeting (metaphorically). If I might suggest longer time period set aside for this type of meeting to make the most of the opportunity...”

### **Service Delivery**

#### **Career Services:**

- To enhance services to local Veterans and Eligible Military Spouses, our Veteran’s team has been providing group trainings with WSCB team members. These trainings strengthen knowledge of resources available to our customers and ensure that individuals receive the full suite of WorkSource services, including Priority of Service benefits.
- We continue to see an overall seasonal decline in customer traffic through our front end with the start of summer. In June, the Front End Services (FES) Team:
  - Provided 390 staff assisted services and supported access to 582 customers seeking self-service, for a total of 972 services offered. They provided 55 one on one appointments and had a show rate of 71%.
  - Facilitated group services with a total of 92 attendees, to include Meet & Greet, Job Search and Applications, and Resume.
  - Handled 255 “general inquiry/option 7” calls: 233 in English and 22 in Spanish.
- During PY23 (July 1, 2023 – June 30, 2024), the FES Team:
  - Provided 6,054 staff assisted services and supported access to 7,954 customers seeking self-service, for a total of 14,008 services offered. They provided 840 one on one appointments and had a show rate of 61%.
  - Handled 4,449 “General inquiry/option 7” calls: 3,926 in English and 523 in Spanish. This is an increase of 24% over PY22 (3,581 total calls handled in PY22.)

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- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. We are also informing community partners and newly established connection sites to increase awareness of the tool and its benefits. Here are our during PY23:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/23 – 6/30/2024	32*	157	371	69	1,977	1,604

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

**Business Solutions:**

- The Business Solutions Team continues to increase their network and distribution of recruitment opportunities to community partners to connect qualified candidates with local careers. Additionally, they are using press releases to increase exposure and have eBlasts in both the Tri-Cities Regional Chamber of Commerce and Hispanic Chamber of Commerce email newsletters to increase awareness of the services available to local business and how to connect with us.
- The team is in the process of reviewing sector-based workshops to adjust content and delivery based upon customer feedback. Once complete, they will identify a recurring schedule for offering the workshops, which are designed to support job seekers in learning about career pathways and successful application to meet business recruitment needs.
- Upcoming Events –
  - 7/10 from 10am-2pm: Two Rivers Correctional Institution (TRCI) Meet & Greet
  - 7/10 from 2-4pm: Veteran Resume Workshop facilitated by local businesses
  - 7/17 at 10am: Arctic Storm Hiring Event
  - 7/23 from 9am-12pm: Meet & Greet with ANS

**Community & Partner Connections:**

- 6/4: Presented at the BFET Provider Quarterly Meeting to show case innovative ways WSCB and CBC have partnered to work with customers receiving BFET benefits to increase access to services.
- 6/4: Attended a Meet & Greet to strengthen our partnership with the Washington State Department of Health Care-a-Van partnership, DSHS, and DOL2GO with the intent to increase outreach to community members who otherwise may not receive services.
- 6/6: Hosted a tour and introductions with Dani LaForest, Workforce Development Liaison with Greater Health Now to explore partnership to support community needs. Goals include decreasing use of emergency health services through access to health insurance and stable employment, in addition to supporting the healthcare sector through support with recruitment and training efforts.
- 6/6: Met with EnTouch Wireless to discuss current funding gaps and the disparate impact to our customers. A mutual decision was made to discontinue our MOU at that time and revisit once Federal funding decisions are made.
- 6/7: Met with the Care-a-Van team in the community for an in person introduction, to continue partnership discussions, and to observe how events are set up.
- 6/18: Hosted a tour and team introductions for BFWDC Board Member, Amanda Jones.

