

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Executive Committee Meeting

November 24, 2020, at 3:00 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** - Todd Samuel
 - Excused Absences
2. **Welcome & Introductions**
3. **Approval of Committee Minutes**
 - Executive Committee – October 27, 2020 (Needs a vote)
4. **Finance Reports** – Jan
5. **One-Stop Operator Policy** – Jamilet (Needs a vote)
6. **Personally Identifiable Information (PII) Policy** – David (Needs a vote)
7. **Employee Handbook Change** – Tiffany (Needs a vote)
Staff requests a motion to approve December 24 as an annual paid Benton-Franklin Workforce Development Council Holiday effective December 24, 2020.
8. **BFWDC 2021 Legislative Priorities** – Tiffany
9. **CEO Updates** - Tiffany
10. **Liaison Report** – David
11. **Next Meeting**
 - Executive Committee Meeting – Tuesday, December 29, 2020, at 4:00 PM at Zoom

Attachments

- a. Executive Committee Minutes, October 27, 2020
- b. Finance Reports, September 2020
- c. One-Stop Operator Policy
- d. PII Policy
- e. 2021 TCRC Legislative Summary
- f. TC Futures Report – October 2020
- g. WorkSource Operator Monthly Report, October 2020

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

Benton Franklin Workforce Development Council

Executive Committee Minutes

October 27, 2020

3:00 p.m.

Zoom

Present

Todd Samuel, Chairman
Adolfo de Leon
Amanda Jones
Dennis Williamson
Comissioner Clint Didier

Excused

Melanie Olson

Absent

Commissioner Jim Beaver

Staff

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

Guest

Crystal Bright, WSO
Kayci Loftus, CPs
Emily McCann, CLA
Monique Didier, CLA

Call to Order - Todd

Todd Samuel called the meeting to order at 3:00 p.m. and thanked everyone for attending. Becky read through the roll while members and guests introduced themselves.

Minutes – Todd

Minutes from September 29, 2020, Executive Committee Meetings were provided to members for review.

Dennis Williamson moved to approve September 29, 2020, Executive Committee Meeting minutes as presented, seconded by Adolfo de Leon. Motion carried.

Audit Report Presentation – Emily McCann and Monique Didier

Emily explained that she was responsible for the overall audit, and Monique was responsible for the day to day on-site operations. They both specialize in non-profit agencies. They presented a PowerPoint with a review of the BFWDC Annual Audit. There was a finding stating that the federal portion of Families Forward Washington (FFW) was omitted from the Schedule of Expenditures of Federal Awards (SEFA) initially prepared by management omitting the Catalog of Federal Domestic Assistance (CFDA) number. The SEFA was corrected before the completion of the audit. We received unmodified opinions throughout. Their recommendation is to review the summary page of any new grant and confirm with the funder the percentage, if any, of federal funds. There were no findings in the compliance areas.

Todd asked if there were any recommendations or observations. Emily shared that Tiffany and Jan have done a great job of following up on past findings and making sure everything is in place to ensure they don't happen again. The controls that the organization has in place all seem to be working properly.

Jan expressed her appreciation to Emily and Monique for their input during the audit process.

Finance Reports – Jan

Jan provided the printed Finance Reports through August 2020

- **Corporate Entity:** Jan reported that there is minimal change month to month on this account. The monthly interest has been added to the Money Market Account.
- **Main BFWDC Account:** Jan shared that this was a unique month. There is a significant increase in the negative cash due to the timing of the A-19 and the EFT deposits. We are at about 16.7% in expenditures for the year. She walked through the line items.
- **WorkSource:** Jan shared that there is not much change on the balance sheet. The expenses are in line.

PY20 OID List - Jamilet

Jamilet shared that each year all WDCs receive the Occupations in Demand (OID) List from the Employment Security Department that reflects the status of the local economy when it comes to occupations. As part of the OID Committee, our board members, partners, and leadership met and reviewed the provided list. Included in the packet is a list of recommended changes to send back to the

state. Todd expressed that Jamilet did a great job of facilitating the review meeting. Jamilet thanked everyone for their participation in the review.

