



Executive Committee Meeting

February 22, 2022, at 4:00 PM
Zoom

*Please note – This meeting is being recorded for record-keeping and quality assurance purposes.
Promoting a prosperous community by providing a progressive
workforce system*

AGENDA

1. **Call to Order & Welcome** - Todd Samuel
2. **Roll Call & Excused Absences** - Tiffany Scott
3. **Approval of Committee Minutes** - Todd Samuel
 - Executive Committee – January 25, 2022 (Needs a vote)
4. **Finance Reports as of 12/31/21** - Jan Warren
5. **Approval for BFWDC CEO to Authorize the Expansion of TC Futures to include Suite A and Sign Lease Agreement** – Tiffany Scott (Needs a vote)
6. **CEO Report** - Tiffany Scott
7. **Liaison Report Presentation** – David
8. **BFWDC Donation Page Status** – David
9. **Executive Member Round Table** – All
10. **Executive Session** - (closed to staff/guests)
 - BFWDC CEO Annual Appraisal
11. **Next Meeting**
 - Tuesday, March 29, 2022, at 4:00 PM

Attachments

- a. 2022.1.25 Executive Committee Minutes
- b. 2021.12 Finance Reports
- c. 2022.02 TC Futures Expansion Memo
- d. 2022.02 TC Futures Suite A Floorplan
- e. 2022.02 Op-Ed Workforce Recovery
- f. 2022.02 Draft WP Letter
- g. 2021.01 Liaison Report
- h. 2022.01 Liaison Report
- i. 2022.01 WorkSource Operator Monthly Report
- j. 2022. TC Futures Report

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



Benton Franklin Workforce Development Council (BFWDC)

Executive Committee Minutes

January 25, 2022

3:15 p.m.

Zoom

Present

Commissioner McKay
Commissioner Didier
Todd Samuel
Adolfo de Leon
Dennis Williamson
Amanda Jones

Excused Absence

N/A

BFWDC Staff

Tiffany Scott
Jan Warren
David Chavey-Reynaud
Diana Hamilton
Cynthia Garcia
Jessie Cardwell
DeAnn Bock
Jamilet Nerell

Call to Order

Todd Samuel called the meeting to order at 3:15 p.m. Todd thanked all for attending the Executive Committee Meeting of the BFWDC and expressed his appreciation for everyone taking time out of their busy schedules.

Roll Call

Tiffany Scott presented a land tribute acknowledging the traditional, ancestral territories of the Cayuse, Walla Walla, Umatilla, and Palouse 1st Nations.

Tiffany reported no excused absences and conducted a roll call of Board Members and BFWDC Staff.

Tiffany welcomed guests and asked that they communicate their name and organization using the Zoom chat feature.

Minutes

Todd Samuel provided the minutes from the November 30, 2021, Executive Committee Meeting for members to review.

Clint Didier moved to approve November 30, 2021, Executive Committee Meeting Minutes as presented, seconded by Dennis Williamson. Motion carried.

Financial Reports as of 10/31/21 & 11/30/21

Jan Warren communicated that the October and November financial statements are in the executive committee meeting packet. The information from October would have been presented in December. However, the December executive committee meeting was canceled. Since the reports are cumulative, she explained the November statements, including October information. Jan started with the Cooperate Entity Balance sheet. There is a slight decrease in the money market and net assets. This is due to a new account that has been created associated with staff costs for non-Workforce Innovation and Opportunity Act (WIOA) projects. The money comes out of the BFWDC reserve. The account is not itemized; it is a general account. The precise detail will be in the BFWDC Main Account. Jan provided

an example when asked, sharing that the staff time dedicated to writing the Outreach to Historically Disadvantaged Communities (OHDC) proposal was paid from this account. Any activity that is not directly benefiting a WIOA grant must be paid for by another source. There was no specific budget set, but there are guidelines that address the minimum amount of resources that will always remain in the BFWDC Corporate Entity account.

Jan discussed the balance sheet for the main account. The outstanding amounts of the Employment Security Department (ESD) and WA State Department of Commerce grants are shown. The revenue and expenditure statement for the main account was shared. There is a new line item for non-WIOA payroll reimbursement. Jan does keep the payroll taxes and salaries intact as far as what is spent because she needs to reconcile those at the end of the year to match with W2s for cost allocation and the annual audit. Jan commented that we should be at 42% of our month-to-month budget; we are running close at 37% and are 90% of the percentage of the current period. The professional service cost of the audit ran a little more than what was budgeted. This was due to the new disaster grants that the BFWDC received. Anything related to COVID-19 relief was reviewed out of the typical WIOA cluster. The auditors examined about twice the number of samples they did in the year prior.

Jan presented the balance sheet for the partnership. There are not many changes. Down in the liabilities section, the Infrastructure Funding Agreement (IFA) reconciliation did occur, which did result in a credit going back to the partners. The IFA adjustments will be going to zero (on the expenditures report). The most considerable expense is the rent and facility costs to maintain the WorkSource building. There is not as much spending this year due to WorkSource being open for appointment only due to COVID-19. Jan reflected that she keeps a strong eye on everything all the time. She stated that the financial health of the BFWDC is in good shape. Jan answered a question saying that salaries and wages are all-inclusive in the one-line item. Payroll taxes and benefits are also included.

BFWDC Staff Schedule Change/Hours of Operation Adjustment

Tiffany Scott reviewed the memo she authored in January that captures the benefits for the BFWDC shifting to a 4-10's work schedule with the BFWDC facility being closed on Fridays. This plays into Tiffany's wanting to retain the talent at the BFWDC. She stressed that it is essential to keep the subject matter expertise that we currently have. Tiffany mentioned that she and the team are mindful of their role as conveners and leaders and the responsibility associated with it. The established relationships with partners, stakeholders, fund sources, board members will not change should the change be implemented. Tiffany mentioned that there are job seekers out there that would be drawn to this type of work schedule when the BFWDC posts new job openings soon. Tiffany highlighted the flexibility to honor a Friday partnership commitment if need be and the communication access to BFWDC leadership utilizing technology.

