

Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Meeting

Tuesday, September 24, 2024, 4:00 p.m.

Location: WorkSource Columbia Basin (815 N. Kellogg, Ste. D, Kennewick, WA 99336); Room 9 | Hybrid

Zoom Meeting: <https://bf-wdc-org.zoom.us/j/81191091521?pwd=hlPdn9mbSxF1Z2vSzzVa7XXszGwuKG.1>

Meeting ID: 811 9109 1521 | Passcode: 388930

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
 - b. Visitor/Presenter Welcome

- II. Approval of Committee Minutes - Todd Samuel (**Needs a vote**)
 - a. Tuesday, July 30, 2024
 - b. Tuesday, August 27, 2024

- III. Fiscal – DeAnn Bock
 - a. July Finance Reports
 - b. Staff Accountant
 - c. CLA Audit

- IV. Executive Director Updates – Cynthia N. Garcia
 - a. PY23 State Monitoring Report
 - b. WSCB MOU/IFA
 - c. Current Funding Opportunities
 - d. August Action Item Followup

- V. Program – Jessie Cardwell
 - a. Department of Commerce Visit 09/18/24
 - b. Economic Security for all Tour 10/23/24
 - c. Community Reinvestment Funds – Match Investment Savings Accounts

- VI. Board Updates – Cynthia N. Garcia | Cyndelle Howell
 - a. Board Elections – October
 - b. Recruitment Packet
 - c. Board Onboarding and Orientation Outline
 - d. Board Buddy – Mentor Program
 - e. Calendar of Events – Quarterly Center Tours
 - f. New Member Election (**Needs a vote**)
 - i. Representing Business: Amelia Kittson, Executive Vice President, KIE Supply Corp.

- VII. Executive Member Round Table – All

- VIII. Next Meeting
 - a. Executive Committee Meeting – Tuesday, October 29, 2024, 3:00 p.m. TC Futures | Zoom
 - b. Board Meeting – Tuesday, October 29, 2024, at 4:00 p.m. TC Futures | Zoom

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

Attachments

1. 2024.07.30 Executive Committee Minutes
2. 2024.08.27 Executive Committee Minutes
3. 2024.07 Finance Reports
4. 2024.08 WorkSource Operator Monthly Report
5. 2024.08 TC Futures Report
6. Board Recruitment Packet
7. PY24 Board Calendar of Events
8. Board Orientation Outline
9. 2024.08 Performance Summaries
10. Board Election Memo
11. PY23 State and Local Monitoring Summaries
12. PY23 Report
13. August Action Item Followup

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

Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

July 30, 2024, 3:00 p.m., Zoom | WSCB Hybrid

Call to Order & Welcome

Todd Samuel called the meeting to order at 3:00 p.m. Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle Howell conducted a roll call of board members and staff to the board, and a quorum was present at 3:32 p.m.

Cyndelle welcomed virtual guests, asking them to communicate their names and organization using the Zoom chat feature. She reminded those in attendance to have cameras on, to capture who was speaking.

Minutes

June 25, 2024, Executive Committee meeting minutes were presented and reviewed for a motion to approve.

Todd Samuel called for a motion to approve the Executive Committee meeting minutes from the June 25, 2024, Committee meeting.

Lynn Ramos-Braswell motioned to approve; Amanda Jones seconded; the motion carried unanimously to approval.

BFWDC Finance Reports as submitted for the period ending May 2024 – DeAnn Bock

DeAnn provided the finance reports and budget period ending May 2024. DeAnn reminded members that reports are in the meeting packet but wanted to focus the given time on discussing the upcoming year's budget.

Program Year (PY) 2024 Budget

DeAnn presented the 2024 budget, highlighting increased funds for professional services due to anticipated audit costs and detailing IT security needs, including quotes for multi-factor authentication. A \$10,000 decrease in facility costs was noted. Budget discussions covered insurance, dues, software renewals, and professional development. Cynthia stressed the importance of training, while Amanda inquired about travel and training budgets compared to pre-COVID levels. The committee debated prioritizing valuable conferences and events. Todd suggested a detailed discussion before the quarterly board meeting to address any concerns before final approval.

Todd Samuel called for a motion to approve the Program Year 2024 budget as presented.

Amanda Jones motioned to approve the presented PY24 budget; Todd Samuel seconded; the motion carried unanimously to approval.

Banking Research

The fiscal team provided a banking services selection update.

Bank Options Considered:

1. Washington Trust: Does not facilitate true nonprofit accounts.

2. Community First: Unable to obtain clear account information before the meeting.
3. US Bank: Facilitates nonprofit accounts with no additional fees.

The fiscal team plans to contact US Bank for additional information on their nonprofit accounts, also following up with Community First. Todd will visit Hapo to discuss ongoing issues with banking.

BFWDC Updates - Cynthia N. Garcia/All

Cynthia Garcia updates the board on partnership responsibilities and new partnerships, including AARP and the implementation of the WorkSource Columbia Basin Connection sites. Cynthia Garcia emphasizes the importance of partnering with other entities to advance the organization's mission.

Quarterly Board Meetings

Cynthia proposed extending quarterly board meetings from 1 hour to 1.5 hours to allow more focus on the strategic plan and partner presentations. Todd supported trying the change with an option to revert if needed. Amanda requested advance notice for planning. The committee expressed hesitancy and recommended discussing the proposal further at the next full board meeting due to time constraints.

Board Member Onboarding and Development

Cynthia mentioned that board members had provided feedback about wanting more guidance on their roles and responsibilities. She suggested focusing on board development as part of her core responsibilities, rather than creating a separate committee. The goal would be to provide training and make board members more familiar with the BFWDC's work and connections. This was in response to feedback from board members that they wanted more guidance and information. Cynthia Garcia seeks feedback on board member onboarding and development as staff are working on a process for strategic onboarding of members.

Occupations in Demand

Cynthia noted that the BFWDC would be hosting the upcoming meeting to review the list of in-demand occupations in the Benton and Franklin counties; a meeting poll to follow the meeting. This allows BFWDC to stay informed on workforce trends and demands. Cynthia emphasized the importance of the BFWDC staying informed on workforce trends and demands, to best serve their customers with the ability to pay for training in occupations that are in demand and align with the needs of the local economy.

Chamber Involvement

Members reviewed chamber membership and luncheon strategies to boost engagement and value. Todd suggested attending chamber meetings quarterly with specific goals, such as enhancing board and staff visibility. He also proposed paying for board members' lunches to increase participation and suggested personal invitations or corporate attendance. Cynthia noted challenges in fully utilizing memberships, while Amanda questioned the necessity of board member attendance at every event, suggesting it might be a staff role. Members discussed optimizing membership options for regional chambers.

Round Table

Due to the quarterly board meeting following directly after, all good of the order items were tabled until the quarterly board of directors meeting.

Adjournment

Todd Samuel adjourned the executive committee meeting at 3:58 p.m.

Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

August 28, 2024, 4:00 p.m., Zoom | WSCB Hybrid

Call to Order & Welcome

Todd Samuel called the meeting to order at 4:03 p.m. Todd welcomed all in attendance and thanked them for taking the time to support the mission and vision of the BFWDC.

Cyndelle Howell conducted a roll call of board members and staff to the board, and a quorum was present. Cyndelle welcomed virtual guests, asking them to communicate their names and organization using the Zoom chat feature. She reminded those in attendance to have cameras on, to capture who was speaking.

Minutes

July 30, 2024, Executive Committee meeting minutes were presented and reviewed for a motion to approve.

Todd Samuel called for a motion to approve the Executive Committee meeting minutes from the July 30, 2024, Committee meeting.

Meeting minutes were tabled to incorporate recommended updates until the next convening.

Occupations in Demand (OID) Committee Recommendations– Gabby Torres

Gabby provided that the Employment Security Department's Labor Market & Economic Analysis team once a year produces a list of occupations for local areas to review. The Local Workforce Development Boards are given the opportunity to facilitate, record, and submit recommendations based on local demands.

The purpose of the Occupations in Demand (OID) Committee is to ensure projections and the current economic state in our area are reflected on the Benton-Franklin OID list for purposes of assisting in allocating training resources. Recommendations are inclusive of Committee Members, Board Members, and System Partners.

Including occupations on the in-demand portion of the list enables us to fund training and short-term certificates for local programs. This is a critical process and part of the BFWDC's regional role in determining and ensuring that this list is as accurate as possible and bringing together our partners to ensure that we accurately reflect what occupations are in demand locally.

The OID Committee convened on 08/21/23 to develop this updated list and recommends a motion be brought forth to approve the 2024 OID list as presented. The next step is to return the approved OID list to ESD by 08/29/2024.

Todd Samuel called for a motion to approve the OID list as presented.

Amanda Jones made a motion to approve the recommended occupations in demand changes, which was seconded and unanimously approved.

BFWDC Finance Reports as submitted for the period ending June 2024 – DeAnn Bock

The June financials were included in the packet, with some minor year-end adjustments still to be made. The fund balance report showed that most of the grant funds were nearly depleted by the end of June, except for the state EcSA grant which had 24% remaining due to lower-than-anticipated expenses. The statement of budget to actuals through August 15th was presented, with comparisons to the prior two fiscal years. The Fiscal Director noted that she is keeping a close eye on the administrative costs, as they are limited to 10% of the WIOA grants, and last year they ran out of admin funds. The insurance costs came in higher than budgeted, at 109% of the \$8,000 that was allocated.

Banking Research Update – Nidia Dick

BFWDC is considering switching its banking from Hapo to a new provider. Staff Accountant Nidia explored Banner Bank and Community First Bank, but the recommendation is to move to US Bank due to their nonprofit-specific accounts. DeAnn plans to meet with US Bank to discuss details before finalizing the decision. The current banking with Hapo and Bank of America has been problematic, particularly due to Hapo's lack of electronic fund transfer options. The goal is to find a bank that better meets the organization's needs for efficient financial management.

BFWDC Updates – Jessie Cardwell (on Behalf of Cynthia N. Garcia) /All

Organizational Changes

Jessie Cardwell has been promoted to Director of Programs, with her taking on additional responsibilities. Cynthia had previously discussed Jessie's new role and the differences between the Program Manager and Program Director positions. Gabby Torres has been designated as the Local Equal Opportunity (EO) Officer, as she has been taking on this role and responsibilities since she started. The transition of the EO Officer role from Cynthia to Gabby is seen as a positive move, as Gabby has the necessary background and compliance experience to effectively fulfill this function.

Connection Site Expansion

The Mid-Columbia Library in Benton City has been certified as a new WorkSource Columbia Basin Connection site. This is part of the organization's strategic plan to expand access to WorkSource services in the community. An AmeriCorps member will be placed at the Benton City site to provide digital literacy training to the community, two times per month. This second connection site will be supported by funds from the STEM Foundation's regional challenge grant, which BFWDC is a sub-recipient of. The goal is to increase digital literacy and access to WorkSource services for the Benton City community, hopefully increasing those who are getting post-secondary credentials, especially for youth and their families. The connection site launch was seen as a positive step forward, as the BFWDC had been working towards establishing more connection sites in the region for several years. The connection site is expected to help bring more people to the WorkSource center and support them in accessing the services and resources they need.

Current Funding Opportunities- Digital Equity Grant; 3 Rivers Community Foundation

Digital Equity Grant

Goodwill is spearheading a proposal for a digital equity grant through the U.S. Department of Commerce. BFWDC is a partner in this proposal and is actively involved in the planning and development. The grant would support the establishment of a tech refurbishment center in the local area, in collaboration with Interconnected, a group from Seattle. The BFWDC is also working with WWA to write a proposal for this grant. It is a different approach, more about device giving and funding Digital navigators to teach digital literacy.

