



**WORKFORCE**  
DEVELOPMENT COUNCIL  
OF SEATTLE - KING COUNTY



Program Year 2019  
**GUIDEBOOK**



# LOOKING TO THE ROAD AHEAD

A new program year brings opportunities both new and familiar—a booming local economy, a high demand for talent, and a gap between individuals and communities that benefit, and those who are furthest from opportunity.

This year also brings transformation. The Workforce Development Council of Seattle-King County (WDC) is building its ambitions for the public workforce system into the very framework of the organization—a renewed focus on serving the needs of business, capturing more data, and addressing inequities in the system, including by race, gender, age, and ability.

The workforce system cannot do less—the moment calls for strengthened and expanded partnerships with local governments, business, labor, philanthropy, and communities, in order to address disparities in access to the education, training, and job opportunities needed to thrive beyond self-sufficiency, and for businesses to have the trained workforce needed to innovate.

The WDC looks forward to these opportunities, with the confidence that dedicated board members, staff, and partners share in this determination.

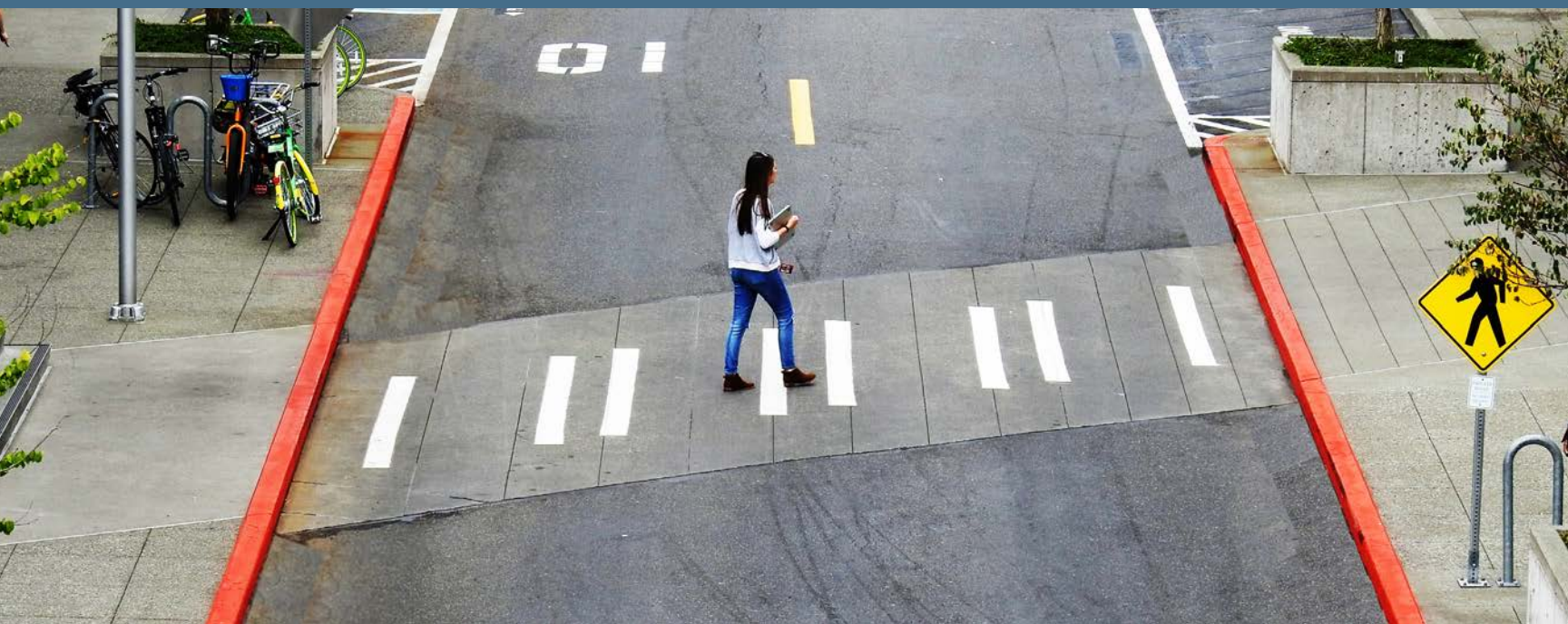
Thank you for your energy. Thank you for your vision.



Tom Peterson  
*Board Chair, PY18*



Marie Kurose  
*Chief Executive Officer*



# YOUR GUIDE TO THE NEXT YEAR



This guidebook provides an overview of the Workforce Development Council of Seattle-King County's investments for *July 1, 2019 – June 30, 2020*, including funding sources and corresponding program goals, deliverables, and service providers.