Adolfo de Leon moved to approve a 4-10's work schedule (Monday-Thursday) with the BFWDC office being closed on Fridays as presented, seconded by Dennis Williamson. Motion carried.

Liaison Report Presentation

David Chavey-Reynaud shared that the December 2020 and December 2021 Liaison Reports are available to members in their packets. On the WorkSource side, there is a continuation of an uptick in the staff-assisted services to job seekers, adding 40 and 161 respectfully. There is a downtrend on the business services side due to seasonal adjustments in addition to getting customers to attend virtual job fairs. There is a climb in Unemployment Insurance (UI) claimants, 37% are in weeks 0-9.

Tri-City (TC) Futures had 11 participants added to the Out of School Youth program. There is no month over month data available for the Open Doors program. TC Futures is revamping how they do their

report. Month over month data will be available next month. David mentioned that the November liaison is public on the BFWDC website.

David shared that under WIOA program outcomes, our sub-recipients are at 97%, and 95% of total participants served and exited. Economic Security for All (EcSA) and Community Development Block Grant (CDBG) information is referenced on page 1 of the report.

David shared that on page 2, he made a change and took out the occupation and certification data as it was stagnating. He added the Metropolitan Service Area (MSA) employment figures for Benton and Franklin Counties. The total number of jobs is reflected. Month over month and year over year numbers are also captured. David interested columns that capture COVID-19 recovery information.

David reviewed the LinkedIn learning figures. The Business Services Team at WorkSource is looking for innovative ways to engage with LinkedIn. Additional information is referenced articulating the ways Business Services are working with employers in the community.

CEO Updates

Tiffany Scott shared that WIT replacement for the state of Washington is underway. The management of the information system used to conduct business will be replaced. The timeline set by the state does take the project well into 2023. Currently, the development of a request for proposal (RFP) is being constructed by strategic teams of relevant professionals with the knowledge to articulate the ask of potential vendors. The advisory and steering committees will also be heavily involved as the transition from Efforts to Outcomes (ETO) to a new system occurs.

Tiffany communicated that the Washington Workforce Association (WWA) is in the middle of sharing their technical paper and one-pager with the state legislature. Additional resources have been tapped to carry this heavy lift. The goal is to get a portion or all of the 50 million dollars for a Workforce Innovation fund allocated to meet the needs of business and job seekers in our local area. WWA has had the opportunity to learn how the state of Oregon association has been prosperous in obtaining 100 million in workforce funding for their local areas.

Executive Member Round Table

Todd Samuel tabled the agenda item until the Quarterly Board Meeting at 4:00 p.m. due to the time available to complete remaining business.

Todd adjourned the regular executive committee meeting at 3:49 p.m. and excused all guests and BFWDC staff except Tiffany Scott, Jan Warren, and David Chavey-Reynaud.

Executive Session

Todd Samuel called to order an executive session of the BFWDC at 3:50 p.m.

Members deliberated on a BFWDC Cost of Living Adjustment (COLA) proposal.

Dennis Williamson moved to approve a one-time COLA salary increase of 5.9% for all BFWDC employees effective January 1, 2022, seconded by Will McKay. Motion carried.

Next Meeting

Executive Committee Meeting – Tuesday, February 22, 2022, at 4:00 p.m. – Zoom

Adjournment

The meeting of the Executive Committee adjourned at 3:49 p.m., and the Executive Session of the Executive Committee adjourned at 3:58 p.m.

Respectfully Submitted

Todd Samuel, Board Chair Date

Tiffany Scott, CEO Date

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 12/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	79,510.78
CE 12 month CD	1112	52,496.78
Total Asset		132,570.33
Liabilities		
Pending transfer	2001	2,341.24
Accrued Vacation Payable	2500	83,730.24
Due to/from other funds	2990	(12,000.00)
Total Liabilities		74,071.48
Net Assets		58,498.85
Total Liabilities and Net Assets		132,570.33

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
From 7/1/2021 Through 12/31/2021
(In Whole Numbers)

	<u>Current Period Actual</u>	<u>Current Period Budget</u>	<u>Percentage of current period</u>	<u>Annual Budget</u>	<u>Percentage of Total Budget</u>
Revenue					
Interest/Program Income	166	0	0.00%	0	0.00%
Total Revenue	<u>166</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Expenses					
Non WIOA Expenses	2,182	0	0.00%	0	0.00%
Total Expenses	<u>2,182</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Net Surplus/ (Deficit)	<u>(2,016)</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 12/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	20,445.65
Accounts Receivable	1200	2,341.24
CDBG Receivable	1201	1,012.94
Receivable (Grants)	1300	331,486.26
Total Asset		355,286.09
Liabilities		
Accounts Payable (AP System)	2000	334,234.19
Due to/from other funds	2990	12,000.00
Total Liabilities		346,234.19
Net Assets		9,051.90
Total Liabilities and Net Assets		355,286.09

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2021 - 12/31/2021
(In Whole Numbers)
Excel spreadsheet with Budget