3 Rivers Community Foundation Grant

BFWDC is planning to submit a proposal to the 3 Rivers Community Foundation for a small grant (around \$8,000) by the September 16th deadline. Last year, the grant was used to purchase laptops for learning. This year, the focus will be on using the funds for more unrestricted purposes, such as providing transportation assistance, hygiene items, and clothing for clients.

Other Potential Funding

Jessie Cardwell mentioned that the state CRF (Community Reinvestment Funds) grant may be extended for an additional 3 years if the funds are spent well. The Quest grant is set to end in September 30, 2025, but there may be other national dislocated worker grants that BFWDC could pursue.

New Board Member Training and Orientation

Cyndelle Howell has been working on developing a comprehensive onboarding process for new board members. This includes assigning "board buddies" to provide support and guidance to new members. The goal is to ensure new board members are well-informed and integrated into the organization.

Donation Page and Corporate Sponsorship

A new online donation page has been created to allow for unrestricted financial contributions. The goal is to generate funds that can be used to support WorkSource staff in assisting clients with needs not covered by restricted funding. There is a push to encourage board members and corporate donors to contribute to this fund.

Round Table

Todd Samuel opened the floor for any additional comments or noteworthy updates from the participants.

Crystal Bright provided an update on the Stevens Media Group collaboration and the new WSCB Facebook and LinkedIn pages. Additionally, she reported on the childcare summit and the need for community advocacy on childcare issues.

Jessie Cardwell mentioned the WSCB Business Solutions team's visit to Spokane for training and sharing best practices.

Adjournment

Todd Samuel adjourned the executive committee meeting at 4:58 p.m.

Next Meeting

Executive Committee Meeting – Tuesday, September 24, 2024, 4:00 p.m. WSCB Room 9 | Zoom Hybrid
 Quarterly Board Meeting – Tuesday, October 29, 2024, at 4:00 p.m. TC Futures | Zoom Hybrid

Attendance

Chief Local Elected Officials	Board Members	Staff to the Board	Guests	Excused
Clint Didier	Todd Samuel	DeAnn Bock	Jan Warren	Cynthia Garcia
Will McKay	Amanda Jones	Cyndelle Howell	Heather Woodruff	
	Lynn Ramos-Braswell	Gabby Torres		
	Adolfo de Leon	Nidia Dick		

Jessie Cardwell

Respectfully Submitted:

Todd Samuel, Board Chair & Treasurer Date

Lynn Ramos-Braswell, Board Secretary Date

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 7/31/2024

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	2,435.05
Corporate Entity MM Account	1111	50,678.67
Total Asset		53,113.72
Liabilities		
Accounts Payable (AP System)	2000	254.30
Pending transfer	2001	(8,904.74)
Accrued Vacation Payable	2500	37,277.37
Due to/from other funds	2990	(32,000.00)
Total Liabilities		(3,373.07)
Net Assets		56,486.79
Total Liabilities and Net Assets		53,113.72

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
Corporate Entity
From 7/1/2024 Through 7/31/2024
(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					
Total Revenue	<u>0</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Advertising and Outreach	<u>254</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Expenses	<u>254</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u><u>(254)</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 7/31/2024

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(135,163.97)
Accounts Receivable	1200	3,854.40
Receivable (Grants)	1300	83,415.85
Total Asset		(47,893.72)
Other Assets		
ROU Asset - Leases	1999	56,180.00
Total Other Assets		56,180.00
Liabilities		
Accounts Payable (AP System)	2000	228,746.10
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		335,070.56
Net Assets		(326,784.28)
Total Liabilities and Net Assets		8,286.28

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 07/01/2024 - 07/31/2024
(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	360,504	374,157	96.35%	4,429,883	8.14%
Rent and Facilities	3,995	3,870	103.23%	45,791	8.72%
Salaries and Wages	49,251	53,163	92.64%	649,033	7.59%
Professional Services and Contracts	1,265	1,650	76.67%	65,920	1.92%
TC Futures	5,000	5,000	100.00%	60,000	8.33%
Travel and Training	0	2,100	0.00%	48,000	0.00%
Supplies, Furniture and Equipment	714	500	142.80%	3,000	23.80%
Equipment and Software - Lease and Maintenance	2,330	2,575	90.49%	17,000	13.71%
Communications (Telephone, Postage and Internet)	181	109	166.30%	2,170	8.34%
Advertising and Outreach	254	0	0.00%	0	0.00%
Insurance	8,742	8,000	109.28%	8,000	109.28%
Dues, Fees and Subscriptions	375	13,300	2.82%	15,552	2.41%
Total Expenses	<u>432,611</u>	<u>464,424</u>	<u>93%</u>	<u>5,344,349</u>	<u>8%</u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 7/31/2024

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	49,339.25
Accounts Receivable	1200	64.10
Total Asset		49,403.35
Other Assets		
ROU Asset - Leases	1999	309,620.00
Total Other Assets		309,620.00
Liabilities		
Accounts Payable (AP System)	2000	15,938.89
IFA Adjustment	2650	5,493.36
Lease Liability - Short Term	2998	313,334.00
Total Liabilities		334,766.25
Net Assets		24,257.10
Total Liabilities and Net Assets		359,023.35

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30-WSCB Partnership
From 07/01/2024 - 07/31/2024

(In Whole Numbers)

	Current Period <u>Actual</u>	Annual <u>Budget</u>	Percentage of <u>Total Budget</u>
Revenue			
Partner Revenue	18,915	231,912	8.16%
IFA Adjustments	0	0	0.00%
Sub-Lease Revenue	14,067	168,802	8.33%
Total Revenue	<u>32,982</u>	<u>400,714</u>	<u>8.23%</u>
Expenses			
Rent and Facilities	38,273	354,475	10.80%
Supplies, Furniture and Equipment	1,670	9,150	18.25%
Equipment and Software - Rental and Maintenance	0	2,500	0.00%
Managed Print/Technology	541	20,400	2.65%
Dues, Fees and Subscriptions	2,808	9,189	30.56%
Business/Community	0	5,000	0.00%
Total Expenses	<u>43,292</u>	<u>400,714</u>	<u>10.80%</u>
Net Surplus/ (Deficit)	<u><u>(10,310)</u></u>		

Benton Franklin Workforce Development Council

Statement of Budget To Actual Expenditures



(May Contain Unposted Transactions)

For Period July 01, 2024 - September 15, 2024

EXPENSES	CURRENT FISCAL YEAR				PRIOR YEAR-TO-DATE COMPARISONS	
	2024 - 2025				2023 - 2024	2022 - 2023
	YEAR-TO-DATE ACTUALS - SEPTEMBER 2024	YEAR-TO-DATE BUDGET - SEPTEMBER 2024	YEAR-TO-DATE PERCENT OF BUDGET	CURRENT YEAR BUDGET	PREVIOUS YEAR ACTUALS - SEPTEMBER 2023	PREVIOUS YEAR ACTUALS - SEPTEMBER 2022
Sub-Recipient Reimbursements	\$ 485,504	\$ 1,107,471	44%	\$ 4,429,883	\$ 596,017	\$ 726,580
Rent and Facilities	\$ 13,912	\$ 11,710	119%	\$ 45,791	\$ 15,705	\$ 15,931
Salaries and Wages	\$ 51,720	\$ 160,519	32%	\$ 649,033	\$ 268,424	\$ 248,908
Professional Services and Contracts	\$ 2,681	\$ 19,950	13%	\$ 65,920	\$ 31,835	\$ 35,216
TC Futures	\$ 10,000	\$ 15,000	67%	\$ 60,000	\$ 15,000	\$ 15,870
Travel and Training	\$ 2,048	\$ 19,600	10%	\$ 48,000	\$ 10,720	\$ 8,546
Supplies, Furniture and Equipment	\$ 1,021	\$ 1,000	102%	\$ 3,000	\$ 1,370	\$ 10,640
Equipment and Software - Lease and Maintenance	\$ 3,322	\$ 7,125	47%	\$ 17,000	\$ 4,220	\$ 5,216
Communications (Telephone, Postage and Internet)	\$ 321	\$ 543	59%	\$ 2,170	\$ 595	\$ 662
Advertising and Outreach	\$ 254	\$ -	0%	\$ -	\$ -	\$ -
Insurance	\$ 8,742	\$ 8,000	109%	\$ 8,000	\$ 8,249	\$ 7,679
Dues, Fees and Subscriptions	\$ 12,610	\$ 13,620	93%	\$ 15,552	\$ 14,023	\$ 17,090
Business/Community	\$ -	\$ -	0%	\$ -	\$ -	\$ -
OHDC Outreach	\$ -	\$ -	0%	\$ -	\$ -	\$ -
OHDC Admin fees	\$ -	\$ -	0%	\$ -	\$ -	\$ 5,789
TOTAL YEARLY EXPENSES	\$ 592,135	\$ 1,364,537.45	43.39%	\$ 5,344,349	\$ 966,158	\$ 1,098,127

	CURRENT YEAR ACTUAL	YEAR-TO-DATE BUDGET	YTD PERCENT OF BUDGET	CURRENT YEAR BUDGET	PERCENTAGE OF TOTAL BUDGET
	\$ 592,135	\$ 1,364,537	43.39%	\$ 5,344,349	11%



Benton Franklin Workforce Development Council (BFWDC)
Executive Committee Meeting

August BFWDC Action Items

- Develop a new board member training and orientation process.
 - 09/26/2024 Sheila Erickson, representing Business will start the new orientation and onboarding to be completed in 30 days.
- Edit the donation page on the website to include client testimonials.
 - Grace Kitchen staff are working to collect data for BFWDC to share including client testimonials.
- Circulate the July meeting minutes with the September meeting packet.
 - September 17th meeting minutes for July and August were recirculated.

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**Employment
Security
Department**
WASHINGTON STATE

Issue Date:
September 05

| 2024

PY23 WIOA Monitoring Report

Benton-Franklin Workforce Development Council

Serving Benton and Franklin Counties

Workforce Monitoring Unit Review Team

Administrative & Fiscal:

Kris Damalas, Workforce Monitor

Greg Ferland, Director of Workforce Monitoring

Program Policy & WIOA Programs:

Brooke Beauchamp, WIOA Lead Program Monitor

Sarah Flambouras, Workforce Monitor

Phouang Hamilton, WIOA Monitoring Manager

workforcemonitoring@esd.wa.gov

Monitoring Review Dates:

May 20 – June 4, 2024



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EXECUTIVE SUMMARY

Background and Monitoring Objective

Employment Security Department's Workforce Monitoring Unit (ESD's Monitoring Unit) conducted an annual compliance review of Benton-Franklin Workforce Development Council (Benton-Franklin WDC) on May 20 – June 4, 2024. The review was conducted in accordance with the Uniform Administrative Requirements 2 CFR Part 200; the Workforce Innovation and Opportunity Act (WIOA), Sec. 184(a)(4); and additional requirements established by Department of Labor Employment and Training Administration (DOLETA) and ESD policies, rules, and regulations.

Scope

In keeping with general monitoring practices, not all transactions and activities were examined. ESD's Monitoring Unit randomly selected individual participant files and administrative/fiscal documents for review.

