



**Benton – Franklin Workforce Development Council (BFWDC)
QUARTERLY BOARD OF DIRECTOR'S MEETING
Tuesday, July 27, 2021, 4:00 p.m.
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

- I. **Quarterly Board Meeting Call to Order – Todd Samuel**
 - Excused Absences – Tiffany Scott
 - Board Member and Board Staff Roll Call – Tiffany Scott
 - Welcome Visitors – Tiffany Scott
 - Public Comment – Todd Samuel
- II. **Consent Agenda (Needs a Vote)**
 - **Approval of Board Minutes**
To approve April 27, 2021, Quarterly Board Meeting Minutes as presented
 - **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending May 2021
 - **Program Year (PY) 21 Budget**
To approve the PY21 Budget as presented
 - **Policy 2015-62 – Acceptable Use Policy**
To approve Policy 2015-62 - Acceptable Use Policy
 - **One-Stop Operator Certification**
To approve the three-year Certification of WorkSource Columbia Basin as the One-Stop Center
- III. **Chief Executive Officer Presentation – Tiffany Scott**
- IV. **WorkSource Columbia Basin Customer Spotlight – Crystal Bright (introduction)**
 - Maria Aguirre (Gomez)
- V. **Board Strategic Goal Progress**
 - Strategically Targeting and Aligning Relationships for System Success (STARSS) Report – Karl Dye
- VI. **Member Updates & Business Engagement – All Board and Ex-Officio Members**
- VII. **Next Quarterly Board Meeting – Tuesday, October 26, 2021, at 4:00 p.m. on TBD**
- VIII. **ADJOURNMENT**

Attachments:

1. April 27, 2021, Quarterly Board Meeting Minutes
2. Finance Reports - May 2021
3. PY21 Budget Memo
4. PY21 Available Funds & Carry in Document
5. PY21 Budget
6. Policy 2015-62 Acceptable Use
7. One-Stop Certification Letter

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

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



8. Youth Committee Quarterly Report
9. Adult & Employer Linkage Committee Quarterly Report
10. Liaison Report - June 2021
11. TC Futures Report - June 2021
12. WorkSource Operator Monthly Report - June 2021
13. PY20 - Final Employment Security Monitoring Report of the BFWDC issued - July 2021
14. STARSS BFWDC Team Contact Sheet

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Benton-Franklin Workforce Development Council (BFWDC)

Quarterly Board Meeting

Tuesday, April 27, 2021

4:00 p.m. – Zoom

Present

Commissioner Will McKay
Commissioner Clint Didier

Board Members

Todd Samuel
Melanie Olson
Dennis Williamson
Bob Legard
David Phongsa
Jamie Rasmussen
Jennie Weber
Karl Dye
Lori Mattson
Mary Mills
Michael Bosse
Michael Lee

Ex-Officio

Excused

Adolfo de Leon
Amanda Jones
Alicia Perches
Carlos Martinez
Carol Moser
Jim Smith
Kate McAteer

Absent

Board Members
Lynn Ramos-Braswell
Richard Bogert

Ex-Officio Members

Staff

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

Guests

Andy Dwonch, CPS
Kayci Loftus, CPS
Heather Woodruff, CPS
Jasmine Smith, CPS
Rebecca Williamson, ESD
Amanda Fisher, LNI
Israel Delamora, OIC
Crystal Bright, WSO
Mark Wheaton, TC Futures

CPS=Career Path Services
ESD=Employment Security Dept.
LNI=Labor and Industry
OIC=Opportunities
Industrialization Center
WSO=WorkSource Operator

Call to Order

Todd Samuel called the meeting to order at 4:00 p.m. and welcomed everyone. Becky read through the roll call. Todd thanked everyone for taking time out of their busy schedules to be involved on the board and attend these meetings.

Consent Agenda:

Todd presented the items on the Consent Agenda.

- **Approval of Board Minutes**
To approve January 26, 2021, Quarterly Board Meeting Minutes as presented.
- **Finance Reports**
To adopt the BFWDC Finance Reports as submitted for the period ending February 2021
- **PY21 Adult Service Provider Contract Extension**
To extend the Adult Service Provider Contract for another year beginning July 1, 2021 – June 30, 2022.
- **PY21 Dislocated Worker Service Provider Contract Extension**
To extend the Dislocated Worker Service Provider Contract for another year beginning July 1, 2021 – June 30, 2022.
- **PY21 Out of School Youth Service Provider Contract Extension**
To extend the Out of School Youth Service Provider Contract for another year beginning July 1, 2021 – June 30, 2022.
- **Policy 2015-61/Attachment A - Discrimination Complaint Processing**
To approve Policy 2015-61 and Attachment A - Discrimination Complaint Processing Policy.
- **PY21 Board Re-Appointments**
To re-appoint the following board members for a new term expiring June 30, 2024, contingent on the Chief Local Elected's approval; Bob Legard, Carol Moser, Jim Smith, Michael Bossé, and Michael Lee.

Michael Bosse moved to approve the Consent Agenda items as presented, second by Will McKay. Motion carried.

Quarter Two Chief Executive Officer Presentation – Tiffany Scott

Tiffany shared a Quarter 3 Program Year BFWDC Board Presentation PowerPoint.

Notable Accomplishments – State, Local, National

- Washington Workforce Association (WWA) convening of the Collective Launch.
- PY20 Workforce Innovation and Opportunity Act (WIOA) State Monitoring Management Letter containing no findings, no questioned costs, no disallowed costs
- Workforce Information Notice (WIN) Extensions of 0117 Temporary Suspension of 80% Formula obligations and 0118 Temporary Suspension of 20% Work Experience expenditures
- Washington Economic Development Association (WEDA) Winter Conference Legislative Panel Discussion
- Unemployment Insurance Flat File application acceptance with a signed agreement
- Master Lease Agreement execution (Suite C and Suite D) with Goodwill of the Columbia
- Migrant Seasonal Farm Worker (MSFW) Virtual Worksource Columbia Basin (WSCB) Monitoring
- Release of Request for Proposals (RFP) #2021-001-WIOA-One-Stop Operator (OSO)
- Sub-Recipient Annual Monitoring

WIOA Reauthorization

- WWA Letter to Senator Murray
- Workforce Training and Education Coordinating Board (WTECB) 8-week WIOA recommendation sessions with surveys
- Congressional push with House wanting entire law reauthorized and Senate targeting reform
- Thinking broadly and innovatively!

Quarter Four Emphasis – Focus

- WIN Extensions for CASAS testing, 30% transfer waiver, and verbal self-attestation
- Community Development Grant Block grant package completion
- Families Forward Washington closeout
- One-Stop certification
- OSO procurement process completion
- TC Futures Annual Equal Opportunity (EO) monitoring
- BFWDC Fiscal Manager hiring
- Continue physical facilities reopening planning
- PY21 grant and contract development
- Inaugural BFWDC Quarterly Board Meeting Customer Spotlight

Todd asked how Tiffany felt about the upcoming program year. Tiffany answered that she feels that we are ready for the challenge. Since March of 2020, the workforce professionals in our system have been prepared to continue services virtually. The subject matter expertise of the BFWDC staff is there, the support of the board and the leadership that we have in our system at WSCB and TC Futures is strong. She sees continued success. No one could have imagined this

pandemic happening. The right leaders were in place, and the system was poised to meet this challenge, and we will continue to do so.

Customer Spotlight – TC Futures

Kim Hammon introduced Casandra Negrete. Casandra is 19 years old and came to the program in need of her General Education Development (GED) and employment opportunities. She needed a support system and basic life skills training. While enrolled in the program, she utilized all of the services at TC Futures and built relationships with her case managers and the other staff. While she was enrolled, she obtained her GED, worked an entry-level job, and was ready to move on. They helped her explore her options, interests and discover where she wanted to be long term. She decided to pursue Certified Nursing Assistant (CNA) training and will finish later this year. She obtained employment as a homecare aid. It is an excellent opportunity to use the skills she is learning in her training. They have supported her with support services for work clothing, costs associated with CNA training, and housing. She has been a great example of someone who has taken advantage of all of the services at TC Futures. She is well on her way to being self-sufficient.

