



Executive Committee Meeting

January 26, 2021, at 3:15 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**
 - Welcome Benton County Commissioner McKay
3. **Approval of Committee Minutes**
 - Executive Committee – November 24, 2020 (Needs a vote)
4. **Finance Reports** – Jan
5. **Rapid Response Increase Employment Contract Modification** – Diana (Needs a vote)
6. **Liaison Report** – David
7. **Next Meeting**
 - Executive Committee Meeting – Tuesday, February 23, 2021, at 4:00 PM on Zoom

Attachments

- a. Executive Committee Minutes, November 24, 2020
- b. Finance Reports, November 2020
- c. Memo – RRIE Contract Modification
- d. Liaison Report – December 2020
- e. TC Futures Report – December 2020
- f. WorkSource Operator Monthly Report, December 2020

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

Benton Franklin Workforce Development Council

Executive Committee Minutes

November 24, 2020

4:00 p.m.

Zoom

Present

Todd Samuel, Chairman
Amanda Jones
Dennis Williamson
Jennie Weber

Excused

Adolfo de Leon
Melanie Olson

Absent

Commissioner Beaver

Staff

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

Guest

Crystal Bright, WSO
Kayci Loftus, CPS
Amanda Fisher, LNI

Commissioner Didier

Call to Order - Todd

Todd Samuel called the meeting to order at 4:00 p.m. and thanked everyone for attending. Becky read through the roll while members and guests introduced themselves.

Minutes – Todd

Minutes from October 27, 2020, Executive Committee Meetings were provided to members for review.

Todd Samuel moved to approve October 27, 2020, Executive Committee Meeting minutes as presented, seconded by Amanda Jones. Motion carried unanimously.

Finance Reports – Jan

Jan provided the printed Finance Reports through September 2020

- **Corporate Entity:** Interest and accrued vacation adjustment are included.
- **Main BFWDC Account:** The negative cash balance is a timing issue. We were waiting for the EFTs to be deposited. We are at 25% of the year. The line items are in line with what was expected. Several line items will remain low until the facility is opened.
- **WorkSource:** The Balance Sheet shows a snapshot of where we were at this time. We should also be at 25% for this account. Many of the line items will go up once the facility is open.

Jan shared that our expenses are as close to what we anticipated as possible. Todd shared his appreciation for Jan and the work that she does to keep track of these accounts.

One-Stop Operator (OSO) Policy - Jamilet

Jamilet shared that this policy was created to provide 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). It has been reviewed and approved by the Adult and Employer Linkage (AEL) Committee.

Todd asked about the OSO Administrative Functions. Jamilet answered that these activities are outlined in the Statement of Work as described in the TEG. Todd asked about why we did not list the One-Stop Operator monthly reports as a required function. Jamilet shared that they did not list every item in the Statement of Work. Tiffany reminded everyone that the One-Stop Operator is the Benton-Franklin Workforce Consortium, which is a higher level than the Operations Manager that does those reports. Todd shared his appreciation for the monthly WorkSource Reports that Crystal puts out each month.

Dennis Williamson moved to approve the One-Stop Operator Policy as presented, seconded by Todd Samuel. Motion carried unanimously.

Personally Identifiable Information (PII) Policy - David

David shared that during policy review, we realized that we didn't have this policy in place, and the state monitors will be asking for and reviewing this policy when they come in January. He shared that PII is

information that can be used to distinguish or trace a person's identity either alone or when combined with other personal or identifiable information linked or linkable to a specific individual. This information is generally found in personnel files, participant data sets, performance reports, program evaluations, etc. 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 occurs.

Todd shared that this isn't anything new; it is just documenting what we have already been doing. Tiffany stated that it is codifying in writing that we offer with integrity data usage, especially PII. We needed to get this down on paper.

Dennis Williamson moved to approve the Personal Identifiable Information Policy as presented, seconded by Amanda Jones. Motion carried unanimously.