The following areas were examined and tested during this review period:

WIOA Title I Formula Program Review

WIOA Program Policies

- Eligibility Guidelines and Documentation Requirements (ESD Policy 1019, Rev. 8)
- Supportive Services and Needs-Related Payments (ESD Policy 5602, Rev. 5)
- Incentive Payments WIOA Title I Participants, if applicable (ESD Policy 5621, Rev. 5)
- All other policies and/or procedures, memos, technical assistance guides, etc., developed for the implementation of your WIOA formula and/or discretionary grants edited or published since the last state review

WIOA Adult Program

- Eligibility
- Program Enrollment
- Basic and Individualized Services
- Direct Participant Costs
- Training Services
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO-Data Element Validation
- Case Notes

WIOA Dislocated Worker Program

- Eligibility
- Direct Participant Costs
- MIS/ETO-Data Element Validation

- TAA/DW Co-enrollment

WIOA Youth Program

- Eligibility
- Objective Assessment
- Individual Service Strategy
- 14 Program Elements
- Program Enrollment
- Direct Participant Costs
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO-Data Element Validation
- Case Notes

Statewide Discretionary Contracts Program Review

Quality Jobs, Equity, Strategy and Training (QUEST) Disaster Recovery Dislocated Worker Grants

- Eligibility
- Program Enrollment
- Basic and Individualized Services
- Direct Participant Costs
- Training Services
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO- Data Element Validation
- Case Notes

Federal and State Economic Security for All (EcSA)

- Eligibility
- Program Enrollment
- Basic and Individualized Services
- Direct Participant Costs
- Training Services
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO
- Case Notes

WIOA Title I Formula Administrative and Fiscal Review

- Design and governance of the LWDB including sunshine provisions
- MOU/IFA
- Policies/Procedures
- Administrative controls and monitoring
- Internal controls
- Cash and financial management
- Procurements and Contracts
- Cost allocation plan or rate
- Property and Inventory
- Single audit
- Personnel
- Grievance and complaint
- Public Law 116-260, Section 505 of Division H (2021 Appropriations) disclosures

Statewide Discretionary Contracts Administrative and Fiscal Review

Quality Jobs, Equity, Strategy and Training (QUEST) Disaster Recovery Dislocated Worker Grants; Federal Economic Security for All and State Economic Security for All

- Cash and financial management
- Administrative controls (Sub-recipient monitoring)
- Procurements and Contracts
- Personnel Activity Reports and Cost Allocation
- Public Law 116-260, Section 505 of Division H (2021 Appropriations) disclosures

MONITORING REVIEW COMMUNICATIONS

To ensure transparent communication occurred during the monitoring review, ESD's Monitoring Unit conducted an entrance meeting with Benton-Franklin WDC staff on May 20, 2024. The entrance meeting provided an opportunity to finalize the monitoring agenda, identify points of contact, and confirm other monitoring related activities. The entrance meeting also provided an opportunity for Benton-Franklin WDC staff to share the changes, challenges, and successes that have occurred in their area since the last ESD monitoring review, and to share their future plans.

There were regularly scheduled meetings with ESD's Monitoring Unit and Benton-Franklin WDC's administrative, fiscal, and program staff to maintain engagement and communication during the review.

The exit meeting provided Benton-Franklin WDC staff with a summary of the compliance review, outstanding items to address (if applicable), observations during the review, and next steps in the ESD monitoring process.

DOCUMENTATION OF REVIEW

Daily Observation Reports (DORs) were shared with Benton-Franklin WDC staff throughout the review summarizing ESD Monitoring Unit's activities and observations up to that point. DORs included any items to

address, questioned or disallowed costs (if applicable), and documentation of items to address that may have been resolved during the review. The final DOR from the review was provided to Benton-Franklin WDC's staff on June 4, 2024.

MONITORING OBSERVATIONS

Program – WIOA Adult:

ESD's Monitoring Unit reviewed ten (10) WIOA Adult files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – WIOA Dislocated Worker:

ESD's Monitoring Unit reviewed ten (10) WIOA Dislocated Worker files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – WIOA Youth:

ESD's Monitoring Unit reviewed ten (10) WIOA Youth files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – Quality Jobs, Equity, Strategy and Training (QUEST):

ESD's Monitoring Unit reviewed ten (5) QUEST files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – Federal and State Economic Security for All (EcSA):

ESD's Monitoring Unit reviewed five (5) Federal files and five (5) State files. There were no findings, unresolved questioned costs, or disallowed costs.


Administrative & Fiscal Review:

ESD's Monitoring Unit found the following administrative and fiscal procedures to be compliant with State and Federal requirements:

- Design and governance of the LWDB including sunshine provisions
- MOU/IFA
- Policies/Procedures
- Administrative controls and monitoring
- Internal controls
- Cash and financial management
- Procurements and Contracts
- Cost allocation plan or rate
- Property and Inventory
- Single audit
- Personnel
- Grievance and complaint
- Public Law 116-260, Section 505 of Division H (2021 Appropriations) disclosures

RESULTS

ESD's Monitoring Unit determined, as a result of the review, there were no findings, unresolved



questioned costs, or disallowed costs.

August 2024

PY24 Adult Program Performance Summary Cumulative July 1st, 2024-June 30, 2025

Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of August 31, 2024	\$65,075	\$733,247	9%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Served	71	80	200
Exits	Actual Outcomes	Quarterly Target	Annual Target
Total Employed Exits	5	25	120
Placement Rate	100%		85%
Median Wage	\$24.85		\$19.31
Training Services	Actual Outcomes	Quarterly Target	Annual Target
Receiving Individual Training Account (ITA)	9 (9 in progress)	5	40
Completed ITA	2		
Credentials Earned	0		
On-the-Job Training (OJT)	0	0	2

Success Story:

Prior to enrollment, Anahi (32) was underemployed and working at Columbia Safety in a per diem position, which was creating financial hardships for her. Anahi sought out program assistance because of these hardships and barriers, and she was enrolled in December 2022. With the help of staff, Anahi outlined her employment plan and goals. She was seeking to become self-sufficient by obtaining her RN license. She was enrolled as a full-time student at Yakima Valley College and needed support services as she was commuting from Prosser to Yakima, which was becoming a financial strain. The Adult program assisted Anahi throughout her educational journey by providing fuel support for her commute. Additionally, program assisted with purchasing scrubs for her RN program and employment. Throughout her time in program, Anahi continued to make progress towards her occupational goal and with the support of staff, she earned her degree in June 2024. Anahi was grateful for the overall support and encouragement she received while in program. Shortly after, Anahi also passed the NCLEX exams and obtained employment at Good Shepherd Health Care System. Anahi started her new position on July 2024 as a New Grad Tech in ICU at a wage of \$40.78/hr. with benefits. She is now financially stable and thriving.

August 2024

PY24 Dislocated Worker Program Performance Cumulative July 1st, 2024-June 30, 2025

Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of August 31, 2024	\$45,363	\$664,780	7%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Served	42	57	145
Exits			
Total Employed Exits	9	15	75
Placement Rate	100%		85%
Median Wage	\$21.00		\$23.62
Training Services			
Receiving Individual Training Account (ITA)	0	3	27
Completed ITA	5		
Credentials Earned	3		
On-the-Job Training (OJT)	0	0	2
Entrepreneurial Training	0	0	2

Success Story:

Jhon Solorzano (48) was facing financial hardship when he enrolled in the Dislocated Worker program in February 2024. Unable to afford the cost of training needed to obtain his CDL, Jhon was struggling to achieve self-sufficiency in his desired occupation as a Heavy Tractor Trailer Truck Driver. With program support, Jhon began his CDL training at H&R Elite Trucking Academy on April 1, 2024, and successfully completed it on June 21, 2024. During this time, he also received career counseling and financial assistance to help cover rent and utility bills. Upon obtaining his CDL, Jhon secured full-time employment with Frontier on July 23, 2024, earning \$20 per hour as a Heavy Tractor Trailer Truck Driver with full benefits. Jhon's success led to his exit from the program on August 16, 2024, as he transitioned into unsubsidized employment.



August 2024

State and Federal EcSA Program Performance Summary (Cumulative from July 2024 - June 2025)			
Program Expenditures	Program Budget	YTD Spent	Percent Expended
Federal EcSA	\$111,301	\$13,614	12%
State EcSA	\$515,909	\$75,215	15%
Eligible Participants Enrolled	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	10	27	45
State EcSA – Below 200% FPL	161	95	115
State EcSA – Above 200% FPL	16	3	12
Training Placements for employment at/above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	0	3	12
State EcSA – Below 200% FPL	5	2	5
State EcSA – Above 200% FPL	4	1	5
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Quarterly Target	Program Target
Federal EcSA – Below 200% FPL	0	0	6
State EcSA – Below 200% FPL	1	5	20
State EcSA – Above 200% FPL	2	0	7

Success Story:

State EcSA: Alexis (29) entered the WIOA State EcSA program in June 2024. Alexis was out of the workforce as she had lost her long-term employment during COVID. She is the main financial provider for her 3 children but was facing hardships due to her lack of employment. She noted to staff that she wanted to re-enter the workforce and work towards self-sufficiency by obtaining full-time employment earning higher than minimum wage, as this would allow her to better provide for her family. Once staff enrolled Alexis into the program and outlined her goals, she obtained part time employment serving at a restaurant earning minimum wage while continuing to look for full-time jobs. Through her diligent work and staff assistance, she has now landed full-time employment as a property manager for an apartment complex earning between \$19-20 an hour. During her time in the program, Alexis received monthly incentive payments through State EcSA program that helped her support her family during those times of uncertainty. Overall, Alexis has reached her goals and is thrilled with the help she received.

August 2024

Community Reinvestment Funds (CRF) (Cumulative from December 2023- May 2025)			
Bucket	Program Budget	YTD Spent	Percent Expended
Incentives	\$1,677,850	\$772,797	46%
Business Navigator and Subsidized Training	\$630,000	\$202,345	32%
	Actual	Quarterly Goal	Program Target
Participants Receiving Incentives	169	169	169
Employers Engaged	129	30	75
*CRF Employers Engaged	24	20	50
EcSA Participants Engaged	0	5	35
**Non EcSA Participants Engaged	12	5	35

*Black, Latine, and Indigenous owned and operated businesses.

**Employees from Black, Latine, and Indigenous owned and operated businesses who are not eligible for EcSA.

Success Story:

Klaidestino Kors - Ulises Navarro – Owner - Grant - \$3,000.00

Klaidestino Kors, a consulting company founded in 2021 by Ulises Navarro, is dedicated to promoting art and culture while fostering networks between individuals through audio and video-based projects. Their mission aligns deeply with the values of the Community Reinvestment Fund (CRF) as they strive to bring attention to critical social issues through creative mediums. One of their current projects, **Tejido de Voces**, is a mini documentary that highlights labor injustices faced by field workers in Washington and Oregon. This project, along with their existing podcast, **Klaidestino Kors**, is a testament to their commitment to giving a voice to marginalized communities.

The CRF Micro-Grant has provided Klaidestino Kors with the crucial funding needed to purchase new cameras and microphones, totaling \$3,000. These tools are essential for enhancing the quality of their productions, allowing



them to create more impactful content that resonates with their audience. By supporting Klaidestino Kors, the CRF is not only helping a minority-owned business expand its operational capacity but also enabling them to continue advocating for social justice through their work. This assistance is particularly meaningful as the company has historically struggled to find resources to support their mission. The micro-grant has empowered them to overcome these challenges and continue their work in bringing awareness to the injustices faced by workers in our community, thereby fostering cultural enrichment and societal awareness.