The video was shared.

Cynthia thanked the TC Futures team for the video and the help they were able to give Cassandra, and all of the others served at TC Futures.

Board Strategic Goal Progress

- **STARSS** – Karl Dye
Karl shared that STARSS stands for Strategically Targeting and Aligning Relationships for System Success. Their goal was to develop five new partnerships, which they have already accomplished. They continue to meet monthly to look at new partnerships. During the last quarter, they reached out to Benton City, Port of Pasco, Port of Benton, Port of Kennewick, and the Benton-Franklin Health District. In the 4th quarter, they have meetings set up with the City of West Richland, Boys and Girls Club, and the Kennewick Police Department. They are working on an information sheet for board members that identifies the subject matter expertise of the BFWDC staff.

Todd complimented Karl on his Coffee with Karl done with the Tri-Cities Development Council and encouraged members to listen.

- **Keys to Success** – Jamilet Nerell
Jamilet shared that Keys to Success was tasked with the goal of meeting the workforce needs of our employers and community. They were to create a comprehensive workforce tool addressing workforce needs. In previous quarters they created a survey that was reported out. Committee members have agreed to create a second survey to continue reassessing the needs of our community and employers. Due to the current circumstances of Covid-19, they believe it is best to reconvene quarterly to continue assessing the current status of the local economy to then re-engage with those businesses, employers, and community members to identify the needs of our businesses and community.

Todd thanked board members for their time and commitment to the Strategic Goal Teams.

One-Stop Certification – David Chavey-Reynaud

David shared that the committee has received the application and will be convening on Thursday, April 29, to discuss the application and raise any questions or asks for the Q&A on May 11.

David explained that the Department of Labor (DOL) requires that all American Job Centers (WorkSource) be certified by the local workforce development councils every three years. Our last certification happened in 2018. We issued a provisional certification with areas to be addressed. All issues were addressed, and in 2019, a two-year certification was granted. We currently have five members on our committee. Thank you to those that volunteered.

RFP #2021-001-WIOA-OSO – David Chavey-Reynaud

Every three to five years, we must put our One-Stop Operator contract out for bid. We currently have four board members on the review committee and are looking for a fifth. Barring any conflicts of interest, we are asking for a volunteer to serve on this committee. This should be about a 5-hour commitment to review and rate the bids. Please reach out to David if you are interested in serving.

Member Updates & Business Engagement – All

Cynthia shared that Future Fest will be happening on May 13. Please help us disseminate this information. Future Fest will have training and employers and workshops. Dennis will be providing a workshop on how to join apprenticeships. TC Futures staff has been working hard to put this event together.

Todd thanked everyone for being at the meeting today. He encouraged everyone to read through the packet for good information.

Other Business: None

Next Meeting

Quarterly Board Meeting – Tuesday, July 27, 2021, at 4:00 p.m. at TBD

Adjournment

With no further business, Todd adjourned the meeting at 4:49 p.m.

Todd Samuel, Chair	Date	Tiffany Scott, CEO	Date
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Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 5/31/2021

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	562.77
Corporate Entity MM Account	1111	76,979.10
CE 12 month CD	1112	52,338.89
Total Asset		129,880.76
Liabilities		
Accrued Vacation Payable	2500	81,427.69
Due to/from other funds	2990	(12,000.00)
Total Liabilities		69,427.69
Net Assets		60,453.07
Total Liabilities and Net Assets		129,880.76

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
10 - Corporate Entity
From 7/1/2020 Through 5/31/2021
(In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	597	0	0.00%	0	0.00%
Total Revenue	597	0	0.00%	0	0.00%
Expenses					
Dues, Fees and Subscriptions	50	0	0.00%	0	0.00%
Total Expenses	50	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	547	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 5/31/2021

			Current Period Balance
Asset			
Cash (Bank Acct - WDC)	1120		12,115.39
Accounts Receivable	1200		17,314.59
Receivable (Grants)	1300		301,863.27
Total Asset			331,293.25
Liabilities			
Accounts Payable (AP System)	2000		310,241.35
Due to/from other funds	2990		12,000.00
Total Liabilities			322,241.35
Net Assets			9,051.90
Total Liabilities and Net Assets			331,293.25

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 5/31/2021
(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	3,508,727	3,825,259	91.73%	4,191,410	83.71%
Interest	13	0	0.00%	0	0.00%
Misc/Other Revenue	227,466	272,000	83.63%	276,000	82.42%
Total Revenue	<u>3,736,206</u>	<u>4,097,259</u>	<u>91.19%</u>	<u>4,467,410</u>	<u>83.63%</u>
Expenses					
Sub-Recipient Reimbursements	2,726,236	3,022,530	90.20%	3,297,305	82.68%
Rent and Facilities	62,268	69,689	89.35%	76,024	81.91%
Salaries and Wages	577,446	559,247	103.25%	609,291	94.77%
Payroll Taxes and Benefits	170,613	167,117	102.09%	182,022	93.73%
Professional Services and Contracts	54,918	77,175	71.16%	83,540	65.74%
TC Futures	66,688	65,000	102.60%	75,000	88.92%
Travel and Training	1,832	50,000	3.66%	50,230	3.65%
Supplies, Furniture and Equipment	8,668	16,500	52.53%	19,500	44.45%
Equipment and Software - Lease and Maintenance	41,771	41,440	100.80%	44,552	93.76%
Communications (Telephone, Postage and Internet)	3,490	5,416	64.44%	6,515	53.57%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	14,670	15,540	94.40%	15,825	92.70%
Total Expenses	<u>3,736,206</u>	<u>4,097,259</u>	<u>91.19%</u>	<u>4,467,410</u>	<u>83.63%</u>
Net Surplus/ (Deficit)	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00%</u>

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 30 - WSCB Partnership
 As of 5/31/2021

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	70,837.92
Total Asset		70,837.92
Liabilities		
Accounts Payable (AP System)	2000	2,264.50
Total Liabilities		2,264.50
Net Assets		68,573.42
Total Liabilities and Net Assets		70,837.92

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2020-5/31/2021

(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					
Partner Revenue	194,535	194,525	100.01%	212,209	91.67%
IFA Adjustments	(23,773)	0	0.00%	0	0.00%
Sub-Lease Revenue	135,098	135,098	100.00%	147,380	91.67%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>305,860</u>	<u>329,623</u>	92.79%	<u>359,589</u>	<u>91.67%</u>
Expenses					
Rent and Facilities	289,493	302,308	95.76%	329,790	87.78%
Supplies, Furniture and Equipment	955	12,283	7.77%	13,400	7.13%
Employee Recognition	464	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	96.00%	1,200	96.00%
Business/Community	4,997	4,583	109.02%	5,000	99.94%
Dues, Fees and Subscriptions	265	9,350	2.84%	10,200	2.60%
Total Expenses	<u>297,327</u>	<u>329,724</u>	90.17%	<u>359,590</u>	<u>82.56%</u>
Net Surplus/ (Deficit)	<u>8,532</u>	<u>(101)</u>	0.00%	<u>0</u>	<u>0.00%</u>



Benton Franklin Workforce Development Council
Proposed Budget for PY21
July 1, 2021 – June 30, 2022

Questions? Please contact:
Jan Warren, CFO
jwarren@bf-wdc.org or 509-734-5979

Funding:

Like many businesses, the BFWDC faced numerous challenges in 2020. Over the past fifteen months, closures due to Covid-19 postponed or canceled training and educational events for staff and required shifting to virtual services for nearly every aspect of our agency. The prolonged closures resulted in unspent formula grant funds at the end of the PY20 program year. In July 2021, as the state re-opens, our goal is to create opportunity out of obstacles. The BFWDC elected to offset the reduced PY21 funding by awarding the prior year's funds to Career Path Services. We feel this will best support our local businesses and job seekers.