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Grant/Contract Revenue	2,127,246	2,319,630	91.71%	4,595,768	46.29%
Interest	6	0	0.00%	0	0.00%
Misc/Other Revenue	8,828	21,500	41.06%	101,161	8.73%
Total Revenue	2,136,080	2,341,130	91.24%	4,696,929	45.48%
Expenses					
Sub-Recipient Reimbursements	1,561,339	1,727,849	90.36%	3,485,368	44.80%
Rent and Facilities	31,129	40,556	76.76%	72,280	43.07%
Salaries and Wages	335,607	335,780	99.95%	674,615	49.75%
Payroll Taxes and Benefits	96,483	107,694	89.59%	220,007	43.85%
Non-WIOA reimbursment	(2,182)	0	0.00%	0	0.00%
Professional Services and Contracts	40,630	37,980	106.98%	52,010	78.12%
TC Futures	30,300	33,000	91.82%	70,000	43.29%
Travel and Training	3,773	9,820	38.42%	50,115	7.53%
Supplies, Furniture and Equipment	2,172	7,900	27.49%	13,900	15.63%
Equipment and Software - Lease and Maintenance	12,279	14,225	86.32%	26,075	47.09%
Communications (Telephone, Postage and Internet)	2,277	3,760	60.56%	7,544	30.18%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	14,667	14,959	98.05%	17,409	84.25%
Total Expenses	2,136,080	2,341,130	91.24%	4,696,929	45.48%
Net Surplus/ (Deficit)	0.00	0.00	0.00%	0.00	0.00%

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 12/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	54,439.71
Accounts Receivable	1200	5,561.88
Total Asset		60,001.59
Liabilities		
Accounts Payable (AP System)	2000	5,061.47
IFA Credit Adjustment	2650	6,591.02
Total Liabilities		11,652.49
Net Assets		48,349.10
Total Liabilities and Net Assets		60,001.59

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2021-12/31/2021

(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Partner Revenue	110,198	110,207	99.99%	220,413	50.00%
IFA Adjustments	(20,952)	0	0.00%	0	0.00%
Sub-Lease Revenue	78,250	78,250	100.00%	156,500	50.00%
Employee Recognition Non-Operating Income	252	0	0.00%	0	0.00%
Total Revenue	<u>167,748</u>	<u>188,457</u>	<u>89.01%</u>	<u>376,913</u>	<u>50.00%</u>
Expenses					
Rent and Facilities	170,702	167,777	101.74%	338,018	50.50%
Supplies, Furniture and Equipment	4,114	8,225	50.02%	15,375	26.76%
Employee Recognition	462	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	0	1,200	0.00%	1,200	0.00%
Managed Print	43	3,360	1.28%	6,720	0.64%
Business/Community	0	2,550	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,307	5,050	25.88%	10,600	12.33%
Total Expenses	<u>176,628</u>	<u>188,162</u>	<u>93.87%</u>	<u>376,913</u>	<u>46.74%</u>
Net Surplus/ (Deficit)	<u>(8,880)</u>	<u>295</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>

MEMORANDUM

DATE: February 22, 2022

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

FROM: Tiffany Scott, CEO

SUBJECT: Expansion of TC Futures Facility- Signature of Lease Agreement

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

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

The TC Futures Director and BFWDC staff worked with Real Estate Firm, Everstar, and found that Suite A of the TC Futures Building is available (see attached Floor Plan).

The TC Futures Director has worked diligently with ESD123 to support this expansion. Although the BFWDC will not be contributing financially, it is required that the BFWDC CEO signs the rental agreement before it is presented to the ESD123 Board of Directors on February 24, 2022.

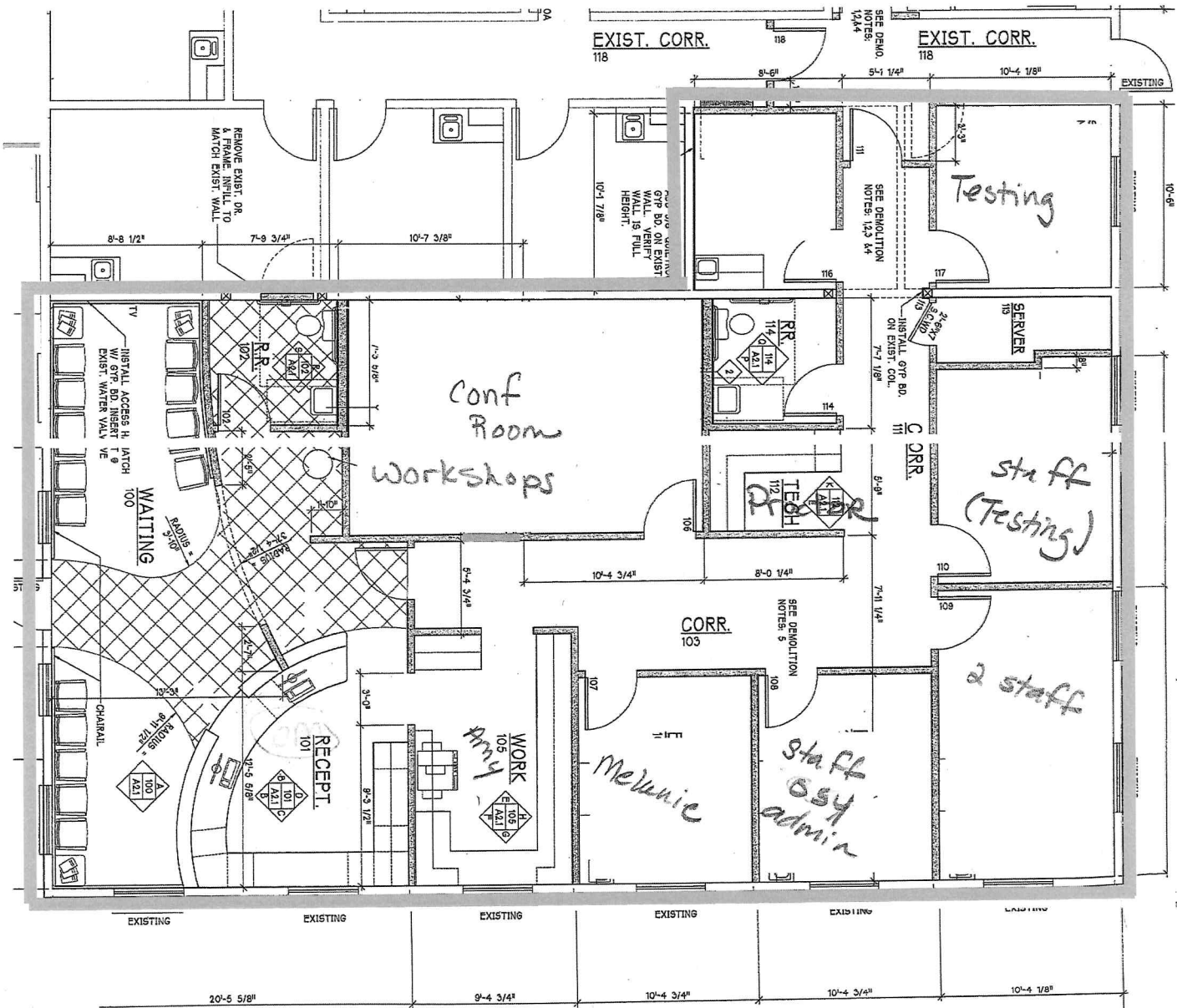
BFWDC staff are recommending to the Youth Committee to approve the Expansion of TC Futures and the signature of the Lease Agreement to coordinate with our existing lease with an expiration date of April 2025. This will allow TC Futures to increase service delivery and partnerships.