Pictured: Ozzy (WS BSN) Ulises Navarro (Klaidestino Kors) Rubid (WS BSN)

August 2024

B3E Cleaning Narrative

Eliuth Ramirez - Owner

Grant - \$5,000.00

B3E Cleaning Services LLC, led by Eliuth Ramirez, has been a dedicated presence in our community since March 15th, 2022. Over the past two and a half years, the business has faced significant challenges, including limited access to capital and the need to build trust with their customers. A particularly difficult barrier was the impact of the recent street closures during the reconstruction of the under-bridge, which severely restricted access to their business, located in the most affected area.

Thanks to the support provided by the Community Reinvestment Fund Micro-Grant, B3E Cleaning has been able to overcome some of these obstacles and move forward. The grant has allowed them to cover the expenses of a cargo van, which is pivotal for their plan to expand into mobile cleaning services. Additionally, the funds were used to purchase new equipment and replace old, non-functional tools, greatly improving their operational efficiency.

This assistance has been instrumental in helping B3E Cleaning not only sustain its operations but also set the stage for future growth. The ability to offer mobile services will open up new revenue streams and enhance their ability to serve a broader clientele. By supporting B3E Cleaning, the CRF is contributing to the resilience and expansion of a minority-owned business that is striving to adapt and thrive in challenging circumstances. Eliuth Ramirez expressed deep gratitude to myself, Osnayer Del Toro, and my colleague Rubid Portillo, for our efforts in guiding them through the application process, as well as those that are leading the CRF initiative ensuring they could access the resources needed to secure their business's future.



Pictured: Pictured: Ozzy (WS BSN) Sara Ramirez (B3E Employee) Eliuth Ramirez (B3E Owner) Rubid (WS BSN)

August 2024

Serpentine Creative LLC Narrative

Nisha Franco - Owner

Grant - \$5,000.00

Serpentine Creative LLC, founded by Nisha Franco in 2018, has been a dedicated advocate for diversity in literature and the recognition of literary arts in the Tri-Cities. The business has faced significant challenges, especially during the pandemic, which forced them to pivot from local in-person events to building an online community. Despite the post-pandemic economic pressures, including rising costs and reduced demand, Serpentine Creative has remained resilient.

The Micro-Grant from the Community Reinvestment Fund has been a lifeline for Serpentine Creative. The funds were used for essential services like editing, graphic design, social media marketing, audiobook narration, and organizing in-person events. This support has not only helped manage the increased costs but also reinforced their commitment to their mission. As a Small Black Female Disabled Veteran-owned business, receiving this grant affirmed that their work is valued and supported in the community.

This funding has empowered Serpentine Creative to continue fostering cultural diversity and promoting the literary arts, ensuring their positive impact on the community endures.



Pictured: Ozzy (WS BSN) Nisha Franco (Serpentine Creative) Rubid (WS BSN)



August 2024

QUEST Summary			
Cumulative Dec. 1st, 2022-September 30, 2024			
Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of August 31, 2024	\$383,205	\$546,036	70%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Planned Participants	103	95	87
Services	Actual Outcomes	Monthly to Date Target	Annual Target
Receiving Career Services	103	95	87
Receiving Individual Training Accounts (ITA)	53	53	48
Completing ITA	37	35	32
Receiving Supportive Services	25	23	21
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	60	56	42

Success Story:

Eleazar, age 27, was enrolled into the QUEST program in April 2024. After experiencing a mass layoff from his previous occupational field, Eleazar found himself unemployed and facing significant financial barriers that hindered his ability to afford CDL training and other expenses. As a resident of Benton County, he sought program support to transition into a new career as a Heavy Tractor Trailer Truck Driver, a high-demand occupation. With the assistance of the program, Eleazar received support for tuition costs and the development of his Individual Employment Plan. He began his CDL training with H&R Elite Trucking on June 3, 2024, and successfully completed it on June 28, 2024. Eleazar obtained his Class A CDL on July 9, 2024. Soon after, on July 15, 2024, Eleazar secured a position with Western Materials as a Heavy Tractor Trailer Truck Driver, earning \$21.00 per hour and working 40 hours a week. His employment marked a positive exit from the program and his story highlights the impact of targeted support and training in overcoming barriers and achieving sustainable employment.

August 2024

**PY24 Out of School Youth (OSY) Program Performance Summary
(Cumulative) (Total Contract Amount \$691,315)**

Program Expenditures	YTD Spent	Program Budget	Percent Expended
As of August 31, 2024	\$66,984	\$691,315	10%
Enrollments	Actual Outcomes	Quarterly Target	Annual Target
Total Enrollments	85	95	188
Exits			
Total Employed Exits	7	13	90
Total Post-Secondary Exits	3	0	6
Total Entered Advanced Training Exits	0	N/A	N/A
Total Registered Apprenticeship Exits	0	N/A	N/A
Placement Rate	91.67%	85%	85%
Median Wage	\$18.57		\$17.17
Training Services			
Receiving Individual Training Account (ITA)	3	3	20
Completed ITA	2		18
ITA Credentials Earned	1		
On-the-Job Training (OJT)	0		
Work Experience (WEX)	7	4	32
Pre-Apprenticeships	0		
Dropout Recovery Services			
General Equivalency Diploma	3	5	28

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



PY23 State Annual Monitoring Report

WIOA Programs	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>The Employment Security Department's Workforce Monitoring Unit conducted an in-person and virtual monitoring review of the Benton-Franklin Workforce Development Council (BFWDC) during the period of May 20, 2024-June 4, 2024. Due to historically having successful monitoring visits here they piloted a new process which had them on site for a shorter period of time, and virtual the rest of the time. They evaluated program policies and performed audit procedures on the employment and training activities of the BFWDC and our Workforce Innovation and Opportunity Act (WIOA) program service providers, Career Path Services (CPS). The State monitoring conducted a comprehensive review of the Adult, Youth, QUEST, Federal and State EcSA participant files focusing on every element in the file from start to finish. The Dislocated Worker file review focused on eligibility, participant costs, data element validation and coenrollment with Trade Act Assistance, which is a requirement. WIOA program policies and program monitoring reports were also reviewed. They determined the BFWDC complied with the requirements of WIOA and its regulations, federal rules and Washington State policies, as well as Data Element Validation requirements. In all areas reviewed, the BFWDC and our WIOA programs service providers, CPS, complied with federal, state and local requirements. There were no findings, or disallowed costs identified. There were two questioned costs, a supportive service was charged to the wrong program, the correction was made and it was charged the correct program and this item was resolved. The second was a training service that was incorrectly charged to the wrong program, this was corrected and resolved. There were items to address that related to errors when entering data into the state case management system. This required a corrective action plan describing how these errors would be mitigated, these items will be a focus of our local monitoring for PY24 and will be carried over as a focus for the state monitoring visit next year as well. There were no items to address for the policy review.</p> <p>Noted Practices identified by State Monitors:</p> <ul style="list-style-type: none"> -BFWDC staff conducts quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year to their service provider. This is a great strategy and noted practice. -BFWDC staff maintain a Q/A spreadsheet for their service provider to use as a tool to reference back on all technical assistance guidance.
10 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
10 Files Reviewed	0	0	
Youth Career Path Services			
10 Files Reviewed	0	0	
State EcSA Career Path Services			
5 Files Reviewed	0	0	
Federal EcSA Career Path Services			
5 Files Reviewed	0	0	
QUEST Career Path Services			
5 Files Reviewed	0	0	
Definitions			
Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.			
Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.			
Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.			



PY23 BFWDC Subrecipient Annual Monitoring Report

WIOA Programs & Service Provider	Findings	Disallowed Costs	Comments & Noted Practices
Adult Career Path Services			<p>Throughout PY23, the Benton-Franklin Workforce Development Council (BFWDC) conducted quarterly monitoring reviews of our subrecipients, Career Path Services (CPS). CPS is the service provider for the Adult, Dislocated Worker, Youth, QUEST, Federal and State EcSA programs. The monitoring team reviewed participant files focusing on Eligibility, Program Enrollment, Basic and Individualized Services, Outcomes, Program Completion, Individual Employment Plans, Follow-up Services, Support Services, Case Notes, and Management Information Systems/Efforts to Outcomes entries. There were no findings or disallowed costs identified in any programs. There were several files containing gaps of over 30+ days in case notes; instances were by different case managers, demonstrating this was an issue that needed some action. BFWDC asked that CPS develop an action plan to address the gap in case note issues with case managers and this item will be a focus of next year's monitoring. In the action plan, the strategies provided are to provide training and guidance, leverage technology, monitoring and accountability, and communication with case managers to discuss how things are going. There were other issues to address such as recording Measurabel Skills and Credential Touch points correctly, clarity of customer story in case notes, and documenting the need for co-enrollment clearly. BFWDC Staff provided technical assistance to CPS for all of these issues.</p> <p>Noted Program Practices:</p> <ul style="list-style-type: none"> •Follow-up: Shifting the follow-up contacts to the Front End Services (FES) team is very creative and smart. This allows for the employment information to be captured, and if there is an employment need or support service need, the participant is connected to their case manager to address that need. •Meet & Greet orientations: These group orientations began in July 2023 at WorkSource Columbia Basin, and in April 2024 at TC Futures. This has been a collaborative, lead by CPS, effort between case managers, leadership, FES staff, and other partners. The purpose of the orientations is to have interested customers attend available sessions to learn about various programs to meet their needs and, if interested in moving forward, meet with case managers afterward to set up an appointment for the next steps. This would also lead to less time screening customers individually. Customers have been able to connect with WIOA program case managers, as well as case managers from BFET, OIC, and CBC. Meet & Greets are offered weekly, in both English and Spanish. •Staff that reflect community served: Career Path Services continues to strategically hire staff that have lived experience and represent the community they serve. This allows for more comfortable interactions with potential participants and better experiences for customers. •Diversity Training: Career Path Services staff organized a two-day REDI (Race, Equity, Diversity, and Inclusion) in the Benton-Franklin area. The core team includes staff from all areas of Washington State to have representation of all regions and demographics. Since the retreat was in Benton-Franklin, where the main customer demographic is monolingual Spanish and farmworkers, local staff organized a presentation from the Migrant Seasonal Farmworker program and a tour of the agricultural program at Columbia Basin College. This tour educated the core team on how our community services farmworkers in employment, education, and training.
9 Files Reviewed	0	0	
Dislocated Worker Career Path Services			
9 Files Reviewed	0	0	
Youth Career Path Services			
9 Files Reviewed	0	0	
State EcSA Career Path Services			
7 Files Reviewed	0	0	
Federal EcSA Career Path Services			
7 Files Reviewed	0	0	
Quest Career Path Services			
5 Files Reviewed	0	0	
Definitions			
<p>Finding: Any violation of law; regulation; grant agreement; contract agreement; cooperative agreement; state/local policy or Subrecipient Unit policies. Reporting of findings will depend on materiality of the finding. Findings include: (a) any item or combination of items that result in Disallowed Costs; (b) any item, combination of items, or process that poses a significant risk to the organization's control systems and ability to meet the requirements of federal and state grants and contracts.</p>			
<p>Disallowed Cost: Disallowed Costs include any expenses of WIOA or discretionary contract funds that are determined to be unallowable or unreasonable based upon federal, state law, regulations, policies, or other contract authorities.</p>			
<p>Noted Practices: Any approach to service delivery or a process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery and administration.</p>			

AMELIA E. KITTSO

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EDUCATION

University of Wisconsin-Madison, Wisconsin School of Business, Madison, WI 2019 – 2021

Master of Business Administration

- Specialization: Supply Chain Management
- Recipient: Wisconsin Distinguished Graduate Fellowship, First Place- Deloitte MBA Supply Chain Case Competition Round 1, Luxury Products Group Scholarship 2020
- Certification: Lean Six Sigma Yellow Belt, Graduate Certificate in Entrepreneurship, Graduate Certificate in Business Analytics
- Research: Focus on the promotion of strategic local food purchasing and distribution among Wisconsin's universities.
- Study Abroad: University of Stavanger, Stavanger, Norway. 2020.
- Teaching Assistant: Teach three sections of undergraduate business students enrolled in Operations and Technology Management 300. Other duties include grading, holding office hours, and proctoring exams.