In addition to the formula grants, the BFWDC will manage five unique grants during the 2021/2022 program year. Some are specifically targeted to Covid-19 recovery efforts.

Personnel:

In order to manage the increasing workload, the BFWDC staff has hired additional staff, including a Programs Coordinator, a Chief Operations Officer and a Fiscal Manager. This expansion required a significant upgrade to the office space, as it was necessary to create new workstations and update and repurpose storage and common areas.

Budget:

The budget for the 2021 program year was designed to provide the resources needed to best serve the community. We thoughtfully evaluated each line item to ensure the agency is operating efficiently and providing the highest level of service.

BFWDC 21/22
Available Funds-Formula Grants

After 7/15/2021 check
issue, includes June
expenses paid in July

Remaining:
June/closeout
provider invoices
Close Out/Final
Invoice
(obligated)and
estimated expenses

<u>PY20 Carry In</u>	<u>Award</u>	<u>Spent</u>	<u>Subtotal</u>		<u>Net Carry In</u>
Adult	166,516	166,516	0	0	0
DW	219,631	219,631	0	0	0
Youth	1,054,098	687,573	366,525	143,294	223,231
Admin	160,028	83,099	76,929	3,769	73,161

<u>FY21 Carry In</u>	<u>Award</u>	<u>Spent</u>	<u>Subtotal</u>	<u>Close Out/Final Invoice (est)</u>	
Adult	830,924	515,882	315,042	195,592	119,450
DW	921,578	320,220	601,358	178,727	422,631
Youth	0	0	0	0	0
Admin	194,723	0	194,723	0	194,723

<u>PY21 (Q1)</u>	<u>Award</u>	<u>Available carry in</u>	<u>Available funding</u>	<u>Service Provider Award</u>	<u>OSO/tcFutures</u>	<u>WDC Pool</u>
Adult	140,145	119,450	259,595	122,599	20,700	116,296
DW	181,127	422,631	603,758	213,059	24,300	366,399
*Youth	845,662	223,231	1,068,893	779,699	70,000	219,194
Admin	129,659	267,884	397,543	0	0	397,543

<u>FY22 (Q2-4)</u>	<u>Award</u>	<u>Available carry in</u>	<u>Available funding</u>	<u>Service Provider Award</u>	<u>OSO/tcFutures</u>	<u>WDC Pool</u>
Adult	660,522	0	660,522	530,781	62,100	67,641
DW	770,701	0	770,701	764,168	72,900	(66,367)
Admin	159,024	0	159,024	0	0	159,024
	<u>2,886,840</u>	<u>1,033,195</u>	<u>3,920,035</u>	<u>2,410,306</u>	<u>250,000</u>	<u>1,259,729</u>

Program 2,598,157

ACP 288,683

**Workforce Development Council
2021/2022 Budget with Estimated Carry-in Amounts**

	7/1/21	7/1/20	7/1/19
Revenue from Youth Formula	845,662	1,054,098	850,476
Revenue from Adult Formula	800,667	997,440	803,866
Revenue from DW Formula	951,828	1,141,210	858,387
Total Formula Revenue	2,598,157	3,192,748	2,512,729
Revenue from Career Connect	0	0	67,620
Revenue from EcSA	277,959	334,865	342,710
Revenue from FFW	0	261,716	381,121
Revenue from RRIE	82,629	285,437	423,147
Revenue from Disaster Recovery	291,705	336,922	
Revenue from Employment Recovery	421,642	341,018	
Revenue from CDBG	322,105		
Total Discretionary Grant Revenue	1,396,041	1,559,958	1,214,598
Indirect Cost Pools (program)	703,163	1,121,843	942,496
WIOA ACP (Admin Cost Pool)	556,567	531,800	379,405
Total Indirect Cost Pool Revenue	1,259,729	1,653,643	1,321,901
Total Revenue	5,253,927	5,284,506	4,106,732

Line Item Name	21/22	20/21	19/20
Sub Contracts	3,485,368	3,297,305	3,008,932
Total Sub Contracts Expenditures	3,485,368	3,297,305	3,008,932
TC Futures	70,000	75,000	58,900
Facilities Rent	42,300	39,204	39,588
Security/Maintenance	29,980	36,820	36,620
Salaries	674,615	609,291	460,179
Benefits (Taxes)	80,969	60,914	41,282
Benefits (Medical)	77,770	73,720	62,414
Benefits (Pension)	61,268	47,388	38,400
Professional Services - Audit	24,000	26,500	23,000
Professional Services - IT/Other	15,000	30,000	29,600
Professional Services - RRIE	0	16,000	0
Professional Services - Pay Plus	13,010	11,040	2,500
Professional Services-Direct deposit fees	0	0	8,400
Travel/Training/Staff Development	50,115	50,230	57,995
Supplies - WDC Internal	11,500	17,500	5,000
Supplies (RRIE)	0	2,000	5,000
Equipment Rental	1,440	13,092	14,472
Equipment Maintenance & Repair	6,560	6,360	5,740
Software Maintenance & Licenses	18,075	25,100	5,900
Equipment	2,400	0	3,500
Telephone	1,300	500	460
Postage	500	500	400
Internet/Email storage	5,744	5,515	2,627
Outreach FFW	0	0	21,500
Insurance	7,606	7,606	7,600
Dues/Subscriptions	16,409	14,835	13,155
Fees and Other	1,000	990	740
Total Indirect Expenditures	1,211,561	1,170,105	944,972
Total Expenditures	4,696,929	4,467,410	3,953,904

Anticipated Carry-in	556,999	817,095	152,828
Formula Carry-in	118,168		

Subject: Acceptable Use Policy

Policy No: 2015-62

Effective Date: 07.01.21

1) Overview:

The intent for publishing an Acceptable Use Policy is not to impose restrictions that are contrary to the Benton-Franklin Workforce Development Council's (BFWDC) established culture of openness, trust, and integrity. We are committed to protecting BFWDC's employees, board members, workforce partners, and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, web browsing, and file transfer protocol (FTP), are the property of BFWDC. These systems are to be used for business purposes in serving the interests of the company, and our clients and customers during normal operations.

Remote access to our corporate network is essential to maintain our team's productivity, but in many cases, this remote access originates from networks that may already be compromised or are at a significantly lower security posture than our corporate network. While these remote networks are beyond the control of the BFWDC, we must mitigate these external risks to the best of our ability.

E-mail is widely used in almost all industries and is often the primary communication and awareness method within an organization. At the same time, misuse of e-mail can pose many legal, privacy, and security risks, thus it's important for users to understand the appropriate use of electronic communications.

Effective security is a team effort involving the participation and support of every BFWDC employee who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

2) Purpose:

The purpose of this policy is to outline the acceptable use of the network, remote access, e-mail, and computer equipment at BFWDC. These rules are in place to protect the employee and BFWDC. Inappropriate use exposes BFWDC to risks, including virus attacks, compromise of network systems and services, loss of sensitive or confidential data, and legal issues.

3) Scope:

This policy applies to the use of information, electronic and computing devices, and network resources to conduct BFWDC business or interact with internal networks and business systems, whether owned or leased by BFWDC, the employee, or a third party. All employees, contractors, and consultants at BFWDC are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with BFWDC policies, standards, and local laws and regulations.

This policy applies to employees, contractors, and consultants at BFWDC, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by BFWDC.