Amanda Jones moved to approve the suggested changes to the BFWDC OID List, seconded by Dennis Williamson. Motion carried.

Families Forward Washington Contract Modification (FFW) - Jamilet

Jamilet presented a memo explaining the FFW Contract Modification with Goodwill. The modification has been approved by the Adult & Employer Linkage Committee. Additional funds added came from travel, outreach, and salary/benefits within the admin portion of the grant to avoid a surplus at the end of the grant in June 2021. The additional funds will be used to assist new participants with tuition and training fees.

Jamilet shared that Goodwill has met and exceeded expectations and created a community within Benton and Franklin Counties to serve noncustodial parents seeking training and employment opportunities. Todd shared that he is happy this partnership went well and looks forward to other projects together.

Adolfo de Leon moved to approve Goodwill Industries of the Columbia Families Forward Contract Modification 3 to increase their award by \$25,675, bringing the total from \$477,894 to \$503,569 effective November 2, 2020, seconded by Amanda Jones. Motion carried.

Liaison Report – David

David shared that he has taken over the Liaison Report from Cynthia and will be presenting it for the first time this month. Todd congratulated Cynthia for doing an excellent job creating and presenting this report. David explained that she made it very easy and seamless.

David walked the committee through the data shared on both sides of the report. He explained that we are slowly closing the gap caused by COVID-19. Dennis asked about the GED success rate and how many have a challenge with internet access. Cynthia indicated that the Youth Committee would be receiving a one-page TC Futures report with more information about GED success rates and other activities happening at the youth center. She will be asking board members for feedback before sending it out to the Executive Committee.

Amanda asked about having a comparative number for the same period for the prior year. Todd expressed concern about adding more information to the report as it is a public-facing document. David suggested including the Liaison Report from the same month last year to the Executive Committee packet for comparison, but leaving percentage changes off of the report itself.

David would like to reduce the amount of space State, and ESD information takes up on the second page and increase the space dedicated to reporting on WDC and Subrecipient activity.

Other Business – None

Roundtable:

Members were allowed a time to share things that are happening in their venues of work.

NEXT MEETING

Executive Committee Meeting – Tuesday, November 24, 2020, at 4:00 p.m. – Zoom

Quarterly Board Meeting – Tuesday, January 26, 2020, at 4:00 p.m. – Zoom

ADJOURNMENT

The meeting of the Executive Committee adjourned at 3:57 p.m.

Respectfully submitted

Todd Samuel, Board Chair Date

Becky Smith, Office Manager Date

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 10 - Corporate Entity
 As of 9/30/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	47,153.48
CE 12 month CD	1112	52,015.59
Accounts Receivable	1200	10,429.95
Total Asset		110,211.79
Liabilities		
Accrued Vacation Payable	2500	62,093.53
Due to/from other funds	2990	(12,000.00)
Total Liabilities		50,093.53
Net Assets		60,118.26
Total Liabilities and Net Assets		110,211.79

Benton Franklin Workforce Development Council
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report
 10 - Corporate Entity
 From 7/1/2020 Through 9/30/2020
 (In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	212	0	0.00%	0	0.00%
Total Revenue	212	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	212	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 9/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(66,522.25)
Accounts Receivable	1200	59,289.71
Receivable (Grants)	1300	343,577.87
Total Asset		336,345.33
Liabilities		
Accounts Payable (AP System)	2000	315,293.43
Due to/from other funds	2990	12,000.00
Total Liabilities		327,293.43
Net Assets		9,051.90
Total Liabilities and Net Assets		336,345.33

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 9/30/2020
(In Whole Numbers)
Excel spreadsheet with Budget

