



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

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

### Call to Order

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

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

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

### Consent Agenda

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

#### Approval of Board Minutes

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

#### Funding

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

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

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

### April Board of Directors Meeting Summary

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

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

## Action Items

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

## Benton-Franklin Strategic Plan 2024-2028

Strategic plan and partnerships for workforce development.

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

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

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

## Fiscal Director Report Out

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

## One-Stop Certification Determination

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

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

The BFWDC Board of Directors recognizes the hard work staff are doing and the progress that is continuing towards being the recognized provider of choice in our region for Employer and Job Seeker services. The BFWDC Board granted a three-year certification to WorkSource Columbia Basin (2024-2027). The board was encouraged to

consider serving on the recertification committee in the future, as it is a valuable way to learn about the operations and services provided by WorkSource.

#### Board of Directors Member Nomination

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

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

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

#### Board Member Re-Appointment

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

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

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

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

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

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

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

#### Board Member Resignation

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

#### Board Member Diversity and Recruitment Initiatives and Recommendations for Member Nominations

The BFWDC is now seeking to fill three open positions representing the business sector, as well as one open position representing labor. The BFWDC board discussed conducting a health assessment and skills audit for board members. Cyndelle Howell explained that the health assessment and skills audit were sent out to board members previously and emphasized the importance of completing these assessments. The purpose of the health assessment and skills audit is to help the BFWDC determine the diversity of the board, identify the strengths and

areas for the development of the board members, and inform future recruitment and training initiatives. Board members were asked to complete the skills audit survey using a QR code provided during the meeting. Cyndelle offered to send the materials to any board members who were unable to access them during the meeting. The board was encouraged to participate in these assessments on an annual basis to help the BFWDC continuously improve and support the board's effectiveness. Cyndelle Howell discussed the importance of a diverse board and conducting regular skills audits to ensure strategic board recruitment. Cynthia Garcia thanked participants for 100% participation in the process, emphasizing the importance of the results.

#### WorkSource Columbia Basin Annual Presentation

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

WorkSource Columbia Basin has:

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

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

#### TC Futures Annual Presentation

Summer program for at-risk youth, focusing on workforce development and life skills. Melanie Olson explains how the Open Doors program will spend \$100,000 in funding focusing on post-resident or justice-involved youth, with all money spent by the end of summer. Melanie Olson and her team developed a workforce development program to address labor shortages in the hospitality industry. Hospitality Futures: Wine Industry Leaders designed Hospitality Training specifically for customers. Leadership Academy: Designed by Paul Case of Growing Forward/Leadership Tri-Cities program partnered with industry leaders to create training modules and paid work experiences for youth and adults. Melanie Olson and Heather discuss Career Path services, highlighting their strengths and partnership. The Dignified Work program focuses on life skills and work readiness, providing a foundation for success. Summer program for youth with life skills training and industry partnerships. Youth will

learn life skills like self-care, stress management, and financial literacy. Melanie Olson highlights the importance of partnerships and data collection for TC Futures programming. TC Futures has strengthened partnerships with service providers, business sectors, and employers in the local area. Melanie Olson and Heather Woodruff discussed their organization's summer program, including additional funding for ESL programs and training for individuals who serve youth with criminal records. Melanie mentioned a CBO called Career Path Services that they worked with to receive \$45,000 in funding and discussed the importance of having a CBO for grant requirements.

**Member Updates & Business Engagement**

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

**Next Meeting**

Quarterly Board Meeting – Tuesday, July 30, 2024, at 4:00 p.m. at WSCB Room 8 | Hybrid Zoom

**Adjournment**

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

Board - Present

Commissioner Will McKay  
Commissioner Clint Didier  
Bob Legard  
Amanda Jones  
Andrew Cook  
David Wheeler  
Geoff Arends  
John Dickson  
Jason Jansky  
Karl Dye  
Lynn Ramos-Braswell  
Todd Samuel  
Alicia Perches  
Kate McAteer  
Michael Lee  
Jessica Rusch  
Paul Randall

Board - Excused

Adolfo DeLeon  
Lori Mattson

Absent

BFWDC Staff

DeAnn Bock  
Cynthia Garcia  
Jessie Cardwell  
Cyndelle Howell

Guests

Sheila Erickson  
Israel Delamore  
Rebecca Williamson

Signed by:

*Todd Samuel, Board Chairman* 7/31/2024

D7F28D83A93B41F...

Todd Samuel, Chair & Treasurer      Date

Signed by:

*Lynn Ramos-Braswell, Board Secretary* 7/31/2024

8AD325D6DAE94FE...

Lynn Ramos-Braswell, Secretary      Date