4) Policy:

4.1. General Use and Ownership

- 4.1.1. BFWDC proprietary information stored on electronic and computing devices, whether owned or leased by BFWDC, the employee or a third party, remains the sole property of BFWDC.
- 4.1.2. You have a responsibility to promptly report the theft, loss, or unauthorized disclosure of BFWDC proprietary information.
- 4.1.3. You may access, use, or share BFWDC proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.
- 4.1.4. Employees are responsible for exercising good judgment regarding the reasonableness of personal use.
- 4.1.5. For security and network maintenance purposes, authorized individuals within the BFWDC Information Technology (IT) Contractor may monitor equipment, systems, and network traffic at any time.
- 4.1.6. BFWDC reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

4.2. Security and Proprietary Information

- 4.2.1. Postings by employees from a BFWDC e-mail address to newsgroups (local news stations, social media, newspapers, radio, bloggers, etc.) must first be approved by the Chief Executive Officer (CEO) or the Chief Operations Officer (COO) and may be required to include a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of BFWDC, unless posting is in the course of business duties.
- 4.2.2. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware.
- 4.2.3. Automatically forwarding e-mail – employees must exercise caution when sending any e-mail from inside BFWDC to an outside network. Unless approved by the CEO or COO, BFWDC e-mail will not be automatically forwarded to an external destination. Copying e-mail outside of the BFWDC network for purposes of storage is prohibited.
- 4.2.4. Security Software Guidelines – recommended process to prevent virus problems:
 - a) NEVER open any files or macros attached to an e-mail from an unknown, suspicious, or untrustworthy source. Delete these attachments immediately, then "double delete" them by emptying your Trash.
 - b) Delete spam, chain, and other junk e-mail without forwarding.
 - c) Never download files from unknown or suspicious sources.
 - d) Avoid direct disk sharing with read/write access unless there is absolutely a business requirement to do so.
 - e) Any attempts to disable or circumvent security software, policies, or restrictions are strictly prohibited.

4.3. E-mail Policy

- 4.3.1.** All use of e-mail must be consistent with BFWDC policies and procedures of ethical conduct, safety, compliance with applicable laws, and proper business practices.
- 4.3.2.** BFWDC e-mail account should be used primarily for BFWDC business-related purposes; personal communication is permitted on a limited basis, but non-BFWDC related commercial uses are prohibited (i.e., do not use BFWDC e-mail to sign up for eBay or Amazon).
- 4.3.3.** E-mail should be retained if it qualifies as a BFWDC business record. E-mail is a BFWDC business record if there exists a legitimate and ongoing business reason to preserve the information contained in the e-mail.
- 4.3.4.** E-mail that is identified as a BFWDC business record shall be retained according to BFWDC Record Retention Schedule. All BFWDC e-mail information is categorized into three main classifications with retention guidelines:
 - a)** Administrative Correspondence (3 years)
 - b)** Fiscal Correspondence (3 years)
 - c)** General Correspondence (1 year)
- 4.3.5.** Using a reasonable amount of BFWDC resources for personal e-mails is acceptable, but non-work-related e-mail shall be saved in a separate folder from work-related e-mail. Sending chain letters or joke e-mails from a BFWDC e-mail account is prohibited.
- 4.3.6.** BFWDC may monitor messages without prior notice. BFWDC is not obliged to monitor e-mail messages.

4.4. Remote Access

It is the responsibility of BFWDC employees, contractors, vendors, and agents with remote access privileges to BFWDC's corporate network to ensure that their remote access connection is given the same consideration as the user's on-site connection to BFWDC.

When accessing the BFWDC network from a personal computer, Authorized Users are responsible for preventing access to any BFWDC computer resources or data by non-Authorized Users. Performance of illegal activities through the BFWDC network by any user (Authorized or otherwise) is prohibited. The Authorized User bears responsibility for and consequences of misuse of the Authorized User's access. Authorized Users will not use BFWDC networks to access the Internet for outside business interests (i.e., using the shared drive for personal purposes).

- 4.4.1.** Secure remote access to the BFWDC Virtual Private Network (VPN) will be monitored and regulated by the Information Technology (IT) Contractor.
- 4.4.2.** Authorized Users shall protect their login and password, even from family members.
- 4.4.3.** While using a BFWDC-owned computer to remotely connect to BFWDC's corporate network, Authorized Users shall ensure the remote host is not connected to any other network at the same time, with the exception of personal networks that are under their complete control or under the complete control of an Authorized User or Third Party.
- 4.4.4.** Use of external resources to conduct BFWDC business must be approved in advance by the CEO or COO.

4.5. Internet Use Monitoring and Filtering

- 4.5.1. Web Site Monitoring:** BFWDC reserves the right to monitor and filter internet and website traffic. The IT Contractor may monitor Internet use from all computers and devices connected to the corporate network. Where possible, the system should record the User ID of the person or account initiating the traffic. Internet Use records must be preserved for 180 days.
- 4.5.2. Internet Use Filtering System:** The IT Contractor may block access to Internet websites and protocols that are deemed inappropriate for BFWDC's corporate environment. BFWDC staff are prohibited from visiting the following protocols and categories of websites:
- a) Adult/Sexually Explicit Material
 - b) Advertisements & Pop-Ups
 - c) Gambling
 - d) Hacking
 - e) Illegal Drugs
 - f) Personals and Dating
 - g) SPAM, Phishing and Fraud
 - h) Spyware
 - i) Violence, Intolerance, and Hate
- 4.5.3. Internet Use Filtering Rule Changes:** The IT Contractor may periodically review and recommend changes to web and protocol filtering rules. The CEO or COO shall review these recommendations and decide if any changes are to be made.
- 4.5.4. Internet Use Filtering Exceptions:** If a site is mis-categorized, employees may request the site be un-blocked by submitting a ticket to the IT Contractor help desk. An IT employee will review the request and un-block the site if it is miscategorized.
- 4.5.5. Employees may access blocked sites with permission if appropriate and necessary for business purposes. If an employee needs access to a site that is blocked and appropriately categorized, they must get approval from the CEO or COO, who will coordinate with the IT Contractor.**

4.6. Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempt from these restrictions during their legitimate job responsibilities.

Under no circumstances is an employee of BFWDC authorized to engage in any activity that is illegal under local, state, federal, or international law while utilizing BFWDC-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

4.6.1. System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- a)** Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by BFWDC.
- b)** Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which BFWDC or the end-user does not have an active license is strictly prohibited.
- c)** Accessing data, a server, or an account for any purpose other than conducting BFWDC business, even if you have authorized access, is prohibited.
- d)** Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- e)** Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- f)** Using a BFWDC computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- g)** Making fraudulent offers of products, items, or services originating from any BFWDC account.
- h)** Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- i)** Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- j)** Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of the employee's normal job/duty.
- k)** Circumventing user authentication or security of any host, network, or account.
- l)** Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- m)** Providing information about, or lists of, BFWDC employees to parties outside BFWDC.
- n)** Moving data outside of the BFWDC network for storage purposes is prohibited.

4.6.3. E-mail and Communication Activities

When using company resources to access and use the Internet, users must realize they represent the company. Questions may be addressed to the COO.

- a) Sending unsolicited e-mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail spam).
- b) Any form of harassment via e-mail, telephone, or paging, whether through language, frequency, or size of messages.
- c) Unauthorized use, or forging, of e-mail header information.
- d) Solicitation of e-mail for any other e-mail address, other than that of the poster's account, with the intent to harass or to collect replies.
- e) Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- f) Use of unsolicited e-mail originating from within BFWDC's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by BFWDC or connected via BFWDC's network.
- g) Automatically Users are prohibited from using third-party e-mail systems and storage servers such as Google, Yahoo, and MSN Hotmail, etc., to conduct BFWDC business, to create or memorialize any binding transactions, or to store or retain e-mail on behalf of BFWDC. Such communications and transactions should be conducted through proper channels using BFWDC-approved documentation.
- h) Users are prohibited from automatically forwarding BFWDC e-mail to a third-party e-mail system

4.6.4. Blogging and Social Media

- a) Blogging by employees, whether using BFWDC's property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of BFWDC's systems to engage in blogging is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate BFWDC's policy, is not detrimental to BFWDC's best interests, and does not interfere with an employee's regular work duties. Blogging from BFWDC's systems is also subject to monitoring.
- b) Employees shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of BFWDC and/or any of its employees. Employees are also prohibited from making any discriminatory, disparaging, defamatory, or harassing comments when blogging.
- c) Employees may also not attribute personal statements, opinions, or beliefs to BFWDC when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly, or implicitly, represent themselves as an employee or representative of BFWDC. Employees assume all risks associated with blogging.