Proctor area will need a dedicated computer for testing software and a phone

Reception = phone + computer

Melanie = phone + laptop (already have)

Staff can use existing laptops



Now is the time to invest in Washington's economic recovery with local workforce solutions

By Tiffany Scott

After losing his job and eventually losing his apartment, “Jordan” became homeless and began living inside his car. Without a stable place to live, he became disconnected from his daughters, and he realized he needed help to get back on track.

Fortunately, Jordan connected with skills training, job search assistance and help finding housing through a local non-profit. In less than a month working intensely with his career counselor and agency partners, Jordan had landed a steady job, moved into permanent housing, and was reunited with his daughters.

The help Jordan received was made possible by investments in the local workforce system—your tax dollars at work empowering a network of community-based organizations and non-profits to serve on the front lines of economic recovery. This [state-wide collaboration](#) of local workforce development councils, which has existed in some form for over 80 years, serves nearly 78,000 Washingtonians every year and helps nearly 15,000 businesses fill vacant jobs.

Right now, tens of thousands of people are still on the sidelines of the labor market for various reasons—lacking affordable childcare, fearing COVID exposure for themselves or their families, and many needing assistance to participate in the local and regional labor force. These communities—including many BIPOC, immigrants and refugees, and rural residents—are in real danger of becoming trapped in a series of interconnected obstacles, without additional support.

At the same time, businesses are struggling to fill nearly 200,000 vacant jobs across the state, including thousands in critical industries like healthcare, education, manufacturing, and hospitality services. This is impeding our state's economic recovery and hampering the ability of businesses of all sizes to fully recover and grow.

As lawmakers in Olympia debate critical measures for Washington's economic recovery, now is the time to invest in local workforce solutions. We recommend a [\\$50 million state Workforce Innovation Fund](#) to empower local [solutions](#) with flexible funding. We recommend lawmakers take advantage of the infrastructure that already exists—established funding, network of providers, community partners, [WorkSource Centers](#), and industry relationships—and build on it to produce better results for workers and businesses, and to maximize scale and impact.

There have been no designated workforce investments through the Federal CARES Act or the American Rescue Plan. Existing federal funds are not flexible, not nearly enough, and ill-equipped to meet the “just in time” demands caused by our new pandemic economy, which would leave behind 90% of those in need.

Our state can't afford to leave people like Jordan behind. By investing in these local solutions, legislators can put a down payment on equitable economic recovery for better and stronger communities.

Tiffany Scott serves as the Chief Executive Officer at the Benton-Franklin Workforce Development Council (BFWDC). The BFWDC is the one-stop career development system that consolidates access to a wide variety of employment and training services for both job seekers and employers at WorkSource Columbia Basin and TC Futures. The BFWDC is also a member of the Washington Workforce Association.

February 11th, 2022

Ron Painter, President and CEO
National Association of Workforce Boards
1155 15th St NW
Suite 350
Washington, DC 20005

RE: Proposed Wagner-Peyser Rule Change, RIN No. 1205-AC02

Dear Ron Painter,

The Washington Workforce Association and Oregon Workforce Partnership, representing the local workforce development boards of our two states, are writing to urge the National Association of Workforce Boards (NAWB) to promulgate a strong position against the proposed rule changes to Wagner-Peyser through RIN No. 1205-AC02, "Wagner-Peyser Act Staffing". This matter is a top priority for our two states.

The recent notification of intent to issue new rules on this topic, namely those requiring the delivery of Wagner-Peyser Employment Services by state merit staff, runs counter to everything we have learned about effectively serving customers in a streamlined and integrated environment. The public workforce system needs to eliminate silos that create barriers for customers by dividing staff in American Job Centers into rigid, inefficient, disconnected programs. Requiring customers to navigate labyrinthine services goes against the very fiber of the vision established for regional workforce systems, and the populations most negatively impacted are those that already face structural barriers to achieving economic success. TEGs and UIPLs and TENS and USDOL leadership all speak to modernizing the public workforce system. For example, most recently, UIPL 10-22 published 1/21/22 states as a goal for RESEA, "To promote the alignment with the broader vision of WIOA of increased program integration and service delivery for job seekers, including UC claimants" and to "...integrate the RESEA program with other workforce partner programs, including services funded under WIOA and the Wagner-Peyser Act, and to co-enroll all RESEA participants into the Employment Service program." Limiting Wagner-Peyser to having only state merit staff provide these services fortifies the walls that fragment the workforce system and reduce the efficacy with which we can serve the millions of customers that seek our services every year.