	<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					
Grant/Contract Revenue	823,748	1,015,711	81.10%	4,191,410	19.65%
Interest	2	0	0.00%	0	0.00%
Misc/Other Revenue	99,555	64,000	155.55%	276,000	36.07%
Total Revenue	923,306	1,079,711	85.51%	4,467,410	20.67%
Expenses					
Sub-Recipient Reimbursements	664,646	824,326	80.63%	3,297,305	20.16%
Rent and Facilities	17,235	19,006	90.68%	76,024	22.67%
Salaries and Wages	138,589	135,907	101.97%	609,291	22.75%
Payroll Taxes and Benefits	40,339	40,313	100.06%	182,022	22.16%
Professional Services and Contracts	20,769	21,025	98.78%	83,540	24.86%
TC Futures	15,318	10,000	153.18%	75,000	20.42%
Travel and Training	181	1,500	12.07%	50,230	0.36%
Supplies, Furniture and Equipment	603	1,500	40.20%	19,500	3.09%
Equipment and Software - Lease and Maintenance	4,749	5,120	92.75%	44,552	10.66%
Communications (Telephone, Postage and Internet)	1,039	1,068	97.28%	6,515	15.95%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	12,232	12,340	99.12%	15,825	77.30%
Total Expenses	923,306	1,079,711	85.51%	4,467,410	20.67%
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 9/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	69,699.26
Accounts Receivable	1200	472.29
Total Asset		70,171.55
Liabilities		
Accounts Payable (AP System)	2000	2,837.51
Deferred Revenue	2600	530.00
Total Liabilities		3,367.51
Net Assets		66,804.04
Total Liabilities and Net Assets		70,171.55

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2020 - 9/30/2020

(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	53,055	53,052	100.01%	212,209	25.00%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	36,845	36,845	100.00%	147,380	25.00%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>89,900</u>	<u>89,897</u>	<u>100.00%</u>	<u>359,589</u>	<u>25.00%</u>
Expenses					
Rent and Facilities	80,348	82,448	97.45%	329,790	24.36%
Supplies, Furniture and Equipment	208	3,350	6.21%	13,400	1.55%
Employee Recognition	60	0	0.00%	0	0.00%
Equipment and Software - Rental and Maintenance	1,152	1,200	0.00%	1,200	96.00%
Business/Community	0	1,250	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,368	2,550	53.65%	10,200	13.41%
Total Expenses	<u>83,135</u>	<u>90,798</u>	<u>91.56%</u>	<u>359,590</u>	<u>23.10%</u>
Net Surplus/ (Deficit)	<u>6,764</u>	<u>(900)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>



Subject: One-Stop Operator Policy

Policy No: 2015 - TBD

Effective Date: __/__/2020

1. Purpose

This policy provides guidance on the roles and responsibilities of the One-Stop Operator (OSO) at WorkSource Columbia Basin (WSCB) under the Workforce Innovation and Opportunity Act (WIOA).

2. Background

As identified in WIOA legislation, the OSO shall be the entity best suited to implement a potentially redesigned service delivery system. WIOA sets the general expectation that local workforce boards, such as the Benton-Franklin Workforce Development Council (BFWDC), conduct procurement processes to identify appropriate providers of OSO and other services. The vision of the Department of Labor (DOL) and operational guidance for the One-Stop system under WIOA is outlined in [Training and Employment Guidance Letter \(TEGL\) 04-15](#) and [TEGL 16-16](#).

Policy and Administrative Procedures

The OSO oversees the operations and serves as the point of contact for WSCB.

A. One-Stop Operator Responsibilities

The OSO responsibilities fall under the following areas as specified in the current program year One-Stop Operator Statement of Work:

Customer-First and Human-Centric: Use data to ensure One-Stop delivery is accessible and meets the needs of customers;

Day-to-Day Operations: Ensure the seamless provision of services to customers;

Culture Development: Lead efforts to develop a team culture of excellence and a customer-first mindset;

Performance: Emphasize achievement results for job seekers, workers, and businesses by providing consistent, high-quality service delivery to ensure partners meet service outcomes;

One-Stop Center Certification: Lead activities for center certification; evaluate center progress.

All agencies with staff located at WSCB are responsible for understanding the roles of the OSO.

B. One-Stop Operator Administrative Functions

The OSO shall work with the BFWDC regarding WIOA Core and Required Partners to be in the center.