5) Compliance:

5.1. Verification, Exceptions, Non-Compliance

5.1.1. Compliance Measurement

The CEO or COO will verify compliance to this policy through various methods, which may include, but are not limited to, internal and external audits.

5.1.2. Exceptions

Any exception to the policy must be approved by the CEO or COO as their proxy.

5.1.3. Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.



815 N. Kellogg Street, Suite C
Kennewick, WA 99336
509-734-5980
Fax 509-734-5999
www.Bentonfranklinwdc.com

May 18, 2021

Ms. Crystal Bright, Operations Manager
Work Source Columbia Basin
815 N. Kellogg – Suite D
Kennewick, WA 99336

Re: Work Source Columbia Basin One-Stop Certification

EXECUTIVE COMMITTEE

Todd Samuel
BFWDC Board Chair
Group Manager
PNNL

Melanie Olson
Director
Lourdes Counseling Center

Dennis Williamson
Training Director
Electricians Union IBEW

Amanda Jones
Vice President
Community First Bank

Adolfo de León
CSO Administrator
DSHS

COUNTY OFFICIALS

Benton County
Commissioner Will McKay

Franklin County
Commissioner Clint Didier

EXECUTIVE DIRECTOR/CEO

Tiffany Scott

Dear Ms. Bright:

The Benton Franklin Workforce Development Council (BFWDC) Work Source Columbia Basin (WSCB) One-Stop Certification Committee would like to express its sincere appreciation for the accomplishments you and WSCB staff have achieved in continuing to work towards consistently providing exceptional service to our customers. It is recognized that this has been especially challenging given the circumstances of the Covid-19 virus. The application for WorkSource Certification that you submitted together with the two hour meeting we held to review the BFWDC certification committee's questions provided a compelling description of how WSCB is continuing to move towards being an ever increasing and impactful resource for the citizens of our region.

WSCB continues to demonstrate significant progress in implementing a seamless, integrated, and effective customer-focused service delivery system. Of particular noteworthiness is the effective and impactful teaming of WSCB leadership and staff and their ability to rapidly adapt to the restrictions and barriers caused by the response to the Covid-19 virus.

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. **We are pleased to grant a 3-year WorkSource One-Stop Certification to WSCB.**

The BFWDC agrees with the "Focus Areas", "Areas of Opportunity", and associated "Steps" identified by WSCB in your April 23, 2021 "Application for WorkSource Certification" transmittal letter. In addition to those areas, we have identified two additional areas (described below) that we are requesting that WSCB leadership/staff develop a plan that describes how you will further strengthen your performance and propose how you will measure progress. It is requested that progress updates on all of the "Areas of Opportunity" be provided at least twice per year. Additional areas are:

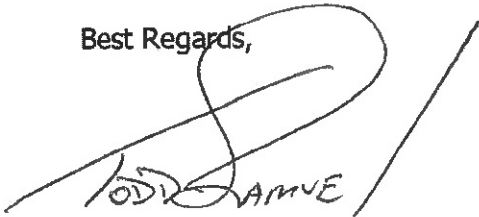
- 1. Performance & Accountability** – It is requested that WSCB provide a written plan with proposed measures describing how it is going to increase service delivery (help more job seekers find work and employers find needed workers). The plan should propose how the WSCB will accurately and consistently measure progress.

- 2. Customer Service** – It is requested that WSCB provide a written plan with proposed measures describing how it is going to increase the level and impact of services provided to customers.

The BFWDC Board of Directors are very appreciative of the on-going efforts and progress made to-date within WSCB to achieve a high standard of excellence and your continued pursuit of ways to improve the customer's experience. BFWDC Board members continue to observe that the environment at WSCB that you and your team have created is one of the highest functioning WSCB teams they have observed! Congratulations on this hard earned accomplishment! We look forward to working with you to strengthen a system that makes an ever growing and impactful contribution to health and well-being of our region.

If you have any questions or require additional information, please do not hesitate to contact me.

Best Regards,

A handwritten signature in black ink, appearing to read "TODD SAMUEL", with a large, stylized flourish above the name.

Todd Samuel, Board Chairman
Benton Franklin Workforce Development Council

2021 BFWDC WSCB One-Stop Certification Committee
Karl Dye, Tri-Cities Economic Development Council (TRIDEC)
Carol Moser, Greater Columbia Accountable Community of Health.
Melanie Olson, Lourdes Counseling Center
Todd Samuel, Pacific Northwest National Laboratory

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC board awarded the PY21 Youth Contract to Career Path Services (CPS) in the amount of \$779,699 to serve 230 Out-of-School Youth (OSY) ages 16-24 to gain credentials, participate in paid career-related experiences, develop soft skills, experience job readiness training, explore career pathway opportunities, and become employed.
- The BFWDC monitoring team reviewed 14 participant files focusing on Eligibility, Program Enrollment, 14 Program Elements, Outcomes, Program Completion, Individual Service Strategy (ISS), Case Notes, and Management Information System (MIS) Entries. There were no findings or disallowed costs.
- The State Employment Security Department (ESD) recognized the hard work and dedication the Youth Team put into finding solutions and support for those most affected by the pandemic. Congratulations, Youth Team, for the number of enrollments achieved despite the challenges faced during the pandemic.

TC Futures Highlights

- TC Futures operates at 50% capacity for General Equivalency Diploma (GED) testing and technical support. WIOA Title I Youth Program continues to provide Employment and Training services 100% virtually.
- The Future Fest virtual career fair was held on May 13th (co-hosted by WorkSource Columbia Basin). Twenty-nine employers and training providers attended. Sixty-one job seekers participated.
- From July 2020 to June 2021, 55 youth and young adults (OSY/Open Doors) obtained their GED.
- TC Futures held its first “Transition Presentation” event to recognize GED graduates during PY20. Eighteen graduates were honored during this event. Families were very appreciative of the opportunity to attend the event. Thank you, community partners, for all the generous contributions!

Workforce Innovation and Opportunity Act Program Participant Success Story

Adrian, 23 years, from Othello, came to the program in need of training and employment opportunities. Adrian had multiple barriers to employment as he has a background and is low income. Adrian wanted to continue living in Othello but struggled to find entry-level work. While enrolled in the OSY program, Adrian received job search assistance by researching the local job market and different in-demand industries and financial assistance for gas and work clothing. Adrian was interested in obtaining a Commercial Driver’s Licence (CDL) and was co-enrolled in the Economic Security for All program to leverage funding for the CDL training. Adrian obtained his CDL license and obtained employment at AGB Trucking as a Loader, earning \$18 per hour, working full time, and receiving benefits.