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- 6/21: Attended the third annual Compass Career Resource Fair to outreach to community members who can benefit from our services and network with community partners.
- 6/24: Completed onboarding with Stephens Media Group as part of our outreach strategy to reach potential customers through social media.
- 6/25: Follow up call with Care-a-Van, DSHS, and DOL to strategize on future outreach collaboration opportunities.
- 6/27: Hosted a tour of WSCB for BFWDC Board Members to educate on resources available and service delivery strategies, including the ways which Human Centered Design (HCD) is used for continuous improvement.

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

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

- 6/5: BFWDC Updates; April Customer Feedback Improvements; Cross Training: Career Assessments
- 6/26: Customer Kudos; Cross Training: Services for the Blind; June Data Review
- 6/26: Biannual Equal Opportunity (EO) training with the BFWDC EO Officer

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

- 7/17: Customer Kudos; Cross Training: Veteran's Services; June Data Review  
*All staff meetings are currently being revamped based upon team feedback; schedule and format may vary – stay tuned!*

##### **Facilities:**

- 6/4: Jacob & Rhodes regular maintenance activities
- 6/6: Jacob & Rhodes completed filter replacements
- 6/10: Bosch pre-repair floor check
- 6/10: Fire door repair completed by xxxxx
- 6/13 Bosch floor repair completed

Respectfully submitted by C. Bright on 7/10/2024



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**WorkSource Operator Report**

Benton Franklin Workforce Consortium

May 2024

**May Highlights:**

- We hosted the state Labor Market Economist Team to learn about upcoming updates to the state website. During the visit, team members shared how they are using Labor Market Information, what’s working well, current challenges, and suggestions for additional information/website updates that would help them better serve our customers.
- Program monitoring occurred across multiple programs and teams at WSCB during the month of May. The team received high praise and there were several best practices called out, including how thorough case notes are and how they “tell the story” of our customers.

**WorkSource Site Operations:**

<b>Customer Counts 5/1-5/31/2024</b>		
<b>Total Staff Assisted Seekers</b>	<b>597</b>	
<b>Total Staff Assisted Services</b>	<b>1556</b>	
<b>Unique Number of Businesses Served</b>	<b>51</b>	
<b>Staff Provided Business Services</b>	<b>91</b>	
	<b>Services Provided</b>	<b>Businesses Served</b>
<b>Business Assistance</b> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	3	3
<b>Employee Training</b> Assessment, referral, enrollment, etc.	6	5
<b>Other</b> Employer outreach visit, marketing business services, etc.	36	28
<b>Recruitment</b> Hiring events, referrals, etc.	45	24
<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 (6/10/24).





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### **May 2024 Customer Feedback:**

- 36 customer satisfaction survey/interview responses were received.
  - Of the customers who responded, 97% will refer family and friends.
- Customer Feedback – *What we did well:*
  - “Jose and the team have been great working with the One Hanford team for Veteran hiring. Amentum has hired several from our events. I like that we are giving back even if we don't have a specific position for them that we can help with resume review and practice interviews.”
  - “Payton is exceptional. I like her service. And, she has a sense of humor and so attentive and service oriented. I never felt being ignored and she answers all my questions. I appreciate her a lot!”
  - “Jasmine always tended to my needs and was very awesome 🙌 I couldn't ask for the best help ever from her and her supervisor!!!”
- Customer Feedback – *What we can do better:*
  - We received the following feedback in May to be addressed in June:
    - “Help people on computers more often.”
    - More one on one help during workshop – Customer attended a resume workshop and said their questions were not answered and they did not receive much help. She mentioned there were people that needed more assistance and the facilitator wasn't able to get to her in time to assist.

### **Service Delivery**

#### **Career Services:**

- The Front End Services (FES) Team provided 338 staff assisted services and supported access to 709 customers seeking self-service, for a total of 1,047 services offered. They provided 3 one on one appointments and had a show rate of 23%.
- Due to low attendance rates, we shifted away from offering an orientation and registration workshop. The FES team is now offering registration following Meet & Greet sessions for individuals who want/need assistance, as well as scheduling one on one appointments as needed to overcome language and computer literacy barriers.
- To ensure that customer feedback informs service delivery adjustments to group services, we moved to a single survey for use across each of the workshops listed above. Customer feedback and attendance in the last quarter will be used to inform needed updates for group services for the first quarter of PY24.