Washington State University, Pullman, WA 2013 – 2016

Bachelor of Arts in Business Administration, Bachelor of Arts in Music

- Majors: Marketing & Music
- Recipient: Cum Laude, President's Honor Roll, Regents Scholar, First Place- Robert W. Richardson Scholarship Competition, Washington-Idaho Symphony String Scholarship, Washington State University Undergraduate String Quartet Scholarship
- Study Abroad: Institute For American Universities, Valencia, Spain

PROFESSIONAL EXPERIENCE

KIE Supply Corporation, Kennewick, WA 01/24 – Present

Executive Vice President

- Responsible for setting and managing company's comprehensive strategic direction, vision, and day-to-day operations.
- Works with management to set individual and collective goals aligned with overall company goals, and develop and execute plans to achieve desired results.
- Identifies areas for process improvement and leads initiatives to enhance operational performance.
- Develops and manages budgets for various departments, and implements cost control measures intended to optimize resource allocation.
- Monitors and analyzes KPIs to provide data-driven insights and recommendations in support of executive decisions.
- Handles official communication on behalf of the company, signs official documents, and makes legally binding decisions.

KIE Supply Corporation, Kennewick, WA 05/21 – 01/24

Vice President

- Responsible for managing company's comprehensive strategic direction and day-to-day operations.
- Provides support and direction to employees across the organization, consistent with the company's goals, objectives, policies, and future needs.
- Assists in managing the company's finances, identifying ways to increase revenue and decrease costs, preparing and analyzing various financial reports and metrics, and maintaining communication and coordination with our banks.
- Plans and implements processes, technology, and activities aimed to improve company-wide performance and productivity.

KIE Supply Corporation, Kennewick, WA 05/20 – 08/20

Executive Intern

- Ensured company was in full compliance with the rapidly changing local, state, and federal COVID-19 regulations.
- Emphasis on supporting 100 employees through the pandemic, and ensuring they were as safe as possible while working. Included sourcing and distribution of PPE, modifying standard processes to limit exposure, creation of an Infectious Disease Policy, and tracking and communication with numerous employees who were diagnosed with and/or exposed to COVID-19.
- Interviewed and hired 18 new employees, and led them through onboarding, policy, and insurance sessions.
- Thoroughly reviewed, revised, and redistributed 120+ page company Handbook and Policy Book.

KIE Supply Corporation, Kennewick, WA 04/17 – 08/19

Enterprise Resource Planning (ERP) System Transition Lead

- Led the company through an ERP system transition, from initial inquiry stages through go-live. Charged with continued maintenance and improvements in company-wide ERP administration.
- Spearheaded the extensive cleanup, testing, and migration of 28 years of dirty data, resulting in the reduction of 10,000+ duplicate, inconsistent, or outdated vendor, product, and customer master files.
- Configured and provided continuous support for over 600 master settings and 250 security-driven access levels, resulting in organization-wide role-based access control.
- Developed and delivered over 50 hours of instructor-led and interactive training sessions for over 100 employees spread across seven departmental disciplines.
- Established best practices for each department, and created over 80 Standard Operating Procedures (SOPs) for the new system, now used for the training and process standardization of over 100 employees, and the onboarding of all new hires.

KIE Supply Corporation, Kennewick, WA**12/16 - 08/19***Marketing Director*

- Represented KIE at national buy-group meetings, negotiated with over 330 vendors annually, resulting in various benefits including improved shipping programs, rebate structures, and pricing structures.
- Coordinated and reported over \$850,000 of specified sales data to state-funded environmental rebate programs, increasing profitability by over \$180,000.
- Coordinated and reported over \$300,000 of specified sales data to vendor rebate programs, leading to \$20,000 in customer direct rebates.
- Planned and headed execution of tactically revised company-wide physical inventory, resulting in record \$4.29 million worth of product inventoried in less than eight hours, across six warehouses.

KIE Supply Corporation, Kennewick, WA**08/10 - 11/16***Corporate Administrative Assistant*

- Cross-trained in Accounts Receivable, Accounts Payable, Cash Clerk, Human Resources, Purchasing, Sales, and Warehousing.
- Created over 75 SOPs for the legacy system, used for continued onboarding, cross training, and process standardization.

BOARD OF DIRECTORS

- Luxury Products Group LLC **2024 - Present**
- Kennewick Industrial & Electrical Supply Inc., dba KIE Supply Corporation **2020 - Present**

MEMBERSHIPS/ASSOCIATIONS

- Kawanis International Young Professionals Service Organization **2024 - Present**
- American Supply Association (ASA) Women In Industry **2015 - Present**
- National Association of Electrical Distributors (NAED) Women In Industry **2015 - Present**

MEMORANDUM

DATE: September 17, 2024

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

FROM: Cynthia N. Garcia, Executive Director

SUBJECT: 2024-2025 October Board Elections

BFWDC Board of Directors,

With our annual board elections approaching on Tuesday, October 29, I wanted to take a moment to highlight the importance of this request and the officers up for election.

The election of officers is a key element of our governance process, as detailed in ARTICLE VII of our bylaws. Your involvement in this process is crucial, and we encourage you to engage in these important decisions that shape the future of our organization-

Article VII | Officers

7.1 Number: The officers of the corporation shall be a Chairman, Past Chairman, Vice-Chairman representing each standing committee, Treasurer, and Secretary. BFWDC staff may fill the role of Secretary when necessary. Other officers and assistant officers, as deemed necessary, may be elected or appointed by the Board of Directors.

7.2 Election and Term of Office: The officers of the corporation shall be elected annually by the Board at the October full board meeting. If the election of officers is not held at such meeting, it shall be held as soon thereafter as a Board meeting conveniently may be held. Unless an officer dies, resigns, or is removed, each officer shall hold office until the next annual meeting of the board or until their successor is elected. All officers must be a member of the board in good standing.

If you're interested in running for one of the upcoming board positions, we would love to hear from you! Please submit your nomination by the end of the day on Monday, October 28. You can do so easily by replying to this email at cgarcia@bf-wdc.org or by calling us at 509-734-5986.

Following a thorough review, the recommended slate of candidates will be shared with our current board members. The final step in the process will be the official election, where board members will cast their votes during our annual board meeting in October.

Pending candidates for the board positions are as follows:

- ◆ Board of Directors Chair: Todd Samuel

- ◆ Vice Chair: Adolfo de Leon
- ◆ Board of Directors Treasurer: Todd Samuel
- ◆ Board of Directors Secretary: Lynn Ramos-Braswell

I encourage all board members to participate actively in this process, as your engagement and commitment are crucial for the continued success of our organization.

Thank you for your attention to this matter. Should you have any questions or require further information, please do not hesitate to contact me directly. We appreciate your interest and look forward to your participation!

Sincerely,

Cynthia N. Garcia



Cynthia N. Garcia, CWDP

(she, her, hers)

Executive Director/EO Officer

P. 509.734.5986

E. cgarcia@bf-wdc.org

www.bentonfranklinwdc.com



“Board Buddy” Program

What is the purpose of board buddies?

Board buddies play a crucial role in *fostering a welcoming and supportive environment* for new board members. By *servicing as mentors*, they not only help new members navigate the intricacies of the board but also promote learning and organizational integration. Their guidance is instrumental in ensuring that new members feel *confident, informed, and empowered* to contribute effectively from the start.

What is the goal of board buddies?

The BFWDC staff created the mentoring program to make new members feel welcome, connected to their fellow members, and invested in the mission of our organization.

Recommendations for board buddies:

- Meet before the new member’s first board meeting.
 - Meet in person to get to know one another.
- Help the new member know what to expect at the first board meeting (including what to wear - business casual), how the meeting flows (reviewing the meeting agenda and associated meeting information package before attending the meeting), any practices that may be unique (speaking once recognized by the meeting chair) and letting the meeting secretary know if you will not be able to attend the meeting or if you will be participating remotely with Board Meetings typically lasting 1 hour.
 - Use this as a time to gather information to utilize when introducing the new board member at their first meeting (this should be more than getting a copy of their bio).
- Sit next to each other at board meetings.
 - If the mentor sits next to the new board member, they can act as a coach - quietly providing additional background information, translating terms and acronyms, and helping them navigate board materials.
- Follow-up between meetings.
 - Debriefing after meetings is especially important for new board members who may be looking for some additional information, a bit of history, or the perspective that a long-time board member can bring. This is especially important if they miss a meeting. Participation and perspective are important for the health and effectiveness of the board.

Ultimately, the mentor should be the go-to peer to answer questions, bounce ideas from, and help explain organizational practices and history.

Mentoring Do’s and Don’ts

DO establish points of connection early in the relationship.

DO set a regular contact schedule.

DO be understanding and flexible.

DO identify and utilize multiple venues for communication.

DO check regularly on the effectiveness of communication.

DO be sensitive to the day-to-day needs of your buddy.

DO talk about the effectiveness of the mentoring process.

DON’T assume because you serve together that you know each other.

DON’T rely on face-to-face interaction alone.

DON’T assume that the messages you are sending are being received or understood.

DON’T forget to evaluate learning progress.

DON’T forget to find out what else is on your buddy’s plate.

Sources: BoardSource, Starboard Leadership Consulting, Joan Garr Consulting, Jurassic Parliament

Updated 09.03.24

2024

**Board of Directors
RECRUITMENT**

Join Us on the BFWDC Board of Directors!

Dear Esteemed Community Member,

We are thrilled to extend an invitation for you to apply for a board position with the Benton-Franklin Workforce Development Council (BFWDC). As a key player in workforce development within the bi-county area of Benton and Franklin Counties, BFWDC is at the forefront of creating a pipeline of skilled and talented workers to meet the needs of local employers.

Our Board of Directors plays a crucial role in overseeing the operations of our \$3 million+ organization and driving strategic initiatives. We believe in the power of partnership and collective impact as the only way to tackle the significant workforce challenges of our region. As we continue to evolve into a regional, strategically focused, demand-driven system, we need dedicated individuals like you.

If you are a business, labor, or community member who cares deeply about workforce development and recognizes its connection to regional prosperity, we invite you to dedicate your time and energy to our mission. Learn more about BFWDC at www.bentonfranklinwdc.com.

Please review the enclosed materials and feel free to call the BFWDC office at 509-734-5986 if you have any questions. Your attention and contribution to this effort are vitally important to the prosperity of our communities and the vitality of our local economies.

We look forward to potentially welcoming you to our team!