Employee Handbook Change – Tiffany

Tiffany shared that she has been doing research. About 46% of employers across the country have Christmas Eve as an identified employee holiday within their employee handbook. In looking for some potential opportunity for this current team at the BFWDC to take a mental break from the demands of working during these pandemic times, she presented the idea of modifying the scheduled holidays to include Christmas Eve as a paid holiday for those employed by the BFWDC. This change would be effective December 2020 and would be embedded in the handbook moving forward. Because everyone is a full-time, exempt employee, the cost to the organization would be zero. This would provide some protected time for the staff to the board to be with their families and celebrate the holidays. The team has not had as robust of a time-off schedule this year due to the pandemic. Tiffany shared that she believes in breaks and rewarding staff that are putting in extra time and effort to run the local workforce development system.

Amanda asked what generally happens on Christmas Eve on a non-pandemic year. Tiffany answered that we are not a public-facing agency and that very little business is happening. Many employees take this as a paid leave day to be able to spend time with their families. Amanda and Todd agreed that in the private sector, this is not a productive day.

Amanda Jones moved to modify the handbook to include Christmas Eve as a paid holiday to those employed by the Benton-Franklin Workforce Development Council, to be effective December 2020 and moving forward, seconded by Todd Samuel. Motion carried unanimously.

BFWDC 2021 Legislative Priorities – Tiffany

Tiffany shared that since 1986 the Chamber has heard from the community members about their legislative priorities. She had the privilege of being invited to the table to share the needs of those we see. Tiffany presented the document provided in the packet and thanked those that reviewed and provided input. She shared about the childcare gaps that exist for families and those that employ them. She also shared about the broadband issues throughout our region. And finally, she focused on equality in making sure that everyone has access to viable employment opportunities, self-sufficient wages, and making sure that we focus on diversity, equity, and inclusion in the work that we do to ensure that no marginalized population is left without opportunity.

She shared that she has already had one follow-up meeting with Franklin County PUD as a result. She was able to explain about our programs, especially EcSA, and talk about the issues at hand. He felt that we could potentially stand up a community meeting to discuss everyone having reliable access to broadband

Tiffany reminded everyone that WIOA does not allow us to lobby, but opportunities like this give us a chance to advocate and share our positions.

CEO Updates – Tiffany

Tiffany shared that nothing is slowing down during the holiday season. The Department of Labor is monitoring ESD in early December. With that, four local WDCs will be monitored. BFWDC is not one of those areas. Tiffany has been asked to be interviewed on the state policy team.

The state will monitor the BFWDC in January. Jamilet will be the lead staff for this year's monitoring. She has been working with the team to anticipate documents needed.

We have been contacted by Franklin County, which is currently being audited, and have been asked for documentation on our programs that they oversee.

As a result of the local election, we will have a new Commissioner representing Benton County joining this forum. We should know after the first of the year who that will be.

Liaison Report – David

David shared that this month's report is different because we are always waiting for ESD's figures reported on the second page. On future reports, the information on the back page will be a month behind.

He shared that currently, Benton County is at 5.2% and Franklin County at 5.4% unemployment. This has resulted in an announcement by ESD. Because unemployment across the state is below 8%, the number of extended benefit weeks will be reduced from 20 to 13. This reduction is projected to impact as many as 12,000 claimants who will no longer have the extra seven weeks of benefits available.

David presented the numbers on the report compared to this time last year.

Amanda asked again to include the prior year's information in the report to make a comparison. David shared that he will be working on new information and formatting for the back page. Please share what you like and what you don't.

Highlight at WorkSource – Crystal

Crystal shared that Team WSCB is pulling together to evaluate how we are serving our customers. They have been working on setting up new and different service options. They are also re-valuating the assessment process for our customers and how to inform them of available services.

Highlight at TC Futures – Cynthia

Cynthia shared that she is excited about all of the different outreach efforts they are utilizing. She recommended that members follow the TC Futures Facebook page to see all of the activities that are going on.

Other Business – None

Roundtable - Members were allowed time to share what is happening in their venues of work.