PY20 4th QUARTER OSY PROGRAM PARTICIPANT CUMULATIVE SUMMARY

	<u>Actual</u>	<u>Annual Goal</u>
Youth Served	200	219
Total Employed Exits	70	120
Total Post-Secondary Exits	2	4
Placement Rate	66.67%	85%
Median Wage	\$14.30	\$13.75
On-the-Job Training	4	8
Work Experience	17	33
Individual Training Accounts	16	28
Pre-Apprenticeships	0	N/A
Credentials Earned	6	N/A
General Equivalency Diploma (24 in progress)	11	N/A

Benton-Franklin Workforce Development Council (BFWDC) Highlights

- The BFWDC board approved extending the PY19 Rapid Response Increase Employment (RRIE) contract period from June 30th, 2021, to December 31st, 2021, to continue providing training opportunities and wrap-around supports and fully expend the contract.
- The BFWDC board awarded the PY21 Adult Contract to Career Path Services (CPS) in the amount of \$653,380 to serve 187 adults and the PY20 Dislocated Worker Contract in the amount of \$977,227 to serve 223 dislocated workers.
- The BFWDC board approved the PY21 Community Development Block Contract (CDBG) sole sourcing to CPS in the amount of \$448,718 from July 1st, 2021, to January 31st, 2023. These funds will provide COVID hunger relief staffing to local food distribution sites to decrease food insecurity in our community.
- Due to the success of the Economic Security for All (EcSA) pilot program, the state awarded a second round of funding, extending the program through March 30th, 2024. All 12 WDCs will have access to the second round of non-competitive funds. The BFWDC presented our local EcSA program model and outcomes to multiple state-level forums, including meeting with Governor Inslee as part of the WA State Poverty Reduction Team.
- The Family Forward (FFW) program ended on June 30th and successfully served 73 non-custodial parents by connecting them to training and employment opportunities. Congratulations, Goodwill, for achieving all performance outcomes.
- The One-Stop Operator Request for Proposal (RFP) Committee reviewed and evaluated the sole proposal received on May 9th. The sub-committee found the proposal responsive to the requirements of the RFP. The BFWDC board awarded the PY21 One-Stop Operator contract to the Benton-Franklin Workforce Consortium in the amount of \$180,000.
- On May 11th, the One-Stop Certification Review Committee listened to a presentation by WorkSource Leadership in response to their certification application. The Review Committee was pleased and impressed with how much the center has accomplished in the past two years and granted WSCB a 3-year certification.

WIOA Program Participant Success Story

Duval, age 55, entered the Adult program after being incarcerated. All charges were dropped, but he was held in prison for 13 months due to COVID restrictions. While in prison, Duval lost his job at Hanford, his vehicle, his home, and personal possessions. He was not eligible for unemployment and had used up all his savings to pay for housing, obtain a vehicle to job search, and put his life back together. Duval was offered an excellent job opportunity out of state but did not have the resources to get there. Spectra Tech, in Aicken, SC., offered him a position as a Sr. Mechanical Process Engineer, working at the Savannah River Site. The Adult program assisted Duval with temporary housing until his move, relocation services to Aiken, South Carolina, work clothing, and hygiene items. Duval started his position with Spectra Tech on May 24th, earning \$53.13 per hour, along with \$3000 per month per diem. He receives full benefits, including medical and dental, short/long term disability, and a 401K. He also receives 112 hours of paid time off and 88 hours of holiday pay annually.

PY20 4th QUARTER PROGRAM PARTICIPANT CUMULATIVE SUMMARY

<u>Dislocated Worker Program</u>			<u>Adult Program</u>		
	<u>Actual</u>	<u>Goal</u>		<u>Actual</u>	<u>Goal</u>
Dislocated Workers Served	128	186	Adults Served	183	193
Employed Exits	64	105	Employed Exits	70	109
On-the-Job Trainings (OJT)	0	15	Work Experiences (WEX)	4	6
Individual Training Accounts (ITA)	29	40	On-the-Job Trainings (OJT)	0	5
Median Wage	\$20.00	\$19.00	Individual Training Accounts (ITA)	33	50
			Median Wage	\$15.17	\$14.50

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

June 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: 509
Total Staff Assisted Services to Job Seekers: 1336
Unique Number of Businesses Served: 136
Staff Provided Business Services: 227

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): 302
Out-of-School Youth (OSY) Program: 200
Open Doors Program: 172
Co-enrolled in Both Programs: 70
Youth Attained General Education Development (GED): 55
Total OSY Employed and/or Post-Secondary Exits: 72
Average Wage: \$14.30
Placement Rate: 67%

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): 613
Monthly-to-Date Target: 727

Total Employed Exits (YTD): 255
Monthly-to-Date Target: 399

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 47 Total Employed Exits: 11
Monthly-to-Date Target: 55 Monthly-to-Date Target: 25

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 69

NOTE: Starting July 1st, 2021 WorkSource Columbia Basin will be physically open to up to 25% capacity by appointment 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 (May)

Employment Security Department Labor Market Information

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

Top Occupations	Top Licenses and Certifications		
<ul style="list-style-type: none"> Registered Nurses Laborers and Freight, Stock, and Movers Sales Representatives Managers, All Other Retail Salespersons Heavy and Tractor-Trailer Truck Drivers Customer Service Representatives Coaches and Scouts Driver's License 	<ul style="list-style-type: none"> Registered Nurse Advanced Cardiac Life Support Certification Certified Teacher CDL Class A Driver's License First Aid CPR 		
		Benton	Franklin
	Unemployment	5.1%	5.8%
	Average Wage (2019)	\$33.91	\$24.7

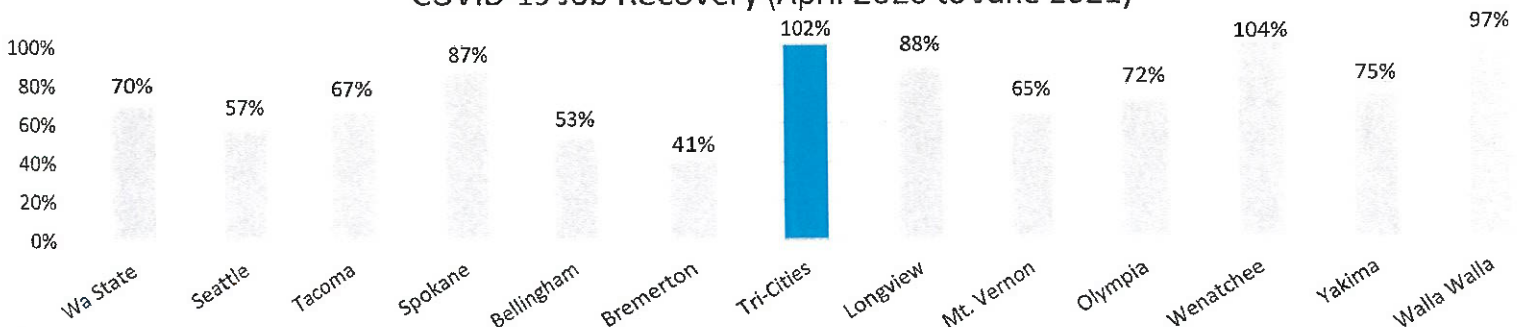
Other News

1/4/2021 – 7/04/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	43	228	54	1394	1211
Staff	67	334	112	2535	2223

LinkedIn Learning Pilot

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- June Customer Satisfaction Survey:** 50 responses received (10% response rate). Of the customers who responded, 96% would refer family and friends. The top 3 services rated were one-on-one career guidance, job search, and training.

COVID-19 Job Recovery (April 2020 to June 2021)



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

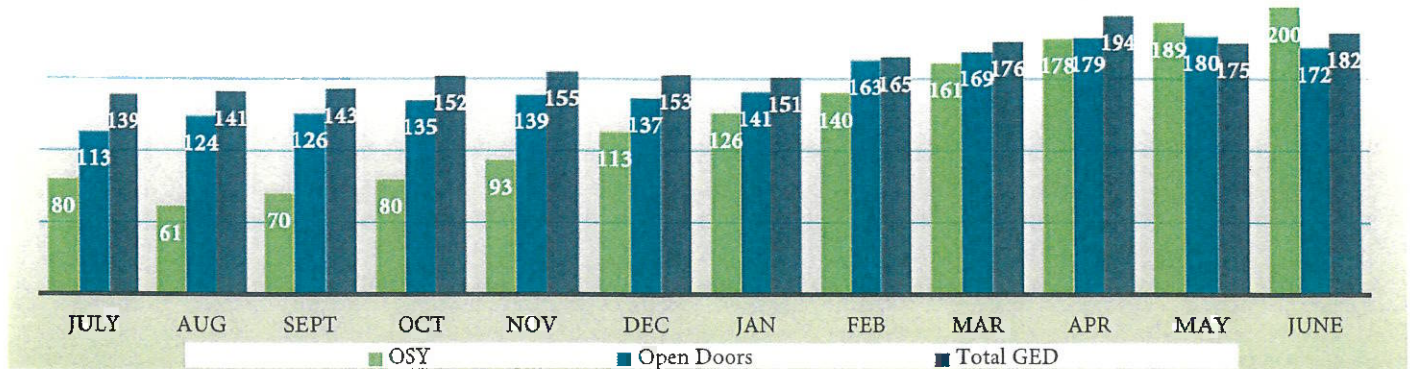
www.bentonfranklinwdc.com
 Contact us at 509-734-5980