Sincerely,

Cynthia N. Garcia,
BFWDC Executive Director

Todd Samuel,
Elected Council Chair

Will McKay,
Benton County Commissioner

Clint Didier,
Franklin County Commissioner

Our Benton-Franklin Workforce Region:

Benton-Franklin Workforce Development Council

Workforce Development Area Name and Number:

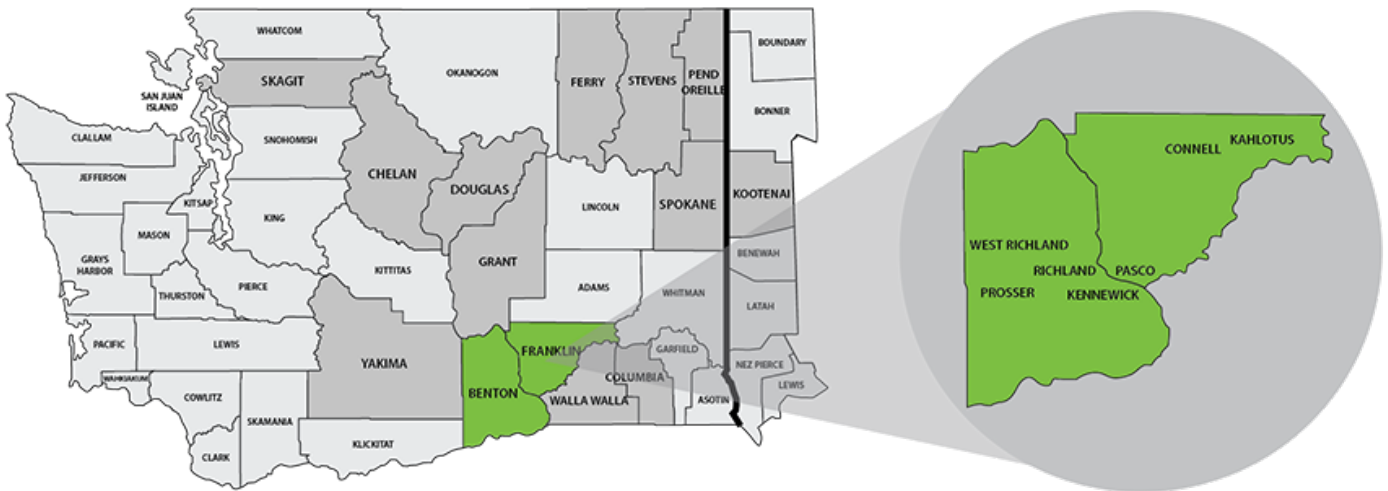
Benton-Franklin Workforce Development Council (WDA11)

County or Counties Comprising Service Delivery Area:

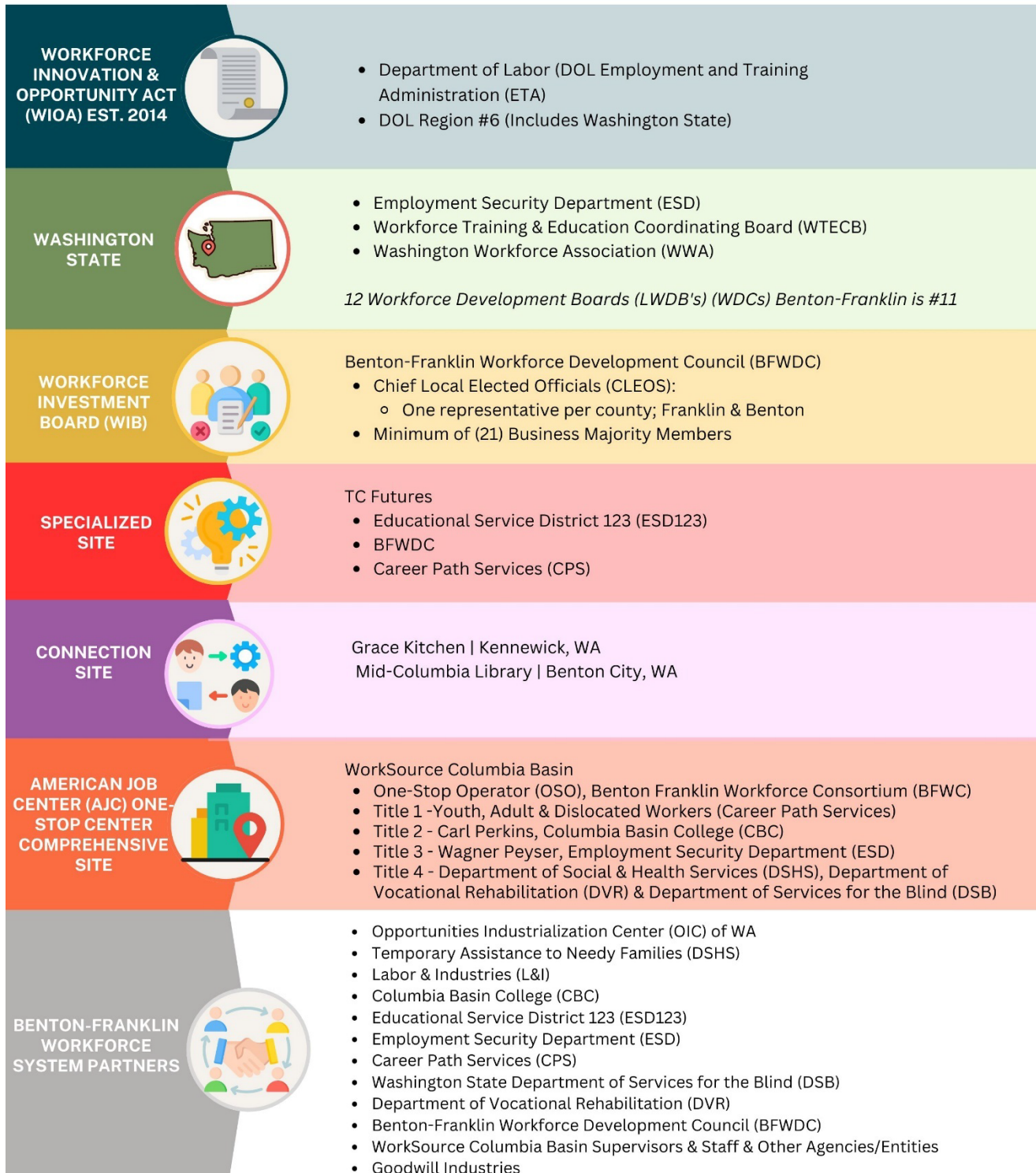
Benton and Franklin Counties

Fiscal Agent/Entity Responsible for the Disbursal of Grant Funds:

Benton-Franklin Workforce Development Council



Benton-Franklin Workforce System



Our Benton-Franklin Workforce Development Council (BFWDC) – At a Glance

At the Benton-Franklin Workforce Development Council (BFWDC), we're passionate about developing our local workforce. We work with leaders across our community to identify areas where our labor market needs a boost. By teaming up with employers, schools, and community organizations, we create programs to enhance the skills and employability of our local workforce.



A strong workforce is vital for Washington's future success, so we've set up a system that efficiently meets the needs of our community and economy. Through strategic partnerships and innovative solutions, we're grooming skilled workers to fulfill the needs of local employers and the industries of the future. Our employment services help job seekers explore career paths, update their skills, and undergo work-related training to increase their employability, retention, and long-term earning potential.

In 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law. This big change aims to streamline the workforce training and employment system, providing businesses with highly skilled workers and boosting economic success for individuals and our communities. Locally, BFWDC powers its programs with WIOA funding.

The WIOA core programs under Section 102(a) of WIOA:



- WIOA Title I (Adult, Dislocated Worker, Youth) administered by the Department of Labor (DOL),
- WIOA Title II (Adult Education and Literacy) administered by the Department of Education,
- WIOA Title III (Wagner-Peyser) administered by the Department of Labor and;
- Title IV (Rehabilitation) is administered by the Department of Education.

Workforce Development System Roles and Relationships

Washington State's workforce development system is a coordinated network of services, programs, and investments aimed at enhancing the skills of the state's workforce. The system is dedicated to producing the skilled workforce necessary for industry and business, as well as assisting job seekers in overcoming employment barriers. Services for job seekers and businesses are provided locally at One-Stop Sites (WorkSource Columbia Basin (WSCB) and TC Futures), serving as important hubs for fostering community prosperity, one business and job seeker at a time.

WorkSource Columbia Basin | One-Stop Site

One-stop sites serve as gateways to our state's workforce system, providing a wide range of career services and resources to help individuals develop the skills needed for great jobs and to assist businesses in finding the right talent for continued growth. The focus is on collaboration and working together to ensure that everyone receives the support they require. While each region in our state may be unique, we are all working towards establishing a system that offers excellent services for both job seekers and businesses. WorkSource is the primary location for easily finding and applying for jobs, as well as connecting to WorkSource Services. WorkSource Columbia Basin also provides contact information and links to other services with distinct application processes.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners are committed to sharing common goals and collaborating to create a one-stop delivery system that prioritizes customer satisfaction, optimizes resources, and constantly seeks opportunities for improvement.

Integrated Service Delivery Snapshot

Integrated Service Delivery is a method of service delivery within the WorkSource system. The approach braids relevant resources and services of all WorkSource partners together to seamlessly address the training and employment needs of customers in an individualized and personal way—both job seekers and businesses alike.

Key Components

- Organization of staff around functions/customer needs
- Functional leadership/supervision to support functional teams
- Co-enrollment of customers
- Continuous quality improvement based on customer data/feedback
- Providing services where the customers are (i.e. Resource Room or In-Community)

How It Works

Staff experience the impact of Integrated Service Delivery directly in their daily workflow and in each interaction with customers.

For example:

- Customers (jobseekers and employers) and their needs are at the forefront
- *Every customer is everyone's customer*
- Staff development and training to support the transition to new roles under functional teams
- Meeting customers where they are physically (in the lab/resource room) and in the career development process
- Serving as navigators to ensure customers access services they need from various partners
- Outreach to jobseekers in the community and providing services in the community

Customers experience the impact of *Integrated Service Delivery* from their first “hello” or interaction.

For example, under Integrated Service Delivery, customers will experience:

- Experience “value-added” interaction during each visit (including their first)
- Seamless transition between staff, programs, and/or services
- “No Wrong Door”

WORKSOURCE COLUMBIA BASIN MENU OF SERVICES

Connecting businesses to job seekers, as a proud partner of the American Job center Network under Washington state's WorkSource brand. Services are offered at no cost to businesses and job seekers through a network of locations and partners.

JOB SEEKERS

JOB SEARCH

- Workshops
- Résumé assistance
- Interview preparation
- Networking
- One-on-one support
- Job search/Job match: WorkSourceWA.com

CAREER PLANNING & TRAINING

- Counseling, coaching, and assessment tools
- Labor market and wage information
- Career exploration
- GED® preparation
- Training, certification, and apprenticeship opportunities

RESOURCES

- Referrals to healthcare, housing, transportation and food assistance
- Veteran services
- Translation or interpretation services

HIRING EVENTS

- Job fairs
- Employer hiring events
- Mock interviews
- Employer panels

TECHNOLOGY

- Computers, internet access, copiers, printers, telephones and faxes
- Americans with Disabilities Act (ADA) accessible

BUSINESS

RECRUITMENT ASSISTANCE

HIRING EVENTS

WORKER TRAINING RESOURCES

LAYOFF AVERSION & ASSISTANCE

LABOR MARKET DATA & FORECASTS

TAX INCENTIVE ASSISTANCE

Call us at 509-734-5900 option 7

Visit WorkSourceWA.com to set up a job seeker or business account and to view a calendar of events.