Our nation's public workforce system has made tremendous progress over the years, building a modern infrastructure serving the needs of American businesses and workers. The passage of the Workforce Innovation and Opportunity Act (WIOA) in 2014 accelerated the momentum of our collective efforts, streamlining service delivery and improving our responsiveness to meet business and job seeker customer needs. Under the authorizing legislation of WIOA, the four title programs along with key programs under TANF and SNAP, constitute a system aligned and working together serving our diverse and changing customers' needs.

The impact of the economic crisis caused by COVID-19 has revealed deep divides in our nation's economy where many people continue to struggle to obtain economic self-sufficiency. These challenges point to our need double down on alignment within our local workforce systems to successfully recover from this crisis. Rule changes should support further integration of funds and programs to better meet the needs of all customers. In the interest of improved access, outcomes, and efficiency, we strongly urge NAWB to advocate for making permanent the rule changes that allow non state merit staff to deliver the range of program services, including Wagner-Peyser, RESEA, and TAA. Equitable economic recovery depends on it.

Washington Workforce Association

Vision

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



Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

January 2021 Liaison Report

Program Year July 2020-June 2021



A proud partner of the AmericanJobCenter network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 355
Total Staff Assisted Services to Job Seekers: 692
Unique Number of Businesses Served: 193
Staff Provided Business Services: 127

For More information contact 509-734-5900 or visit WorkSourceWA.com



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

TC Futures Total Youth Served (YTD): 299
Out-of-School Youth (OSY) Program: 158
Open Doors Program: 141
Co-enrolled in Both Programs: 38
Youth Attained General Education Development (GED): 25

Total OSY Employed and/or Post-Secondary Exits: 20
Placement Rate: 69%

For more information contact 509-537-1710 or visit TCFutures.org

Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth * Adult * Dislocated Worker * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 420

Monthly-to-Date Target: 483

Total Employed Exits (YTD): 110

Monthly-to-Date Target: 210

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 24 Total Employed Exits: 5
Monthly-to-Date Target: 18 Monthly-to-Date Target: 58

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 48

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID- 19, staff continues to provide virtual services to job seekers and businesses. Please visit WorkSourceWA.com or TCFutures.org for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

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: 711

Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County

Franklin County

Top 5 Occupations

1. Registered Nurses
2. Retail Salespersons
3. Managers, All Other
4. Customer Service Representatives
5. Sales Representatives

1. Teacher Assistants
2. Laborers and Freight, Stock, and Movers
3. Heavy and Tractor-Trailer Truck Drivers
4. Registered Nurses
5. Maintenance and Repair Workers

Top 5 Licenses and Certifications

1. Driver's License
2. First Aid CPR AED
3. Registered Nurse
4. Advanced Cardiac Life Support Certification
5. CDL Class A

1. Driver's License
2. Certified Teacher
3. CDL Class A
4. Registered Nurse
5. Licensed Practical Nurse

Unemployment Rates

6.4%

7.4%

Other News

The January 2021 Customer Satisfaction survey had 26 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.

WorkSource Columbia Basin hosted their first virtual community resource fair on 1/13/21. Results included: 19 employers with 41 representatives and 51 community members in attendance; 52 job referrals made.

In preparation for a LinkedIn Learning pilot launch WSCB stakeholders attended a kick-off meeting with LinkedIn representatives. This pilot will support professional development of staff within the WorkSource system and will serve as an additional tool for customers.

Preparation for the 2021 WSCB Certification commenced in January and will be followed by a collaborative systemic evaluation process guided by the full WSCB Leadership team.

For up-to-date information regarding upcoming resource fairs, job postings, available training, and other programs offered please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?
Contact David Chavey-Reynaud
Phone: 509-734-5988
Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com
Contact us at 509-734-5980



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January 2022 Liaison Report

Program Year July 2021-June 2022



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

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 676 (+104)
Total Staff Assisted Services to Job Seekers: 1769 (+249)
Unique Number of Businesses Served: 80 (+34)
Staff Provided Business Services: 136 (+43)

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



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

TC Futures Total Youth Served (YTD): 340 (+77)
Out-of-School Youth (OSY) Program: 167 (+14)
Open Doors Program: 239 (+64)
Co-enrolled in Both Programs: 66 (+1)
Total Youth attained GED: 26 (+6)
Total OSY Employed and/or Post-Secondary Exits: 56 (+6)

For more information contact 509-537-1710 or visit [TCFutures.org](#)

Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth * Adult * Dislocated Worker * Rapid Response Increase Employment * Disaster Recovery * Employment Recovery*

Total Participants Served (YTD): 494
Monthly-to-Date Target: 506 (98%)

Total Employed Exits (YTD): 184
Monthly-to-Date Target: 211 (87%)

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 71 Monthly-to-Date Target: 117
Total Employed Exits: 8 Monthly-to-Date Target: 80

Community Development Block Grant (CDBG)

Site Placements: 5 Monthly-to-Date-Target: 1
Program Target: 12

NOTE: Starting July 1st, 2021 WorkSource Columbia Basin will be physically open for appointments only. Priority appointments will be given to those who would otherwise struggle to take advantage of WorkSource Services. Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services.