The OSO shall maintain records and communicate with the BFWDC of:

- a) Any agency seeking new, additional, or expanded workspace and projects;
- b) Staff members' duties that will impact any aspect of service delivery;
- c) All change requests regarding office furniture, office equipment, IT hardware and software;
- d) All accommodations requests and state-mandated changes;
- e) All Customers Concerns and Complaints.

The OSO shall create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space within WSCB.

C. One-Stop Operator May Not Perform the Following Duties

Per WIOA and associated guidance, the OSO may not perform the following:

- a) Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete;
- b) Convene system stakeholders to assist in the development of the local plan.
- c) Prepare and submit local plans (as required under sec. 107 of WIOA).
- d) Be responsible for oversight of itself;
- e) Develop, manage, or participate, other than as a respondent, in the competitive selection process for OSOs;
- f) Select or terminate OSOs or WIOA Title I service providers;
- g) Perform monitoring functions of itself or any WIOA partners;
- h) Evaluate itself as OSO;
- i) Negotiate local performance accountability measures;
- j) Develop and/or submit a budget for activities of the BFWDC;
- k) Establish practices that create disincentives for providing services to individuals with barriers to employment who may require longer-term career and training services;
- l) The OSO is not required to authorize additional staff, cubicles, or any change to the service delivery.

D. Definitions

Contract: A legal instrument by which the fiscal agent, service provider, or subrecipient is committed to paying for goods, property, or services needed to accomplish the purposes of the contract/agreement. The term used in this policy does not include a legal instrument, even if the non-federal entity considers it a contract when the substance of the transaction meets the definition of a federal award or subaward (see 2 CFR 200.92 - Subaward).

Conflict of interest – Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selection or award of funding for an organization. Financial or other interests can be established either through ownership or employment.

Contractor - An entity responsible for providing generally required goods or services related to the administrative support of the Federal award. These goods or services may be for the recipient's or subrecipient's own use or the use of participants in the program. Distinguishing characteristics of a contractor include:

- Providing the goods and services within normal business operations;
- Providing similar goods or services to many different purchasers;
- Operating in a competitive environment; and;
- Program compliance requirements do not pertain to the goods or services provided.

One-Stop Operator Statement of Work: A contractual agreement between the BFWDC and the OSO specifies the operator's role.

Partner: Any agency with staff located at WSCB.

One-Stop Center Certification: The certification process establishes a minimum level of quality and consistency of services in American Job Centers across a State. The certification criteria allow States to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.

E. References and Additional Guidance

- [Public Law 113-128](#), Workforce Innovation and Opportunity Act of 2014, Sections 107(d)(10), 107(g)(1), 121(d)(1-2), 123, 134(c)(2)(C) 20 CFR 678.600 635, 679.370(l), 679.410, 679.430, 680.160, 680.300, and 681.400
- [Training and Employment Guidance Letter \(TEGL\) 23-14, Section 8](#)
- [Training and Employment Guidance Letter \(TEGL\) 15-16, Section 11](#)
- [Customers Concern and Complaint Resolution Policy No: 2015-31](#) ;The BFWDC and all partners of the WSCB One-Stop Center have a legal obligation to ensure that all customer complaints are received and processed in accordance with federal, state and local policy.
- [Integrated Service Delivery with Co-enrollment](#); Integrated Service Delivery seamlessly address the training and employment needs of system customers: job seekers and businesses. ISD with co-enrollment is a voluntary approach to the delivery of WorkSource services.



Subject: Personally Identifiable Information Policy

Policy No: 2015-59

Effective Date: TBD

Revised:

1. Purpose:

To communicate requirements around Personally Identifiable Information (PII).

2. Background:

The Benton-Franklin Workforce Development Council (BFWDC), staff, partner agencies, and subcontractors possess large quantities of PII relating to the organization, staff, applicants, and individual program participants. This information is generally found in personnel files, participant data sets, performance reports, program evaluations, grant and contract files, the MIS and financial databases, and other sources.