NEXT MEETING

Executive Committee Meeting – Tuesday, December 29, 2020, at 4:00 p.m. – Zoom

Quarterly Board Meeting – Tuesday, January 26, 2021, at 4:00 p.m. – Zoom

ADJOURNMENT The meeting of the Executive Committee adjourned at 4:57 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 11/30/2020

		Current Period Balance
Asset		
Cash (Checking Acct - CE)	1110	612.77
Corporate Entity MM Account	1111	57,596.62
CE 12 month CD	1112	52,015.59
Total Asset		110,224.98
Liabilities		
Accrued Vacation Payable	2500	62,093.53
Due to/from other funds	2990	(12,000.00)
Total Liabilities		50,093.53
Net Assets		60,131.45
Total Liabilities and Net Assets		110,224.98

Benton Franklin Workforce Development Council
 Statement of Revenues and Expenditures - Unposted Transactions Included In Report
 10 - Corporate Entity
 From 7/1/2020 Through 11/30/2020
 (In Whole Numbers)

	Current Period Actual	Current Period Budget	Percentage of current period	Annual Budget	Percentage of Total Budget
Revenue					
Interest/Program Income	225	0	0.00%	0	0.00%
Total Revenue	225	0	0.00%	0	0.00%
Net Surplus/ (Deficit)	225	0	0.00%	0	0.00%

Benton Franklin Workforce Development Council
 Balance Sheet - Unposted Transactions Included In Report
 20 - WDC Main
 As of 11/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WDC)	1120	(72,420.26)
Accounts Receivable	1200	31,272.74
Receivable (Grants)	1300	312,197.38
Total Asset		271,049.86
Liabilities		
Accounts Payable (AP System)	2000	249,997.96
Due to/from other funds	2990	12,000.00
Total Liabilities		261,997.96
Net Assets		9,051.90
Total Liabilities and Net Assets		271,049.86

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
20 - WDC Main
From 7/1/2020 - 11/30/2020
(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	1,406,286	1,698,761	82.78%	4,191,410	33.55%
Interest	6	0	0.00%	0	0.00%
Misc/Other Revenue	130,828	128,000	102.21%	276,000	47.40%
Total Revenue	<u>1,537,119</u>	<u>1,826,761</u>	<u>84.14%</u>	<u>4,467,410</u>	<u>34.41%</u>
Expenses					
Sub-Recipient Reimbursements	1,092,266	1,373,877	79.50%	3,297,305	33.13%
Rent and Facilities	25,809	31,677	81.48%	76,024	33.95%
Salaries and Wages	242,461	239,781	101.12%	609,291	39.79%
Payroll Taxes and Benefits	70,738	70,825	99.88%	182,022	38.86%
Professional Services and Contracts	42,619	42,425	100.46%	83,540	51.02%
TC Futures	25,318	25,000	101.27%	75,000	33.76%
Travel and Training	(76)	2,500	-3.04%	50,230	-0.15%
Supplies, Furniture and Equipment	2,346	4,500	52.13%	19,500	12.03%
Equipment and Software - Lease and Maintenance	13,698	14,200	96.46%	44,552	30.75%
Communications (Telephone, Postage and Internet)	1,921	1,780	107.92%	6,515	29.49%
Insurance	7,606	7,606	100.00%	7,606	100.00%
Dues, Fees and Subscriptions	12,412	12,590	98.59%	15,825	78.43%
Total Expenses	<u>1,537,119</u>	<u>1,826,761</u>	<u>84.14%</u>	<u>4,467,410</u>	<u>34.41%</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 11/30/2020

		Current Period Balance
Asset		
Cash (Bank Acct - WSCB)	1130	74,740.37
Accounts Receivable	1200	472.29
Total Asset		75,212.66
Liabilities		
Accounts Payable (AP System)	2000	1,775.49
Total Liabilities		1,775.49
Net Assets		73,437.17
Total Liabilities and Net Assets		75,212.66