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: 711

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (December)

Employment Security Department Labor Market Information

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

Benton County Unemployment: 4.2%

Franklin County Unemployment: 5.5%

Tri-Cities Employment (December 2021)	Jobs	MoM	YoY(20)	Jobs Lost (April 2020)	Jobs Gained (December 2021)	Recovery
Total Nonfarm	118800	200	6,100	11,200	11,900	106%
Total Private	99900	100	4,600	10,100	11,400	113%
Goods Producing	18200	(400)	100	1,500	900	60%
Mining, Logging, and Construction	10000	(200)	(400)	1,100	500	45%
Manufacturing	8200	(200)	500	400	400	100%
Service Providing	100600	600	6,000	9,700	11,000	113%
Private Service Providing	81700	500	4,500	8,600	10,500	122%
Trade, Transportation, Warehousing and Utilities	21000	300	500	1,500	3,200	213%
Retail Trade	14000	200	(100)	1,600	2,500	156%
Financial Activities	4000	-	200	300	-	0%
Professional and Business Services	21400	200	400	600	700	117%
Administrative and Support Services	11700	(100)	500	300	900	300%
Educational and Health Services	19100	-	500	1,100	1,900	173%
Leisure and Hospitality	11800	-	2,800	4,300	4,200	98%
Food Services	9700	200	2,500	2,700	3,300	122%
Government	18900	100	1,500	1,100	500	45%
Federal Government	1200	-	-	-	-	-
Total State Government	2800	100	400	200	(200)	-100%
Total Local Government	14900	-	1,100	900	700	78%

Other News

LinkedIn Learning	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 2/7/22	142	80	378	93	2260	1933

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

- During January WSCB provided 173 group services to 96 individuals through our locally offered workshops and group sessions. Other services in high demand include deskside job seeker assistance, basic assessment, career guidance, and career and vocational counseling.
- The Business Services Team coordinated with local employers to offer the Advanced Manufacturing Prep Workshop on January 11-13 from 9am-2pm. Attendees enjoyed the class and valued the employer assistance. Employers are looking forward to future events and increasing attendance.
- The WSCB Business Services Team is working with Hanford employers to develop a career fair that promotes all Hanford contractor job opportunities and summer internships in a single event.
- 41 Customer Feedback Survey responses received via Survey Monkey and QTRAC (6% response rate):
 - Of the customers who responded, 100% would refer family and friends
 - Top 3 services received: job search, workshops, and resume

For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?
 Contact David Chavey-Reynaud
 Phone: 509-734-5988
 Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com
 Contact us at 509-734-5980



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WorkSource Operator Report

Benton Franklin Workforce Consortium

January 2022

January Highlights:

- Foundational work has been completed by the Workshop group in preparation for revamp of workshop offerings which will kickoff in March 2022.
- The WSCB Business Services Team is working with Hanford employers to develop a career fair that promotes all Hanford contractor job opportunities and summer internships in a single event.

WorkSource Site Operations:

Customer Counts 1/1-1/31/2022		
Total Staff Assisted Seekers	676	
Total Staff Assisted Services	1769	
<i>Basic Services</i>	1377	
<i>Individualized, Training & Support Services</i>	222	
Unique Number of Businesses Served	80	
Staff Provided Business Services	136	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	9	9
<i>Employee Training</i> Assessment, referral, enrollment, etc.	3	3
<i>Other</i> Employer outreach visit, marketing business services, etc.	52	40
<i>Recruitment</i> Hiring events, referrals, etc.	72	41
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (2/10/22).



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January 2021 Customer Feedback:

- 41 survey responses received via Survey Monkey and QTRAC (6% response rate):
 - Of the customers who responded, 100% would refer family and friends
 - Top 3 services received: job search, workshops, and resume
- WSCB Team members also engaged customers post interaction to ensure their needs were met and to identify actionable feedback. A total of 16 comments were collected to include areas we exceeded expectations and suggested improvements.
- Customer Feedback – *What we did well:*
 - “AnJanet was wonderful to work with. She is very knowledgeable and was very helpful.”
 - “Israel Delamora was especially helpful, he helped me past business hours in order for me to succeed. He has awesome dedication to his job.”
 - “Brenda was very kind and gave lots of valuable information.”
 - “The module of strategies for success, I'm planning on writing a letter to Gov. Inslee on how life changing the modules were to me and how positive the outcome after applying them in real life.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in January to be addressed in February:
 - “Was unsure of the Hanford resuem class. I would change the name since I am old and don't want to work at Hanford but would like information on Private sector resumes and how to make them. Action taken: update of workshop information and flyer so it is more clear.

Service Delivery

Career Services:

- The Front End Services (FES) Team continues to expand our use of QTRAC, our customer scheduler. The tool includes the ability to capture walk-in customers, giving us a more accurate picture of customer traffic, as well as the ability to identify if changes are needed to appointment and staffing capacity. The WSCB team has met changing needs through ongoing collaboration.
- The Workshop group completed a revamp of the workshop coordination processes and conducted research on other group services offered locally. Next steps include identification of additional workshops to be offered by the WSCB partnership.
- During January WSCB provided 173 group services to 96 individuals through our locally offered workshops and group sessions. Other services in high demand include deskside job seeker assistance, basic assessment, career guidance, and career and vocational counseling.
- We continue to actively promote LinkedIn Learning to customers who would benefit from online learning to learn new skills or polish existing ones. During January, we promoted a LinkedIn Learning hosted webinar and posted teasers for an upcoming 8-week LinkedIn Challenge on our Facebook page.