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 \(bentonfranklinwdc.com\)](http://Stevens Amendment | Benton-Franklin WDC (bentonfranklinwdc.com))

Our WorkSource Columbia Basin Partners

Benton Franklin Workforce Development Council
(BFWDC):

Cynthia N. Garcia
Executive Director

Benton Franklin Workforce Consortium
(BFWC):

Career Path Services (CPS)	Columbia Basin College (CBC)	Employment Security Department (ESD)	DSHS-Division of Vocational Rehabilitation (DVR)
Andy Dwonch	Keri Lobdell	John Dickson	Jessica Rusch

WSCB Day to Day Leadership Team:

Crystal Bright
WS System Coordinator

Rebecca Williamson
ESD Administrator

Heather Woodruff
CPS Program Operator

WSCB Partners:

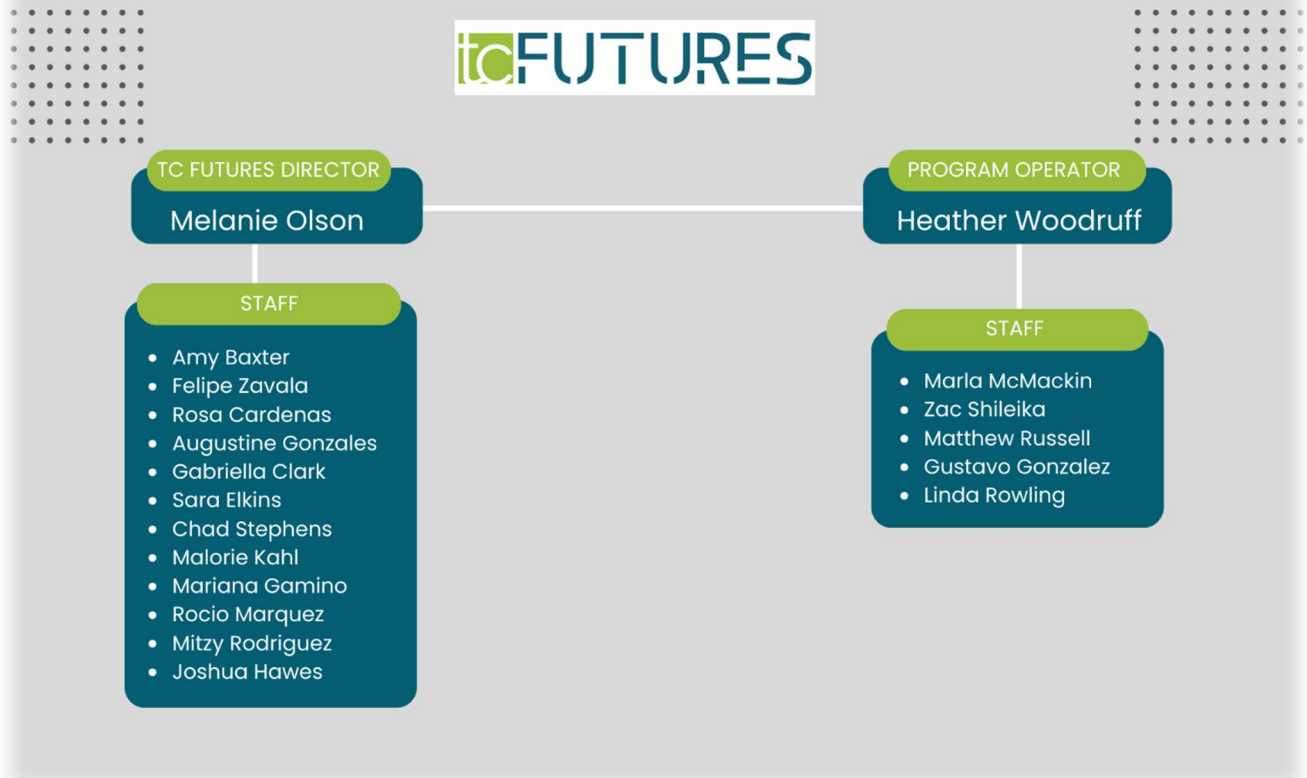
Career Path Services (CPS)	Columbia Basin College (CBC)	Employment Security Department (ESD)	Department of Services for the Blind (DSB)	DSHS: Division of Vocational Rehabilitation (DVR)	DSHS	Labor and Industries (L&I)	Opportunities Industrialization Center (OIC)
Ric Valdez, Chante Lucas	Scott Koopman	Mari Dominguez, Brooke Menter	Tina Ailinger	Jessica Rusch	Adolfo de Leon	Mindy Jackson	Israel Delamora

WSCB Customer Service Staff

TC Futures

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

ORGANIZATION STRUCTURE



What We (TC Futures) Do

At TC Futures, we provide exceptional support for youth and young adults ages 16-24. We inspire and empower through a collaborative experience, with the hope that all will grow, find purpose, and become their best self. If you require a service we do not provide, we have amazing partners we would love to connect you with.

Eligibility Checklist:

- ✓ 16-24 years old
- ✓ No diploma or GED
- ✓ Parent/Pregnant
- ✓ Foster System
- ✓ Disability
- ✓ Homeless
- ✓ Court history
- ✓ Unemployed
- ✓ Low income

For many of our customers, education is needed to help them move on to their next step. Our individualized learning approach allows customers to develop the best possible learning plan for their needs. TC Futures Case Managers provide one-on-one support and help customers set goals that will help them pass all four subject areas promptly. Benefits of the program include the following:

- TC Futures uses an online platform that can be used at the TC Futures Center or from a personal computer at home.
- The online platform uses an assessment to determine what areas you already know so that you aren't spending time in subject areas in which you are already proficient.
- The online platform monitors your progress so that you know when you are ready to take your tests.
- You can focus on one subject area at a time, rather than trying to learn all areas simultaneously.
- You decide what days and times work best for you. We are open from 9 AM to 5 PM, Monday through Friday.
- TC Futures is a Pearson GED Testing site, which means you can take the GED test on-site when ready.

TC Futures GED program supports youth ages 16-24 to obtain their GEDs with an online program accessible 24/7. Our program helps students build the skills necessary to pass each GED subject test, and we pay for our students' testing fees. Our GED students also have access to our center Monday-Friday from 9 AM to 5 PM, where we provide laptops, headphones, and a comfortable work environment with a supportive staff. Students can work according to their schedules, and our center allows for individualized and independent study. Each student has a case manager who checks in with them regularly and helps guide them through the GED process as well as helping plan for their post-GED goals.

The Youth Program assists participants with labor market analysis and work readiness. They assist participants with assessing skills and abilities, resume preparation, job search, and interview techniques to help them obtain sustainable employment. Youth Program Case Managers partner with businesses and employers to offer enhanced features and benefits to both participants and employers with the following:

- **Work Experiences:** Paid and unpaid internships to enhance work experience that could lead to sustainable employment.
- **On-the-Job Training:** Employment placement with reimbursement benefits to the employer.

Youth Apprenticeships

Apprenticeships combine a full-time job with training and prepare workers to enter in-demand careers such as construction, manufacturing, information technology, and more. Apprenticeships provide affordable pathways to high-paying jobs and careers without the typical student debt associated with college. Finding an apprenticeship pathway can be complicated - let us help!

The right training and certification can make all the difference when it comes to finding employment. Our Youth Program Case Managers work with our customers to ensure that they receive the necessary training that will set them apart from the rest.

BFWDC Mission, Vision, & Values

Mission Statement | Benton-Franklin Workforce Development Council (BFWDC) promotes a prosperous community by providing a progressive workforce system. We are dedicated to ensuring that the needs of employers, adult, and youth job seekers are met through collaborating with regional partners, understanding and adapting to the changing needs of our region, and providing leadership in workforce development.

Vision Statement| BFWDC contributes to our prosperous region by elevating the human potential. BFWDC will provide leadership to advancing the region’s economy by helping prepare and connect employers and job seekers through WSCB and TC Futures.

BFWDC Board Goals and Objectives | 2024-2028

Goals, Objectives, and Strategies

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.

**Job quality framework is a blueprint of actionable, detailed strategies for companies to improve their jobs and work conditions.*

Objective 3: Identify skill 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.

**(In-School Youth- 14-21 years) (Out of School Youth- 16-24 years)*

Objective 1: Empower the next generation by expanding near-peer* youth opportunities and awareness of workforce programs offered.

** A Near Peer is an individual who has recently gone through an experience that someone will now or soon be facing.*

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.

*ALICE: Asset Limited, Income Constrained, Employed — earning more than the Federal Poverty Level, but not enough to afford the basics where they live.

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.

To Support the Achievement of our Goals & Objectives, the BFWDC will:

- ✓ Encourage the planning and integration of services across multiple programs to achieve successful and impactful results for our employers and job seekers.
- ✓ Promote individual partner goals as goals of the collective to enable the creation of strategies that support our workforce system and thereby enhance the performance of each partner.
- ✓ Provide guidance and leadership in maintaining an environment that enables the delivery of quality services to employers and job seekers.
- ✓ Diversify our funding sources to enable the increased provision of employer and jobseeker services to our region.
- ✓ Market the services and resources available at WSCB and TC Futures to the community.
- ✓ Recruit diverse, community-minded board members who can, through the contribution of their strengths, expertise, lived experience, and network/relationships, enhance the BFWDC's regional impact.

Recruitment Overview, Procedures, & Timeline

The members of the Board that represent BFWDC industry sectors are individuals with optimum policy-making authority within the businesses, organizations, agencies, and other entities. They shall represent diverse geographic areas within the local area.

Composition

The Board should mainly consist of representatives from both large and small businesses within the local area. This may involve private sector employers such as trade/industry representatives, EDCs, and chambers. A minimum of 21 members is required. These individuals represent businesses, including small enterprises, that offer employment opportunities with high-quality, job-relevant training and development in sought-after industry sectors or occupations within the local community.

Additional regional representatives are appointed based on specific expertise needed to fulfill the goals of the Workforce Innovation and Opportunity Act, address local requirements, and encompass professionals assisting individuals facing employment barriers and/or eligible youth.

Nomination

All appointments will be made by the BFWDC. Nominations shall be received from:

Business Representatives Of Each County (Benton and Franklin) (Majority)

Recommended by the board following nomination and consultation with local business organizations and business trade associations.

Organized Labor

Nominated by Local Labor Federations and Organizations

Apprenticeship

Nominated by Local Labor Federations and Organizations

State Employment Services

Nominated by the Employment Security Department Commissioner

Disabilities-based Employment/Training

Nominated by the Department of Vocational Rehabilitation Director

Adult Education and Literacy

Nominated by Local Adult and Basic Education Contractors

Postsecondary Higher Education

Nominated by Post-Secondary Presidents

K-12 Education - Pending

Nominated by Office of the Superintendent of Public Instruction, Education Service District 123, Superintendents Association, Principals Association

Department of Social and Health Services Economic Services Administration

Nominated by DSHS Economic Services Assistant Secretary.

Community-based organizations and/or Tribes whose workforce mission aligns

Nominations are open from all of the above nominators and community-based organizations that serve the specialized populations and expertise desired by the Board and Council

All nominations are received by the BFWDC WDC staff, appointed by the WDC Chair, or by the Executive Director, as the Board Chair directs. All nominations will be forwarded for consideration and appointment, as agreed by the Council.

Board Member Job Description

The Workforce Development Council (WDC) functions as the expert and leading authority in workforce development for the region. Comprised of labor, business, and community leaders, the WDC is dedicated to fostering community prosperity. The council's primary focus is to address and resolve workforce-related issues by uniting essential resources to promote prosperity among local businesses, industries, and residents. Through strategic planning and resource allocation, the WDC works towards advancing the region's economy. By collecting and sharing labor market information and employment requirements, establishing a collaborative network of workforce development partners, and facilitating discussions among businesses and training providers, the WDC aims to tackle workforce challenges effectively. Additionally, the WDC oversees the local network of America's Job Centers, known as WorkSource in Washington State. Board Members are appointed by the BFWDC and report to the Board Chair upon request.

Avoid conflicts of interest. If a conflict on a particular issue is unavoidable, disclose the conflict and follow Board policies to remove oneself from discussion and/or vote on that issue.