Benton Franklin Workforce Development Council
Statement of Revenues and Expenditures - Unposted Transactions Included In Report
30 - WSCB Partnership From 7/1/2020 - 11/30/2020

(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	88,425	88,420	100.01%	212,209	41.67%
IFA Adjustments	0	0	0.00%	0	0.00%
Sub-Lease Revenue	61,408	61,408	100.00%	147,380	41.67%
Employee Recognition Non-Operating Income	0	0	0.00%	0	0.00%
Total Revenue	<u>149,833</u>	<u>149,829</u>	<u>100.00%</u>	<u>359,589</u>	<u>41.67%</u>
Expenses					
Rent and Facilities	132,702	137,413	96.57%	329,790	40.24%
Supplies, Furniture and Equipment	889	5,583	15.92%	13,400	6.63%
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	2,083	0.00%	5,000	0.00%
Dues, Fees and Subscriptions	1,633	4,250	38.42%	10,200	16.01%
Total Expenses	<u>136,435</u>	<u>150,529</u>	<u>90.64%</u>	<u>359,590</u>	<u>37.93%</u>
Net Surplus/ (Deficit)	<u>13,397</u>	<u>(700)</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>



MEMORANDUM

DATE: January 26, 2021

TO: Adult/Employer Linkage Committee

FROM: Diana Hamilton, Workforce Programs Manager

SUBJECT: PY19 Rapid Response Increase Employment Contract Modification

The Benton-Franklin Workforce Development Council (BFWDC) identified \$11,000 of PY19 Rapid Response funds within our budget that we will be unable to spend before June 30, 2021. In reviewing December 2020 Rapid Response invoices, our service provider, Career Path Services, has expended 98% of their Individual Training Account (ITA) budget. The BFWDC requests approval to award the \$11,000 to Career Path Services to increase the number of dislocated workers who receive training opportunities and obtain employment.

BFWDC staff recommends the PY19 Rapid Response Increased Employment Contract Modification of \$11,000 to Career Path Services to increase the contract amount from \$248,679 to \$259,679. Thank you.

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

December 2020 Liaison Report

Program Year July 2020-June 2021



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Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 412
Total Staff Assisted Services to Job Seekers: 765
Unique Number of Businesses Served: 92
Staff Provided Business Services: 122

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): 250
Out-of-School Youth (OSY) Program: 113
Open Doors Program: 137
Co-enrolled in Both Programs: 24
Youth Attained General Education Development (GED): 18

Total OSY Employed and/or Post-Secondary Exits: 14
Placement Rate: 70%

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): 378

Monthly-to-Date Target: 422

Total Employed Exits (YTD): 96

Monthly-to-Date Target: 172

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 12 Total Employed Exits: 5
Monthly-to-Date Target: 87 Monthly-to-Date Target: 58

Families Forward Washington (FFW)

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

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

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

Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County

Franklin County

Top 5 Occupations

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

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

Top 5 Licenses and Certifications

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

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

Unemployment Rates

6.1%

7.2%

Other News

The December 2020 Customer Satisfaction survey had 27 responses, of which 96% will refer family and friends. Top 3 services rated were One-on-One Career Guidance, Job Search, and Workshop.

The Barriers and Access Solutions Committee (BASC) met in December and voted to change the group's name to Access Solutions Committee (ASC).

For a list of Covid-19 resources, guidance, and assistance available for the public, please visit our website at <https://www.bentonfranklin.com/covid-19> for continuous updates.

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

Questions about this report?