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The challenge includes a job readiness series, with courses posted every Friday evening in February and March. This learning platform is available to WorkSource partners across Washington State. To date, a total of 713 LinkedIn licenses have been activated across the state, including our local area. Below is a snapshot of staff/customer engagements in the Benton Franklin Workforce System:

	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
8/9/21 – 2/7/22	142	80	378	93	2260	1933

Note: Engagement reporting is inclusive of all users under the Benton Franklin Workforce System (BFWDC Staff, WSCB Staff & Customers, TC Futures Staff & Customers.)

Business Services:

- The Business Services Team coordinated with local employers to offer the Advanced Manufacturing Prep Workshop on January 11-13 from 9am-2pm. Attendees enjoyed the class and valued the employer assistance. Employers are looking forward to future events and increasing attendance. (6 customers registered, 3 attended.)
- The team continues to focus on strategic partner engagement to meet local hiring needs, including working with Goodwill and the creation of multi-business hiring events.
- Upcoming Events –
 - WorkSource Open House: 2/15 from 4-5pm
 - First Fruits Hiring Event: 2/23 from 9am-1pm in partnership with Goodwill
 - TEAM Hiring Event: Feb 24th 11am-4pm
 - One Hanford Hiring Event: 3/2 from 10am-2pm

Community Connections:

- 1/19: The Equity Committee met with Efrain Flores of Telemundo/Fox to identify next steps for the creation of a TV ad and digital media campaign. The campaign purpose is to better engage Spanish speaking community members by educating/informing of our services and building trust.
- 1/25: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- Customer engagement on Facebook continues to grow with the launch of a content calendar with themed daily posts. Review of data shows correlation between posting time and community engagement. Posting times will be adjusted in February to gain more exposure and continue growing the page.



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- The WSCB Outreach group convened to welcome new team members, evaluate current strategy, and identify additional opportunities to educate and connect with customers. In the spirit of new year's resolutions, a "New You in 2022" campaign was created to engage customers in employment and training services.
- WSCB continues engaging customers via weekly GovDelivery messaging to inform of event, workshop, and other service offerings available via WSCB and our community partners. Content is varied based upon the target group being outreached to.

Staff Training & Development:

Training/Development Attended:

- 1/5: Cross training – Strategies for Success Overview; December Customer Feedback Improvements
- 1/19: Cross training – TAA; January Data Review

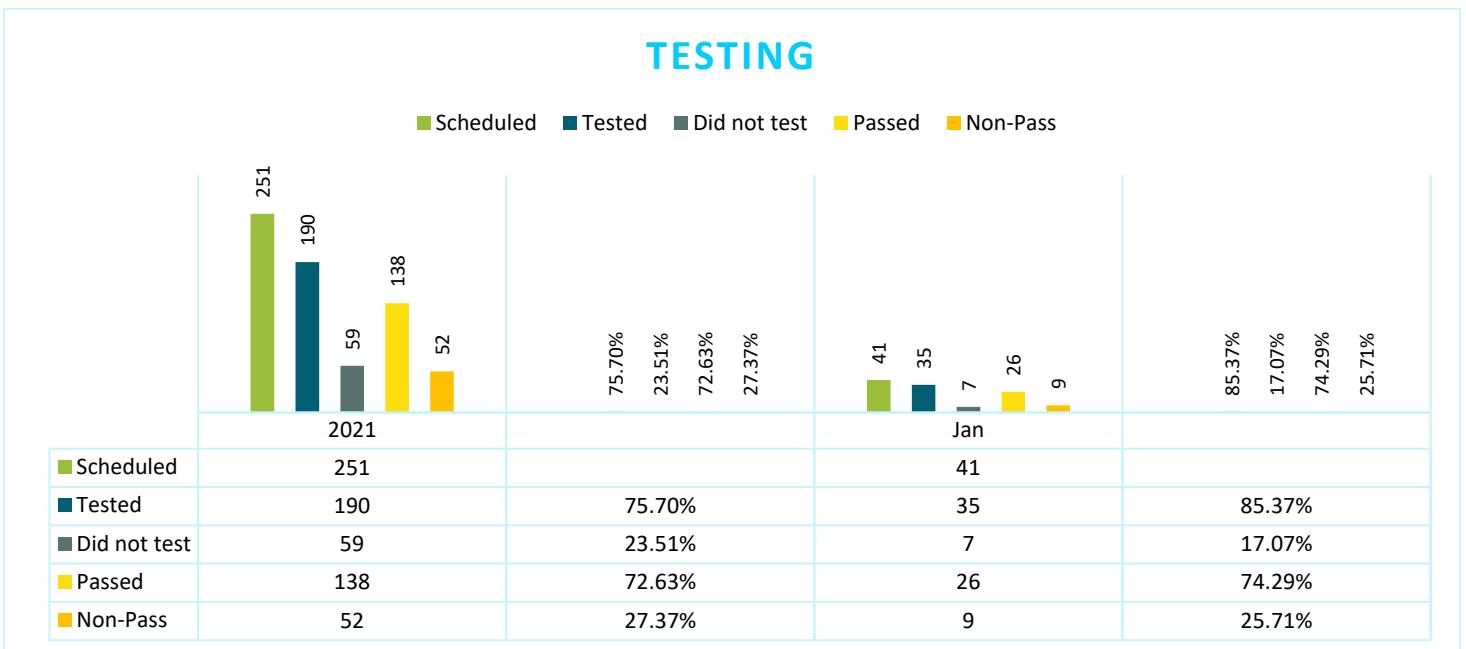
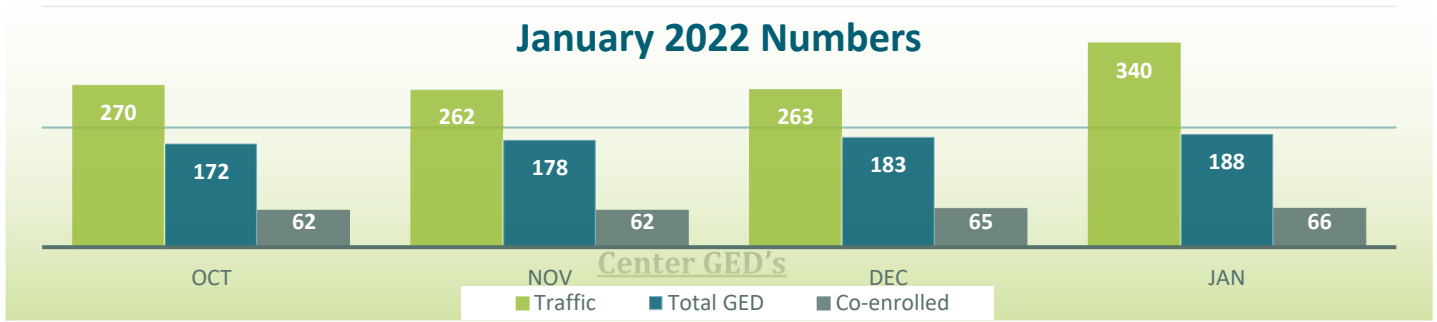
Upcoming Training/All Staff Meetings:

- 2/2: Cross training – Veteran's Services; January Customer Feedback Improvements
- 2/16: Cross training – Worker Retraining; January Data Review

Facilities:

- None to report

Respectfully submitted by C. Bright on 2/10/22

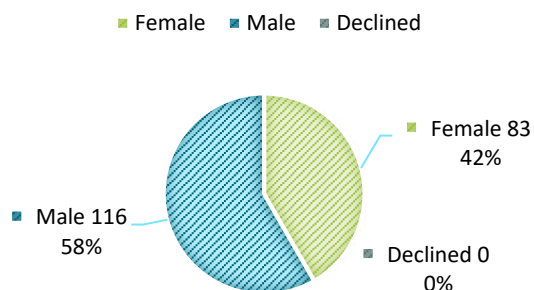


The total in the first column is cumulative for 2021. Because Open Doors is based on the school year calendar, the months reported are August through December 2021. The second column begins 2022.

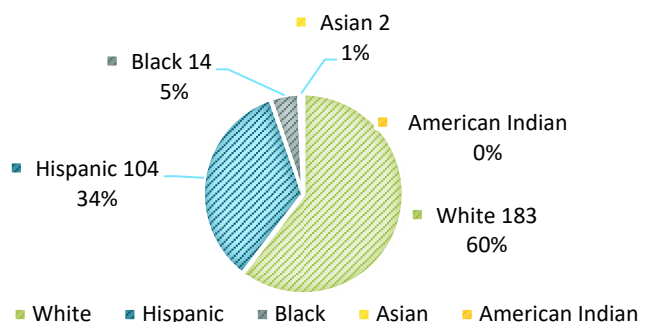
TC Futures foot traffic for January: **340**

Open Doors Demographics

GENDER



RACE



Customer Profile

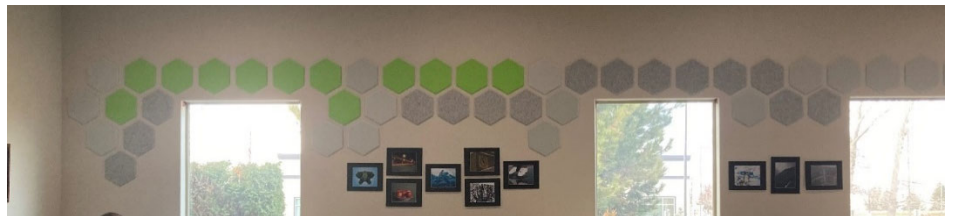
Customer was referred to TC Futures by discharge planner from Lourdes Counseling Center. This customer arrived in the Tri-Cities from out of state and was left without any natural or social supports. He had no clothing, transportation, or a place to live. He has significant mental illness symptoms and a traumatic brain injury.

This customer has made major strides and continues to have significant barriers to self-sufficiency. He needs support. Emergency Housing payments will terminate, and he must find permanent housing. Though he is not co-enrolled, the TC Futures staff from both programs are working together to ensure the customer is safe and has his basic needs met.

Profile/Challenges	Partners	Solutions
Serious and persistent mental illness	Lourdes Counseling Center	Connected with Lourdes to coordinate on-going treatment and support.
Homelessness	Housing Resource Center	On-going emergency housing supports
No health insurance	Community Health Plan of Washington	Applied for and received Medicaid benefits.
Clothing, Transportation, Food	Career Path Services	OSY Support Services paid for clothing, assists with transportation and emergency food assistance
No work experience	Career Path Services	Completed a paid internship through OSY
No GED or HS Diploma	Career Path Services, Open Doors	Due to unavailability of records, he has enrolled in Essential Ed and is pursuing a GED through OSY. He has passed at least one test so far.
No job	Career Path Services	Currently employed at a very part-time job

Center Updates

- Furniture has been delivered!.
- Acoustic panels have arrived and some are mounted. We have more to hang but are making progress!
- The lease for Suite A needs board approval on 2/24 for a move date of March 1st.
- Still working on the Job Corps rental agreement and hope to have something drafted soon.
- Augie Gonzales has been hired as an addition to the Open Doors team. His first day is 2/7.
- Mission statement was presented to the Steering Committee and approved.
- A proposal for Housing Assistance has been written and is waiting for ESD 123 to review. United Way Emergency Food and Shelter application is in process.



Community Reach

Several networking meetings were held throughout the month to gain a better understanding of programs and seek out ways to partner. TC Futures gave tours to:

- Debbie Smith from Kennewick School District
- Brooke Myrland from the Tri-Cities Chamber