#### **Business Solutions:**

- The Business Solutions Team has been conducting outreach to local small businesses to build relationships and identify needs that we can support. Their outreach efforts have connected them to over four dozen businesses. Note: most of these businesses do not yet have a WorkSourceWA account, so are not captured in the data table above. The team is working to provide supports to the businesses to learn about the benefits of an account and to sign up.

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- The team is working to translate the Business Solutions Team flyers for distribution to businesses who prefer materials in Spanish. We will distribute the flyers in the community as well as via an eBlast with the Hispanic Chamber of Commerce for increased awareness of services available and how to connect with us.
- Event Outcomes –
  - 5/7: Attended the Local Bounti ribbon cutting to show support, introduce team members, and establish a relationship for provision of future services
  - 5/11 Veteran Service Fair hosted by Congressman Newhouse at the Three Rivers Convention Center in Kennewick: connected with 21 veterans
  - 5/16 Meet the Employer - Department of Social and Health Services: 9 attendees
  - 5/20 Serengeti Home Care Hiring Event: 3 attendees
  - 5/24 CDL & Transportation Industry Workshop: 22 attendees
  - 5/29 Two River Correctional Institution (TRCI) Hiring Event: 8 attendees
  - 5/30 Healthcare Industry Workshop: 3 attendees
- Upcoming Events –
  - 6/10 from 11:30am-1:30pm: Amazon Launch & Learn – a networking event for community partners to learn more about Amazon hiring practices and how to connect qualified job seekers to positions at the Pasco Fulfillment Center
  - 6/12 from 2-4pm: Veteran and Military Spouse Resume Workshop
  - 6/26 from 10-11:30am: Professional Development Workshop for Veterans and Military Spouses

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

- 5/2: Introductory meeting with Gilbert Deleon, Licensing Services Manager with DOL2GO to explore partnership opportunities with the mobile licensing unit.
- 5/8: Grace Kitchen tour and Connection Site MOU executed.
- 5/9: Presentation to team members with ESD, Washington Workforce Association (WWA) and the Washington Education Council (WEC) to share how WSCB and CBC are collaborating to better serve our mutual customers, including revamp of our co-located staffing model, convening of local stakeholders through a Workforce Collaboration Committee, and creation of a funding committee to streamline communications/financial support.
- 5/10: Tour and introductions with James Brant, Owner of Sagebrush Employment, to learn about the services each of our agencies provide and how to connect customers.
- 5/28: Met with Derick Logan, Launch Manager with Amazon, to plan a networking and information event for community members to learn more about the opening of the Pasco Fulfillment Center and how to connect community members to employment opportunities.
- 5/29: Attended the New Horizons High School Resource Fair to connect with families and share how we can support their training and employment goals.

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

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

- 5/1: Cross Training: Basic Food, Employment, and Training (BFET); Business Updates
- 5/8: Safety Training: Suicide Prevention/Mental Health Awareness; Policy Training: Branding & Stevens Amendment; March Data Review; Business Updates

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- 5/15: Customer Kudos; Cross Training: Workfirst; April Data Review; Safety Training: Fire Extinguishers
- 5/28: Staff celebration breakfast in recognition of Public Service Recognition

**Upcoming Training/All Staff Meetings:**

- 6/5: BFWDC Updates; May Customer Feedback Improvements; Cross Training: Career Assessments
- 6/26: Customer Kudos; Cross Training: Services for the Blind; May Data Review; Safety Topic: De-escalation training with local protocols (code of conduct, well checks, communication/documentation)

**Facilities:**

- 5/10: Point Pest Control Quarterly Maintenance

Respectfully submitted by C. Bright on 6/10/2024