The loss of PII can result in substantial harm to individuals, including identity theft or other fraudulent use of the information. This policy outlines how to properly handle PII and the actions that will be taken if a breach has occurred.

The BFWDC is required to take aggressive measures to mitigate the risks associated with the collection, storage, and dissemination of sensitive data, including PII.

3. Protected PII and Non-Sensitive PII

The Office of Management and Budget (OMB) defines PII as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information linked or linkable to a specific individual.

The Department of Labor (DOL) has defined two PII types, protected PII and non-sensitive PII. The differences between protected PII and Non-sensitive PII are primarily based on an analysis regarding the "risk of harm" that could result from the release of the PII.

- A. Protected PII is information that, if disclosed, could result in harm to the individual whose name or identity is linked to that information. Examples of protected PII include, but are not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information, and computer passwords.
- B. Non-Sensitive PII, on the other hand, is information that, if disclosed by itself, could not reasonably be expected to result in personal harm. Essentially, it is stand-alone information that is not linked or closely associated with any protected or unprotected

PII. Examples of non-sensitive PII include information such as first and last names, e-mail addresses, business addresses, business telephone numbers, general education credentials, gender, or race. However, depending on the circumstances, a combination of these items could potentially be categorized as protected or sensitive PII.

- C. To illustrate the connection between non-sensitive PII and protected PII, the disclosure of a name, business e-mail address, or business address most likely will not result in a high degree of harm to an individual. However, a name linked to a social security number, a date of birth, and a mother's maiden name could result in identity theft. This demonstrates why protecting the information of our program participants is so important.

Policy

Federal law, OMB Guidance, and Departmental and Employment and Training Administration (ETA) policies require that PII and other sensitive information be protected.

- A. PII and other sensitive data transmitted via e-mail or stored on CDs, DVDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module.
- B. The BFWDC must not e-mail unencrypted sensitive PII to any entity.
- C. The BFWDC must take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure.
- D. The BFWDC must maintain such PII in accordance with applicable laws.
- E. Any PII must be obtained in conformity with applicable federal and state laws governing the confidentiality of information.
- F. PII must be stored in an area that is physically safe from access by unauthorized persons at all times.
- G. Data containing PII will be processed using BFWDC issued equipment managed by the approved information technology (IT) services vendor. Accessing, processing, and storing PII data on personally owned equipment, at off-site locations, e.g., employee's home, and non-BFWDC managed IT services, i.g., Yahoo mail, is strictly prohibited.
- H. BFWDC employees and other personnel who will have access to sensitive/confidential/proprietary/private data must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards that are contained in federal and state laws.
- I. The BFWDC will orient new employees and other personnel on the policies and procedures regarding confidential information before any individual is granted access to PII.

- J. Personnel must acknowledge their understanding of the confidential nature of the data and the safeguards with which they must comply in their handling of such data. They may be liable to civil and criminal sanctions for improper disclosure.
- K. The BFWDC may not extract information from data supplied by the ETA or the Employment Security Department (ESD) for any purpose not stated in the grant agreement.
- L. Access to any PII must be restricted to only those BFWDC employees who need it in their official capacity to perform duties.
- M. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal, or any other means.
- N. Data containing PII may be downloaded to or maintained on mobile or portable devices only if the data is encrypted using NIST validated software products based on FIPS 40-2 encryption. In addition, wage data may only be accessed from secure locations.
- O. PII data obtained by the BFWDC through a request from ETA or ESD must not be disclosed to anyone but the individual requestor except as permitted by law.
- P. Staff authorized to conduct monitoring, auditing, and investigations may access records applicable during regular business hours.
- Q. The BFWDC will retain data for the period required by state and federal law. After that, the BFWDC will destroy the data, including the degaussing of magnetic tape files and deleting electronic data.

Disclosure of Data

- A. Any breach or suspected breach of PII must be reported immediately to the Deputy Director or their designee.
- B. The Deputy Director, or their designee, must immediately investigate to determine whether a breach occurred. All confirmed breaches must be reported to ESD and ETA information Security at eta.csirt@dol.gov.