Contact David Chavey-Reynaud

Phone: 509-734-5988

Email: dchavey@bf-wdc.org

www.bentonfranklinwdc.com

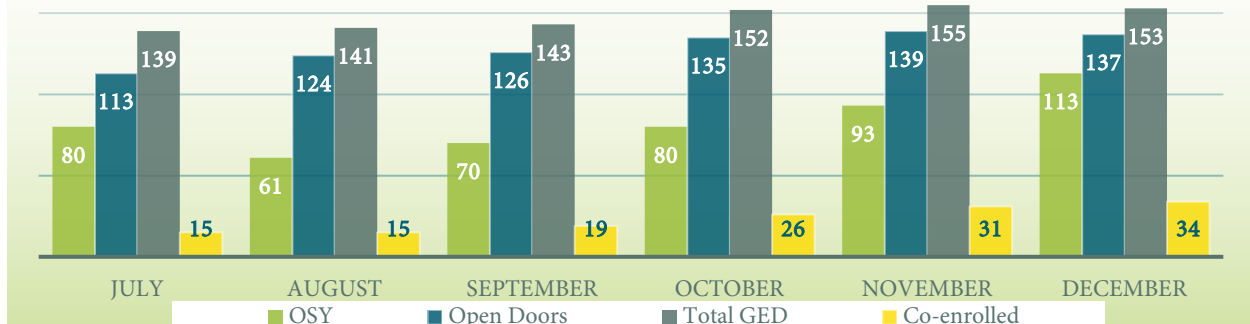
Contact us at 509-734-5980



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TC Futures Numbers December 2020



GED Testing			
Month	Total	Passed	Grads
July	15	10	4
August	22	16	5
September	25	18	0
October	13	9	2
November	18	13	0
December	33	29	7
Total	126	95	18

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

New Hire

In December, we welcomed another new team member. We are incredibly excited to add Maribel Torres to our OSY team. She comes with a wealth of experience and expertise from her work with Benton Franklin Community Action Connections. She is also a great asset as we continue to translate our resources into Spanish!

GED Highlight

December is a short work month for most, but the TC Futures Case Managers managed to test more students than we have in any other month to date. It is not just the number of tests that is impressive, but it is even more impressive that the passing rate is higher than it has been in any other month. That led to 7 graduates, another monthly best for TC Futures.

Facility Update

We are excited to announce that all of our assistive technology and signs have arrived. We will be working to ensure that everything is installed correctly so that all customers can have the same access to our services. This will also help us stay compliant with the Americans with Disabilities Act.



Follow @tricitysfutures 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

December 2020

December Highlights:

- WorkSource Columbia Basin will host our first virtual community resource fair in January 2021.
- Through outreach we have focused on deepening relationships with community partners to meet mutual customer needs, for example, informing of services available through WSCB and leaning on Mid-Columbia Libraries to meet customer computing needs related to employment and training.
- WSCB team members continue to provide services virtually and to expand our virtual menu of services through taskforce work.

WorkSource Site Operations:

Customer Counts 12/1/20 to 12/31/20		
Total Staff Assisted Seekers	412	
Total Staff Assisted Services	765	
	<i>Basic Services</i>	613
	<i>Individualized, Training & Support Services</i>	153
Unique Number of Businesses Served	92	
Staff Provided Business Services	122	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	9	8
<i>Employee Training</i> Assessment, referral, enrollment, etc.	12	7
<i>Other</i> Employer outreach visit, marketing business services, etc.	58	49
<i>Recruitment</i> Hiring events, referrals, etc.	43	32
<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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December 2020 Customer Satisfaction Survey:

- 27 survey responses received (7% response rate):
 - Of the customers who responded, 96% will refer family and friends.
 - Top 3 services rated: one-on-one career guidance, job search, and workshop.
- Customer Feedback – What we did well:
 - “I’ve worked with different people at WS over the last year and Sandy, R, Michele B and Olivia M are some of my favorite people. All of these ladies have been so supportive (of my educational/employment journey.”
 - “The very competent, caring, and professional Erin DeClercque has been an absolute joy to work with over the phone!”
 - “Communication and follow through was excellent.”
- Customer Feedback – What we can do better:
 - Send a list with links to TED talks/videos shown in workshops
 - Examples of what a resume should look like

Service Delivery

Career Services:

- The Outreach Taskforce continued their work creating and distributing educational materials and strengthening community partnerships. A highlight of this effort was working with Mid-Columbia Libraries to have flyers distributed to library patrons using the library’s resources for job search/ Unemployment Insurance and in all drive thru book pick up bags.
- The Career Assessment Taskforce completed an introduction to the World of Work Inventory (WOWI) and a follow up training for interpretation of results following the opportunity for WSCB staff to take the assessment. Additional training will be offered in the new year for staff interested in learning more.
- The Group Services Taskforce continued to work on standardizing processes for scheduling and gathering data, such as attendance and customer surveying, which will inform future adjustments.
- Outreach to over 200 veterans who have received Unemployment Insurance benefits in the last few months has resulted in increased customer engagement to include one-on-one appointments and enrollment in services. To serve these customers seamlessly, our Disabled Veteran Case Manager and a member of our Title 1b Case Management team have worked closely to refine the referral process.
- The Barriers and Access Solutions Committee (BASC) met in December. The committee voted to change the group’s name and is now the Access Solutions Committee (ASC). Highlights of the meeting include report outs from the Customer Access and Outreach subcommittee, which included updates to the WSCB Customer Satisfaction Survey to assess accessibility wins and needs, as well as outreach efforts, including collaboration with the Outreach Taskforce and upcoming Facebook Live planning.



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Business Services:

- The Business Services Team is actively promoting our first virtual community resource fair, to include recruitment of local businesses and community partners who have resources to share with our community. The resource fair is scheduled for Wednesday, 1/13/21.
- The team is also planning additional virtual events for PY20, to include a Healthcare Career Job Fair, Apprenticeship event, Entry Level event in partnership with TC Futures, and Agricultural Job Fair. We will be partnering with CBC/WSU Tri-Cities on future virtual job fairs.
- Business Services members and Employment Specialists have increased communications and are working closely to increase job referrals and provide opportunities for Work Experience (WEX) and On the Job Training (OJT).
- In collaboration with the BFWDC Keys to Success group, the WSCB Business Services team conducted follow up with businesses who responded to the needs survey.

Community Connections:

- 12/1, 12/15, 12/29: 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.
- 12/10: Collaboration call with Mid-Columbia Libraries and Comprehensive Health Care to discuss service delivery, customer needs/trends, and to finalized branding details of outreach campaign to launch in new year.
- 12/18: Collaboration meeting with Sara Schwan, Advocacy & Development Manager with Mid-Columbia Libraries, to discuss how we connect our mutual customers with services and ways we can partner to meet customer needs.
- 12/21: Met with Sara Schwan to deliver WSCB branded USBs. These flash drives are pre-loaded with resume resources and will support customers who are meeting employment and training related computing needs through use of library computers.
- 12/21: Collaboration with our BFWDC partners to issue a series of press releases informing the community of the upcoming Virtual Community Resource Fair and recruiting local businesses & community partners for the event.
- 12/23: Interview with Neil Fischer of KAPP/KVEW news to inform the community of resources offered at WSCB. The interview can be heard [here](#).

Staff Training & Development:

Training/Development Attended:

- 12/2: Water Cooler, WSCB Assessments
- 12/9: WOWI Assessment (taken by all staff)
- 12/10: Migrant Seasonal Farm Worker (MSFW) Training: H2A Job Referrals
- 12/14: WOWI Assessment Interpretation Training
- 12/16: Water Cooler, Safety Spotlight
- 12/16: WOWI Assessment Interpretation Training



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Upcoming Training/All Staff Meetings:

- 1/6: WSCB Assessments, Water Cooler
- 1/20: Water Cooler, Safety Spotlight
- 1/20: Future State Retreat Session with Operations Leadership (Paul Casey)

Facilities:

- 12/8: Cisco WebEx data cables installed
- 12/21: Light bulbs changed, update of holiday hours signage, record of Equal Opportunity posters in preparation for EO Monitoring, conference room calendars updated
- 12/22: Additional facility signage installed to indicate that in person services are not currently available; all services available virtually or by phone

Respectfully submitted by: C. Bright on 1/11/21