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



TC Futures Numbers June 2021



GED Testing			
Month	Total	Passed	Graduates
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
November	18	13	0
December	33	29	7
January	40	29	7
February	32	26	2
March	60	43	10
April	47	34	5
May	45	29	8
June	48	39	5
Total	398	295	55

Social Media Insights		
Month	Followers	People Reached
July	328	5351
August	339	2876
September	353	5026
October	360	6916
November	395	12223
December	446	14893
January	447	11515
February	492	8099
March	502	11138
April	523	12374
May	549	11583
June	551	5054

Co-enrolled	
Month	Total
July	15
August	15
September	19
October	26
November	31
December	34
January	38
February	41
March	53
April	65
May	69
June	70

GED Highlight

TC Futures held its first ceremony to recognize GED graduates from 2020 and 2021. 18 graduates were honored throughout the event, and just over 100 people were in attendance. The event was made possible through the support of Benton-Franklin Workforce Development Council, Educational Service District 123, and Career Path Services. The event also received generous donations from Three Rivers Therapy, Community Health Plan of Washington, Rotary, D&Z Events, the Alviso-Scott family, and the Garcia family. The weather was perfect, and families were very appreciative of the opportunity to attend the event.

Facility Update

The picnic tables purchased by Benton-Franklin Workforce Development Council have arrived just in time for summer. These are located on our back patio and provide a great opportunity for customers to work outside, take a break, or have a snack.





 Follow @tricityfutures on Facebook and Instagram!
 


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





A proud partner of the AmericanJobCenter network

WorkSource Operator Report
 Benton Franklin Workforce Consortium
 June 2021

June Highlights:

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.

WorkSource Site Operations:

Customer Counts 6/1-6/30/2021		
Total Staff Assisted Seekers	509	
Total Staff Assisted Services	1336	
	<i>Basic Services</i>	1089
	<i>Individualized, Training & Support Services</i>	206
Unique Number of Businesses Served	136	
Staff Provided Business Services	227	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	11	9
Employee Training Assessment, referral, enrollment, etc.	18	12
Other Employer outreach visit, marketing business services, etc.	82	62
Recruitment Hiring events, referrals, etc.	107	69
Wage & Occupation Information Labor Market Info, etc.	9	9

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (7/9/21)

Number of unique job seekers and services provided have decreased this month compared to June 2020. Mitigation is occurring through targeted outreach to hundreds of customers. See the Service Delivery section below for additional details.



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June 2021 Customer Satisfaction Survey:

- 50 survey responses received (10% response rate):
 - Of the customers who responded, 96% would refer family and friends
 - Top 3 services rated: job search, training, and one-on-one career guidance
- In mid-May Team WSCB implemented a 4-week pilot in an effort to gather more actionable customer feedback to inform service delivery. During this pilot, staff conducted one question interviewing with each customer to capture specific instances where we exceed expectations or can improve. Ad-hoc groups will be stood up as needed to implement customer feedback into operations.
- Customer Feedback – What we did well:
 - “The workshop was so helpful and Michele Brown was an excellent facilitator.”
 - “Gena was awesome to work with and was very helpful.”
 - “Everything! I am amazed at all the information and opportunities Work Source provides for people of all different backgrounds to get back to work.”
 - “Great team work and you guys were a blessing with the jacket and tennis shoes.”
- Customer Feedback – What we can do better:
 - “Be open to the public again. When the time is right.”

Service Delivery

Career Services:

- WSCB will transition to a hybrid service delivery beginning July 1st. The office will reopen by appointment only for in person services and will maintain virtual service delivery. Staff will return to the physical office in waves, allowing for orientation to the office and training on COVID-19 safety/health protocols currently in place.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- The LinkedIn Learning pilot will end on 7/2/21. During the pilot, job seekers, businesses (and incumbent workers), general public, and staff were engaged. A final report of what we’ve learned during the pilot is being written. Steps taken to engage as well as feedback on the value add for each of these customer segments will be included. Engagement rates are noted below:

1/4/2021 – 7/2/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	43	228	54	1394	1211
Staff	67	334	112	2535	2223



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- Despite efforts to engage customers, demand for services continues to be low as compared to June 2020. Engagement efforts include, but are not limited to:
 - WSCB will continue to work with expanded hours of operation through October 1st to provide additional access to services for customers. Data will be reviewed mid-September to determine if business need supports continuation of expanded hours.
 - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
 - Weekly outreach to customers receiving Unemployment Insurance (UI) benefits via GovDelivery email.
 - Creation and distribution of materials highlighting our services, including one-on-one appointments, workshops, technical assistance, and more.
 - Communication amongst WorkSource and community partners to ensure all are informed and able to refer customers to WSCB services as appropriate.
 - One on one connections with customers via phone and email.
 - Multiple ways to contact WSCB, including use of information request forms, email, and staffing of the main phone line for incoming calls.

Business Services:

- The Tri-Cities Virtual Job Fair was held on June 1st and included a range of business sectors our local region, including retail, government, healthcare, education, hiring agencies, and more. During the event there were 91 chat sessions.
- Business Friendly Programs, a collaborative event held by WSCB and ESD's Shared Work will be offered in July, September, and November to educate local business of resources available to them. More information can be found at <https://esd.wa.gov/SharedWork/events>.

Community Connections:

- 6/15: 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.
- 6/22 & 6/29: Spanish Radio Broadcast collaboration with Bustos Media, OIC of Washington, ESD, and WSCB. Introductions and planning for radio campaign which will run 7/15-12/30/21 on La Zeta de Pasco 107.1. Live segments are scheduled every other Thursday from 2-3pm and are designed to educate, inform, and engage with the local Hispanic community.
- 6/25: Initial consultation call with Brahim Villanueva of Town Square Media. Follow up to occur in July to learn more about digital outreach.

Staff Training & Development:

Training/Development Attended:

- 6/2: Business Service & BFET Cross training; LinkedIn Learning Break Out Discussions
- 6/9: Return to Office, Expanded Hours of Operation Data Review
- 6/15 & 16: Economic Symposium Virtual Conference (Business Services + Trio)



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- 6/16: Return to Office Updates
- 6/23: Cross Training: World Relief, Unemployment Insurance Services
- 6/29: De-Escalation Training (Alpha Team) – *Awareness Consulting & Training*
- LinkedIn Learning – staff self directed study

Upcoming Training/All Staff Meetings:

- 7/14: Cross Training: Adult & EcSA Services; Widget Pilot: Customer Service Data
- De-Escalation Training (Beta Team) – *Awareness Consulting & Training*
- 7/21 & 7/28: WSCB Complaint/Concern Policy Training

Facilities:

- 6/15-6/19: Duct cleaning by Pringles Power Vac
- 6/18: Installation of staff hotel stations for return to office
- 6/21: Stanley Security blue light alarm system check
- 6/21-6/30: Facilities safety/health readiness preparations for return to office
- 6/23: Handyman consult with Tom Burnett; work completed 6/28 & 6/29

Respectfully submitted by C. Bright on 7/9/21



**Employment
Security
Department**
WASHINGTON STATE

Issue Date:
July 19

| 2021

PY20 WIOA Monitoring Report

Benton-Franklin Workforce Development Council

Serving Benton and Franklin Counties

Workforce Monitoring Unit Review Team

Administrative & Fiscal:

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Monitoring Review Date

January 11-15, 2021

January 19-20, 2021



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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 the Benton-Franklin Workforce Development Council on January 11-15 and January 19-20, 2021. 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. 4)
- Supportive Services and Needs-Related Payments (ESD Policy 5602, Rev. 2)
- Follow-up Services for Adult and Dislocated Workers (ESD Policy 5620)
- Incentive Payments for Youth (ESD Policy 5621, Rev. 2)
- If applicable:
 - Customized Training (ESD Policy 5616, Rev. 1)
 - Incumbent Worker (ESD Policy 5607, Rev. 4)
 - Transitional Jobs (TEGL 19-16)
 - Incentive Payments for Adults (ESD Policy 5621, Rev. 2)
 - Integrated Service Delivery Policy and Procedures (ESD Policy 1023, Rev. 1)
- All Other policies and/or procedures, memos, technical assistance guides, etc. developed for the implementation of your WIOA formula and/or discretionary grants. Examples include, but are not limited to:
 - ETO
 - Self-sufficiency
 - Case Notes
 - Work Experiences
 - On-the-Job Training
 - Youth Objective Assessment and Individual Service Strategies
 - Youth Follow-up

WIOA Adult and Dislocated Worker Programs

- Eligibility
- Support Services

WIOA Youth Program

- Eligibility
- Objective Assessment
- Individual Service Strategy
- 14 Program Elements
- Program Enrollment
- Outcomes, when applicable
- Program Completion, when applicable
- Follow-up Services, when applicable
- Self-attestation, when applicable
- MIS/ETO
- Case Notes
- Miscellaneous Observations

WIOA Title I Formula Administrative and Fiscal Review

- Design and Governance of the LWDB
- MOU/IFA/RSA
- One-Stop Operator
- Policies/Procedures
- Administrative Controls and Monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal Controls
- Cash and Financial Management
- Procurements & Contracts
- Cost Allocation Plan or Rate
- Property & Inventory
- Single audit
- Personnel
- Grievance and Complaint
- Support Services & Needs Related Payments
- Incumbent Worker, if applicable

Statewide Discretionary Contracts Compliance Review Economic Security for All (EcSA)

Administrative and Fiscal

- Cash and financial management/A19 reimbursements
- Administrative controls (Sub-recipient monitoring)
- Procurements & Contracts
- Personnel Activity Reports and Cost Allocation

MONITORING REVIEW COMMUNICATIONS

To ensure transparent communication occurred during the monitoring review, ESD's Monitoring Unit conducted an online, virtual entrance meeting with Benton-Franklin Workforce Development Council staff on the first day of the review. The entrance meeting provided an opportunity for the monitoring agenda to be finalized, points of contact identified and confirmation of other monitoring related activities. The entrance meeting also provided an opportunity for Benton-Franklin Workforce Development Council staff to share changes that occurred in their area since the last ESD monitoring review, challenges, and successes they have experienced, and future endeavors.

There were regularly scheduled daily meetings with ESD's Monitoring Unit and Benton-Franklin Workforce Development Council's administrative, fiscal, and program staff to maintain engagement and communication during the virtual review. At the end of each day, ESD's Monitoring Unit provided Benton-Franklin Workforce Development Council staff a Daily Observation Report (DOR).

The exit meeting provided Benton-Franklin Workforce Development Council staff with a summary of the compliance review, outstanding items to address (if applicable), noted practices observed during the visit, and next steps in the ESD monitoring process.

DOCUMENTATION OF REVIEW

DOR's were shared with Benton-Franklin Workforce Development Council staff at the end of each day 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 Workforce Development Council staff on January 20, 2021.

MONITORING OBSERVATIONS

Program - WIOA Adult:

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

Program – WIOA Dislocated Worker:

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

Program WIOA Youth:

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

Administrative & Fiscal Review:

The Monitoring Unit found the following administrative and fiscal procedures to be in compliance with State and Federal requirements:

- Design and Governance of the LWDB
- MOU/IFA/RSA

- One-Stop Operator
- Policies/Procedures
- Administrative Controls and Monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal Controls
- Procurements & Contracts
- Cost Allocation Plan or Rate
- Property & Inventory
- Single Audit
- Personnel
- Grievance and Complaint
- Support Services & Needs Related Payments
- Incumbent Worker, if applicable

NOTED PRACTICES

Noted practices observed during the program review included:

- **Case Notes** – Case notes were detailed and succinct. The notes supported the services recorded in ETO. Enrollment case notes were very thorough explaining all that one needed to know about why the participant was being enrolled and planned services.
- **Program Monitoring and Technical Assistance** – Benton-Franklin staff conduct quarterly Continuous Quality Improvement (CQI) monitoring to help address issues early on and provide ongoing high caliber technical assistance throughout the year. This is a great strategy and noted practice. Over the last program year, Benton Franklin staff have implemented providing one on one file reviews with case managers to provide customized technical assistance and interactive training.
- **Paid and Unpaid Work Experience with Academic/Education Component – Job Shadowing in the Youth Program** – WEX Entry case notation is documented very thoroughly. The comprehensive outline of the expectations from the participant and the employer is clearly stated. The 'story' of the what the participants/employer will gain is a pleasure to read.

RESULTS

ESD's Monitoring Unit determined, as a result of the review, there are no findings, questioned costs, or disallowed costs.

BFWDC Board Member:

The purpose of this information sheet is for your reference. The staff to the BFWDC Board are available to answer your questions as they arise. Should you be conducting outreach in our regional Workforce Development Area and need specific subject matter expertise, your team is here to help! We do ask as a professional courtesy that when direct correspondence is made that you also copy the respective direct supervisor listed below within each box.

Name/Title: Tiffany Scott, CEO		Areas of Expertise:
Direct Supervisor: BFWDC Board of Directors		-WIOA Governance
Contact Information:		-BFWDC Board Leadership
Phone: 734-5993		-Strategic Planning
Email: tscott@bf-wdc.org		-Lease Agreements
		-Letters of Support Review and Approval
		-Presentation Development and Expertise
		-Local/Regional/State/National WF Development Networks
Name/Title: Jan Warren, CFO		Areas of Expertise:
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		-Audit/Fiscal monitoring
Name/Title: David Chavey-Reynaud, COO		Areas of Expertise:
Direct Supervisor: Tiffany Scott, CEO		-Communication/Outreach
Contact Information:		-Business Engagement, Retention, and Recruitment
Phone: 734-5988		-Non-profit Operations
Email: dchavey@bf-wdc.org		-Training
Name/Title: Diana Hamilton, WIOA Programs Manager		Areas of Expertise:
Direct Supervisor: David Chavey-Reynaud, COO		-Disaster and Employment Recovery Grant Activities
Contact Information:		-Layoff, Layoff Aversion, and Rapid Response Activities
Phone: 734-5987		-Adult and Dislocated Worker Programs
Email: dhamilton@bf-wdc.org		
Name/Title: Cynthia Garcia, Youth Programs Mgr/EO Officer		Areas of Expertise:
Direct Supervisor: David Chavey-Reynaud, COO		-All Out-of-School (OSY) Youth Grant Activities
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Phone: 734-5986		-Equal Opportunity Activities
Email: cgarcia@bf-wdc.org		
Name/Title: Jamilet Nerell, Community Programs Manager		Areas of Expertise:
Direct Supervisor: David Chavey-Reynaud, COO		-Economic Security for All serving families and communities in poverty in Latino/Hispanic populations.
Contact Information:		-Families Forward serving non-custodial parents.
Phone: 734-5984		-Occupation in Demand (OID) – local lead for OID communication with state and annual updates to local OID list.
Email: jnerell@bf-wdc.org		
Name/Title: Jessie Cardwell, Programs Coordinator		Areas of Expertise:
Direct Supervisor: Diana Hamilton, WIOA Programs Manager		-Disaster and Employment Recovery Grant Activities
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Email: jcardwell@bf-wdc.org		

Name/Title: DeAnn Bock, Fiscal Manager	Areas of Expertise:
Direct Supervisor: Jan Warren, CFO	Public Accounting/Audit Procedures
Contact Information:	Payroll & Employer Taxes
Phone: 734-5944	Transactional Accounting
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