Violation of Policy

Unauthorized disclosure of PII or other sensitive or confidential information can subject the disclosing employee and BFWDC to civil and criminal liability. Disclosure of this information is grounds for immediate disciplinary action up to and including termination of employment.

References

[TEGL No. 39-1](#)

TOPIC for Inclusion in 2021 TCRC Legislative Summary



BACKGROUND

The Benton-Franklin Workforce Development Council (BFWDC) contributes to our prosperous community by elevating human potential. We are focused on promoting a thriving community by providing a progressive workforce system.

The BFWDC leads the public workforce system for Benton and Franklin Counties, including oversight of WorkSource Columbia Basin and TC (Tri-Cities) Futures (youth work skills development and employment center). We are a 501c3 governed by a business majority board of directors. The BFWDC contributes to the economic growth of the Tri-Cities and the other communities in our region by investing federal, state, and private funds into programs and community-based organizations that improve our local workforce's skills and education and provide businesses with qualified talent.

For additional information, please contact Tiffany Scott, Chief Executive Officer, tscott@bf-wdc.org (509) 528-6010.

ISSUE AREAS

Workforce Development (Job Recovery/Growth), Education, and Equal Opportunity.

AT ISSUE

The BFWDC has identified three primary issue areas that impact the Tri-Cities and communities of our region. These issues are important because our workforce and employers are an essential ingredient that drives business innovation and leads to community growth and prosperity.

POSITIONS

The BFWDC is striving for a healthier ecosystem by asking our regional chambers of commerce and legislative councils to support the following:

- 1) Support the ability for parents to work by filling existing childcare capacity gaps. Working parents need to have affordable and reliable childcare to be successful.
- 2) Support job seeker technology access and capacity growth initiatives\investments. This is especially important for marginalized populations seeking jobs and must have access to broadband and internet access devices to be successful.
- 3) Support equality in job seeker outreach, opportunities, and skills development investments. Focus on helping disadvantaged and underrepresented job seekers be successful in finding work.

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

October 2020 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: 541
Total Staff Assisted Services to Job Seekers: 866
Unique Number of Businesses Served: 87
Staff Provided Business Services: 131

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): 215
Out-of-School Youth (OSY) Program: 80
Open Doors Program: 135
Co-enrolled in Both Programs: 16
Youth Attained General Education Development (GED): 9

Total OSY Employed and/or Post-Secondary Exits: 11
Placement Rate: 68.75%

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): 236

Monthly-to-Date Target: 321

Total Employed Exits (YTD): 64

Monthly-to-Date Target: 107

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 12 Total Employed Exits: 4
Monthly-to-Date Target: 75 Monthly-to-Date Target: 48

Families Forward Washington (FFW)

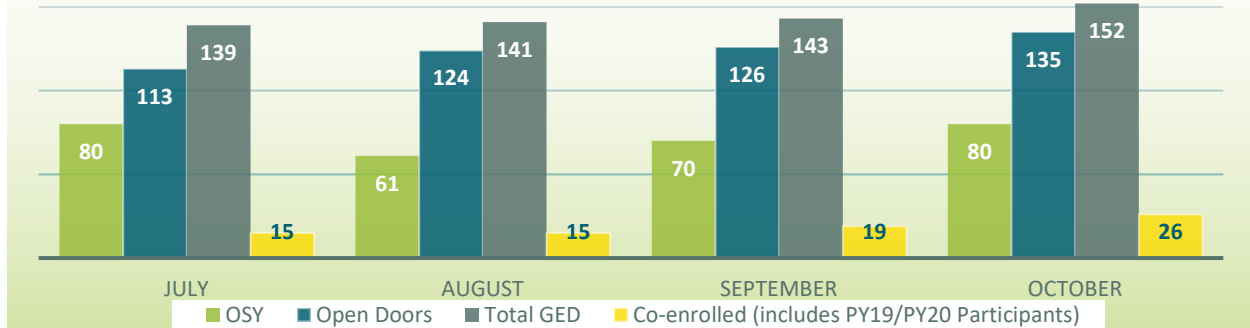
Enrolled: 62 Study Goal: 56
Placed in Employment: 44

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 to 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



TC Futures Numbers October 2020



GED Testing

TC Futures became an authorized Pearson VUE testing center at the end of June. We are incredibly excited about the access this has given our youth and young adults to GED testing. We believe that having the opportunity to test here at TC Futures will contribute to customer success. The numbers in the following chart include data from June 28 – October 19.