Understand and observe the respective roles of the WDC, Board staff, the One-Stop Operator, service providers, and the Chief Elected Officials.

Board meetings focus on policy elements, operating at the 30,000-foot level, not on the staff level details.

A complete description of duties and responsibilities can be provided upon request.

Time Requirements

The Board meets quarterly with meetings normally lasting one-two hours. To accommodate schedules and the travel distances of our region participation through online or teleconference meetings is encouraged.

Committees generally meet monthly, with some variance upon needs as determined by the Chair, specific projects, and desired deliverables.

Members are encouraged to perform ambassador duties as part of their regular job functions and through existing professional networks.

Individuals are appointed to three-year terms, as designated by the BFWDC Council.

Board Committee Work Pursuant to the Federal Workforce Innovation and Opportunity Act H.R. 803: the Board may designate and direct the activities of standing committees to provide information and to assist

the local Board in carrying out required activities. All standing committees shall be chaired by a member of the Board and may include other members of the Board, and other interested community stakeholders and subject matter experts appointed by the Board. Committees and Taskforces must be chartered and accepted by a vote of the full Board.

BFWDC Committees and Taskforces:

The Executive Committee is comprised of the WDC Board Chair, Incoming Chair, Vice Chair, Secretary/Treasurer, Immediate Past Chair, and chairs of all Taskforces and assigned Committees.

Qualifications

Desire to make a positive contribution to the regional economy by helping shape a workforce development system that meets the needs of employers and individuals.

Willing to devote time and talent to work with other Board members, staff, businesses, public officials, and public and private sector partner organizations to achieve BFWDC's mission to enhance the quality of the workforce.

Demonstrated team player committed to creating and contributing to a positive environment.

Employed as a senior-level decision-maker in your organization and willing to think about the region as a whole--not just the interest of your business and organization.

Conducts oneself with the highest levels of professionalism as a thought leader and visionary, respected in their communities

A community-minded individual with demonstrated interest and capacity to enhance and expand the credibility of the workforce system and its partnerships.

Business Representatives

Represent all sizes of business and industry with adequate employees to understand labor force needs/issues;

Clearly understand the need for a well-trained workforce and the workforce skills needed by 21st-century employees;

Stand ready to represent a whole industry (cluster/sector), with credibility, knowledge, and experience in that sector/cluster and to speak to regional industry trends and needs.

Expectations

- Attend 75% of scheduled Board and assigned committee meetings.
- Join and actively participate in at least one standing committee of the Board.
- Notify the Board chair or the executive director when you are unable to attend meetings.
- Act as an ambassador of the workforce system in community and business groups in which you are involved.
- Utilize, to the greatest extent possible, the business and partner resources of the local WorkSource center and Connection sites, TC Futures.

- Educate yourself and remain updated on current and contemporary workforce issues and BFWDC activities.
- Be prepared for Board meetings by staying informed about Board matters, and reviewing materials sent in advance of the meetings.
- Get to know and respect other Board members, building collegial relationships that contribute to effective decision-making.
- Act and vote on behalf of the long-term interests of the regional labor force, employers, and the community and not in the interest of a single constituency.
- Avoid conflicts of interest. If a conflict on a particular issue is unavoidable, disclose the conflict and follow Board policies to remove oneself from discussion and/or vote on that issue.
- Understand and observe the respective roles of the WDC, Board staff, the One-Stop Operator, service providers, and the Chief Elected Officials.
- During Board meetings focus on policy elements, operating at the 30,000-foot level, not in the staff level details.

A complete description of duties and responsibilities can be provided upon request.

Code of Conduct & Conflict of Interest

The Workforce Innovation and Opportunity Act, Section 107(h) Conflict of Interest states that a member of a local Board, or a member of a standing committee, **may not:**

- ⊗ Vote on a matter under consideration by the local Board;
- ⊗ regarding the provision of services by such member (or by an entity that such member represents); or
- ⊗ that would provide direct financial benefit to such a member or the immediate family of such member; or
- ⊗ Engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

Code of Conduct: [Link](#)

Conflict of Interest Policy: [Link](#)

Board Member Application & Process

- Nominee completes board member application
- Include a brief biography of the nominee and address the nominee's skills, background, and interest in serving on the board.

The nominator or nominee sends the complete application (application and biography) to: admin@bf-wdc.org.

Email Subject: BFWDC Board Member Nomination

Board Member Application

Contact information

First Name:		Last Name:	
Address:			
City:		County:	
		Zip:	
Email:		Phone:	
Employer:		Position Title:	

Representation

<input type="checkbox"/>	Business/Private Industry:			
<input type="checkbox"/>	County:		Sector:	
			Number of Employees:	
<input type="checkbox"/>	Organized Labor:			
<input type="checkbox"/>	Apprenticeship:			
<input type="checkbox"/>	State Employment Services:			
<input type="checkbox"/>	Disability-Based Employment/Training:			
<input type="checkbox"/>	Adult Education and Literacy:			
<input type="checkbox"/>	Post-Secondary Higher Education:			
<input type="checkbox"/>	K-12 Education:			
<input type="checkbox"/>	DSHS-Economic Services Administration:			
<input type="checkbox"/>	Community-Based Organization:			
<input type="checkbox"/>	Tribal Entity:			

Questions

1. What do you think are the key Benton-Franklin regional workforce issues facing employers and job seekers?

2. What interests you about the Benton-Franklin Workforce Development Council? Which aspects of workforce development interest you the most?

3. What skills, connections, resources, and expertise do you have to offer and are willing to use on behalf of the Benton-Franklin Workforce Development Council and its employer and job-seeking customers?

Nominee Signature

Signature

Date

Thank you for expressing your interest in serving on the Benton-Franklin Workforce Development Council!

Your dedication to making a positive impact on our community is truly commendable. The council greatly appreciates your willingness to contribute your time and expertise to furthering our mission.

We will keep you informed about the next steps in the selection process. Please feel free to reach out if you have any questions in the meantime.

Thank you once again for your commitment and interest in serving on the council.

Benton-Franklin WDC

Board Orientation Checklist

The purpose of this board orientation checklist is to help new board members understand roles and responsibilities and to integrate smoothly into our organization. This checklist will ensure that new board members are familiar with our organization's history, values, and governance practices.

Please ensure that your orientation checklist is completed **within 30 days** of onboarding.

Opening/Intro – Executive Director

- Details of the orientation & required timeline
- Welcome letter
- Meet the Team – Organizational Chart
 - Executive Director
 - Fiscal Director
 - Program Director
 - Compliance Coordinator
 - Administrative Coordinator

Planning and the Future – Executive Director

- Mission, Vision and Core Values
- 2024-2028 Strategic plan- Goals and Objectives
- History of the organization and key milestones
- WorkSource Columbia Basin organizational chart
- TC Futures Comprehensive Site – organizational chart
- Connection Sites- Grace Kitchen, Mid-Columbia Library Benton-City
- Key Policies and Access for Review
- Board meetings, structure, norms, committees, times, and key events in the next year
- Board roles and responsibilities (Attendance, conflicts of interest, fundraising) and what the organization provides in return (transparency in the financials, and access to staff support when appropriate.)

Administrative – Administrative Coordinator

- Board Buddy | Mentor Program
- Board schedule of meetings/committees
- Communications plan and communications policy
- Business Continuity Plan
- Board Portal and Access
- BFWDC Website

Roles and Expectations of the Board – Board Chair

- Board member job description
- Roles and Responsibilities
 - WDC and the board will identify the needs of the local job market
 - Advocate on issues and for programs related to workforce development

- Support expansion and development of talent in our local workforce
 - Provide input and feedback on initiatives and strategic planning
 - Engage in partnerships for operationalizing programs and services
 - Sponsor events
 - Facilitate new partnerships with businesses, industry, and workforce sectors
- Explanation of the roles of officers and committee chairs.
 - Executive Committee authority
 - Code of conduct | Conflict of Interest
 - Role of boards - refer to Strategic Governance Plan
 - Board candidate nomination form
 - Procedures for all officers (how they interact and operate together)
 - Procedures for committees (minutes, agendas, and communication with Chair)

Critical Documents – Executive & Fiscal Director

- Bylaws and amendments
- Articles of incorporation (how to access this document.)
- IRS letter granting tax-exempt status
- Minutes from prior meetings
- Insurance coverage explained
- Any board policies that are not in the bylaws
- Overview of conflicts of interest and no self-dealing

Programs and Compliance – Jessie Cardwell | Gabby Torres

- Program descriptions
- Program activities and accomplishments
- Talking points about barriers BFWDC faces (unrestricted funding)

Finances – Fiscal Director

- Current fiscal year budget-to-actuals and the most recent balance and income statement
- The most recent audit (with management letter)
- Program Year Budget
- End-of-year financial statements for 3 years
- Investment policy and investment update
- Rainy day policy (if applicable)

Other Considerations

- Tour of center locations
 - Benton-Franklin Workforce Development Council - Kennewick
 - WorkSource Columbia Basin - Kennewick
 - TC Futures - Kennewick
 - Grace Kitchen - Pasco
 - MCL – Benton City





Program Year 2024 Board of Directors Calendar

July '24						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August '24						
Su	M	Tu	W	Th	F	Sa
				1	2	3
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September '24						
Su	M	Tu	W	Th	F	Sa
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					


 Executive Committee: Last Tuesday of each month (except December) at 4:00 p.m. *Executive Committee meets at 3:00 p.m. on Quarterly Board Meeting dates*


 Board of Directors Meeting: Last Tuesday of July, October, January, and April at 4:00 p.m.


October '24						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
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27	28	29	30	31		

November '24						
Su	M	Tu	W	Th	F	Sa
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December '24						
Su	M	Tu	W	Th	F	Sa
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22	23	24	25	26	27	28
29	30	31				

 WorkSource Columbia Basin Tour: Third Thursday of January and July at 4:00 p.m.


 TC Futures Tour: Last Tuesday of October and April at 3:00 p.m.

 Program Year 2024 Board Retreat

January '25						
Su	M	Tu	W	Th	F	Sa
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February '25						
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March '25						
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23	24	25	26	27	28	29
30	31					

-  Observed Holidays and Closure
- 07/04/24 Independence Day
 - 09/02/24 Labor Day
 - 11/11/24 Veterans Day
 - 11/28/24 Thanksgiving Day
 - 11/29/2024 Day after Thanksgiving
 - 12/24/24 Christmas Eve
 - 12/25/24 Christmas Day
 - 01/01/25 New Year's Day
 - 01/20/25 Martin Luther King Jr. Day
 - 02/17/25 President's Day
 - 05/26/25 Memorial Day
 - 06/19/25 Juneteenth

April '25						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
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13	14	15	16	17	18	19
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27	28	29	30			

May '25						
Su	M	Tu	W	Th	F	Sa
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

June '25						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

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

August 2024

Open Doors Monthly Data

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

New Building

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

Upcoming Events

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

Summer LEAD Program – Spotlight on Leadership Academy

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



Out of School Youth (OSY) – Success Story

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

Meet the Staff

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



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



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



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



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



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WorkSource Operator Report

Benton Franklin Workforce Consortium

August 2024

August Highlights:

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

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

[Follow us on LinkedIn](#)

WorkSource Site Operations:

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

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

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August 2024 Customer Feedback:

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

Service Delivery

Career Services:

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

Business Solutions:

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

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

Community & Partner Connections:

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



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Staff Training & Development:

Training/Development Attended:

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

Upcoming Training/All Staff Meetings:

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

Facilities:

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

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