Month	Total	Passed	Grads
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
Total	73	53	11

Social Media Insights

Throughout this pandemic, TC Futures has continued to grow as an online presence. Staff have produced more than 25 workshop videos and a commercial for Facebook, and we were recently approved to start using Instagram! Staff also provide an online orientation every Tuesday at 1:00 p.m.

Month	Followers	People Reached
July	328	5351
August	339	2876
September	353	5026
October	360	6916

Facility Updates

These past few months we have identified a few areas that need our attention so that we can be ADA (Americans with Disabilities Act) compliant and provide access to all. We are currently updating our signage throughout the center, we will have a designated workstation for our customers that use a wheelchair, and I am currently working with the property managers to provide a designated “van accessible” parking spot. We are still working on ensuring that all of our doors and handles are up to code as well.

We recently received our temperature-scanning kiosk to be used by all individuals entering the center. We also have a protective shield in place at the reception area, as well as a large stock of masks and cleaning supplies.



Follow @tricitiefutures 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





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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 October 2020

October Highlights:

- Taskforces continue to meet immediate need of our customers by providing additional virtual service delivery options and increasing our ability to connect with customers to inform of resources available.
- WSCB Business Services Team members hosted our 2nd Virtual Job Fair on 10/21/20.
- WSCB team members continue to provide services virtually. Number of customers seeking our services continue to be low as compared to last year, however, we did see an increase in interactions with job seeker customers of 39% and an increase of 22% with business customers from September 2020 to October 2020.

WorkSource Site Operations:

Customer Counts 10/1/20 to 10/31/20		
Total Staff Assisted Seekers	541	
Total Staff Assisted Services	866	
	<i>Basic Services</i>	690
	<i>Individualized, Training & Support Services</i>	176
Unique Number of Businesses Served	87	
Staff Provided Business Services	131	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	5	3
<i>Employee Training</i> Assessment, referral, enrollment, etc.	13	6
<i>Other</i> Employer outreach visit, marketing business services, etc.	35	34
<i>Recruitment</i> Hiring events, referrals, etc.	78	51
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

***Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided.



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October 2020 Customer Satisfaction Survey:

- 38 survey responses received (7% response rate):
 - Of the customers who responded, 91% will refer family and friends.
 - Top 3 services rated: training resources, virtual workshops, and job search assistance.
- Customer Feedback:
 - "I went to a Virtual Job Fair and it was a great experience. Lots of contacts and it was easy to access."
 - "The jobs club meeting subject matter is very relevant to today's job markets uncertainty and how to overcome those obstacles."
 - "The level of caring and helpful staff they have there, they truly want you to succeed! And they go above and beyond to help you achieve it!"
 - "The convenience of looking for employment virtually."
- Note: The Customer Satisfaction Survey has been revised as of 10/1/20 in an effort to increase response rates and actionable customer feedback. This revision will be reviewed in November and adjustments made as needed to meet these objectives.

Service Delivery

Career Services:

- The Group Services Taskforce created and implemented a new schedule for offering virtual group services, including workshops, job clubs, etc. The group has proposed the addition of 3 additional group services and pilot of workshops to be available outside of our regular business hours based upon customer feedback. Both will launch in November.
- The Career Assessment Taskforce finalized materials for the launch of a career assessment workshop. Next steps include training for the group leads on administration and interpretation of the World of Work Inventory (WOWI) and Myer's Briggs Type Indicator (MBTI) assessments.
- The Outreach Taskforce worked to identify customers we are not currently reaching, advise on educational materials needed to inform our community of the services we have available, and creation of talking points to lead efforts.
- The Guest Resource Specialist Team charter was finalized in October; review will occur in November and the team will launch in December.
- Team WSCB is conducting outreach to over 8,500 customers who have received Unemployment Insurance benefits for 20 weeks or longer. Contact methods include GovDelivery emails, postcard mailers, and our customer's preferred way of connecting at this time: telephone.
- The revised Customer Satisfaction Survey launched the first week of October. After reviewing results, the Barriers and Access Solutions subcommittee focused on accessibility opted to revise further to encourage more actionable customer feedback. These changes will take place the first week of November and will be monitored at the end of the month to ensure they have the intended impact. Response rate will also be monitored.



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Business Services:

- The team held WSCB's 2nd Virtual Job Fair on 10/21 from 10am-2pm with a focus on filling open jobs across all sectors in our community. The group's outreach efforts included networking with local employers, email, and ETO Engage (text messaging), and resulted in a successful event with 19 businesses in attendance. Awaiting final outcomes; will share when available.
- In collaboration with CBC, the team also held a Virtual Career Fair on October 14th from 10am-4pm, with a focus on connecting recent graduates and interns to employment with local business.
- The team stood up a "Jobs Line" to connect local businesses with qualified candidates who do not have access to technology. The recording gives information about who is hiring, what they are hiring for, qualifications, and how to apply. This is updated
- Business Services kicked off a series of training by facilitating a presentation about who the members of the team are and the sectors they represent. The group will host Labor Market and Sector information training the first week of November.

Community Connections:

- 10/6: Attended the COVID-19 Local Decision Maker Briefing, a meeting hosted by the Benton Franklin Health Department, to provide updates from local health, government, and community officials. This is a reoccurring meeting which is schedule every two weeks. Information will be shared with partners at BFWDC and WSCB, and will be used to inform service delivery options.
- 10/7: Connected with Melanie Olson, Director of Outpatient Services at Lourdes, to discuss how we might partner to connect customers to the resources they offer.
- 10/8: Virtual meeting with Matthew West, Executive Director of Elijah Family Homes, to identify partnership opportunities. Matthew introduced met to Kirk Williams, Program Manager with the Benton Franklin Community Health Alliance.
- 10/21: Touched base with Jim Bischoff, President of ACCESS Tri-Cities to learn more about the impact that COVID-19 has had on the agency's annual event, Building Bridges and Breaking Down Barriers. Jim confirmed that the event will be held in the Spring moving forward and that due to the pandemic, may be virtual rather than in person. The group is recruiting for two board members.
- Continued work with with Mid-Columbia Library and Comprehensive HealthCare refine outreach campaign outline and scripting. Review of first of a series of messages to be released in partnership with these partners and other community stakeholders.

Staff Training & Development:

Training/Development Attended:

- 10/7: Water Cooler, Technical Assistance – UI eServices Assistance
- 10/14: Introduction to WholeStory (John Roach & Erin Anacker, Founders)
- 10/14: Change Management Application Session with Operations Leadership (Paul Casey)
- 10/15: Great Shake Out Earthquake Drill (Safety Committee)
- 10/16: Hawk Career Readiness (Elisa Hernandez, CBC)
- 10/21: Concern Training, Workforce Development Professional Celebration



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- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Upcoming Training/All Staff Meetings:

- 11/3, 4, &5: Labor Market & Sector Information (WSCB Business Services Team)
- 11/10: Complaint Training
- 11/18: EO Complaint Training
- 11/18: Future State Retreat Session with Operations Leadership (Paul Casey)

Facilities:

- 10/1: Facility signage installed by Mustang signs to inform customers of resources available and how to connect with us. Includes signage on the main entry doors and side windows as well as at the base of the reader board.
- 10/13: Customer computer refresh.
- Work on the Safe and Healthy Return to Office plan continues in preparation for re-opening of WSCB, including procurement and placement of PPE and service planning. *Return date TBD.*

Respectfully submitted by: C. Bright on 11/10/20