## REFERENCE THIS PROGRAM & BUDGET GUIDE FOR

- 1 Committees and work groups
- 2 Regional partnerships and collaboration
- 3 Community outreach

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# OVERVIEW

The Workforce Development Council of Seattle-King County (WDC) is a nonprofit grant-making organization dedicated to creating career pathways for adults and youth through demand-driven workforce and training programs. The WDC forges relationships across industry sectors to build an inclusive and dynamic regional economy where everyone has the resources to achieve self-sufficiency. The WDC is positioned to serve both people and business, with a focus on youth and adults that face obstacles to acquiring jobs and training along a viable and sustainable career pathway.

## MISSION

To champion a workforce and learning system that allows our region to be a world leader in producing a vibrant economy and lifelong employment and training opportunities for every resident.

## VISION

Leadership toward an inclusive, dynamic regional economy.

## IMPACT AT A GLANCE

*In the last program year...*

**71,182**

staff-assisted services delivered

**2,973**

youth served

**41,610**

jobseekers served

**1,203**

businesses engaged

**REDMOND**

**SEATTLE**

**AUBURN**

Map representing select Centers, Affiliates, and Connection Sites of WorkSource Seattle-King County

**WORKSOURCE CENTER**



All employment and training services available on site

**WORKSOURCE AFFILIATE**



Most employment and training services available on site

**WORKSOURCE CONNECTION SITE**



Electronic connections to most employment and training services



# SEATTLE-KING COUNTY



**2.2 MILLION** people in 39 cities, including Seattle



**22% FOREIGN-BORN**, bringing diversity of experience, understanding, talent, and opportunity



**3.4% AVERAGE UNEMPLOYMENT** rate in 2017; unemployment is not equal across communities; it is around 9.8% for Blacks or African Americans and 5.9% for Hispanics or Latinos  
*(Per American Community Survey 2017, 5-year estimates)*



**# UNDEREMPLOYED** is nearly impossible to track, but includes people who are more capable, talented and/or educated than their current job title



Almost **A THIRD** of Washington State's workforce



**LARGEST** labor market area in Washington State



**56%** of workers are ages 25-44; from a labor force of approximately 1.2 million people



**SEATTLE-KING COUNTY**



**15TH LARGEST** metropolitan area in the United States



**OVER 40%** of all jobs in Washington State



**80,000** businesses

The Seattle-King County region continues to grow. Board members and staff research and report on this change—building projects, programs, and strategies that take into account the present and future of the region.

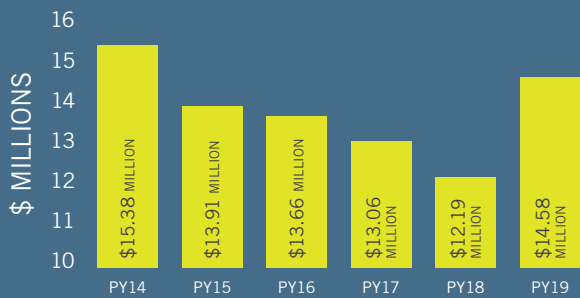
*Data is from the Workforce Development Council's Talent Pipeline Application in collaboration with Community Attributes, Inc.; Washington State Employment Security Department; United States Census American Community Survey; Economic Modeling Specialists, Inc.*



# BUDGET

*Braiding public money from federal and local governments with private money from philanthropic donations. All funding aligns with our focus areas.*

## TOTAL FUNDING OVER TIME



## INFRASTRUCTURE FUNDING AGREEMENTS

The Workforce Innovation and Opportunity Act (WIOA) requires mandatory partner agencies to share the operational costs for WorkSource sites. Costs are allocated based on proportionate use and relative benefit. Other partner agencies seated in a WorkSource site also share in paying for these costs.

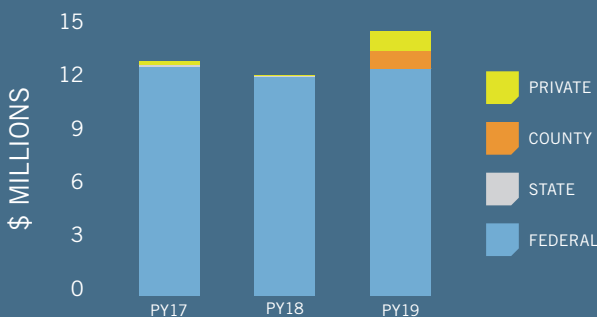
The Workforce Development Council of Seattle-King County serves as a neutral broker, ensuring that costs are reasonable, allocable, and allowable. The 31 partners in the system are engaged in developing, reviewing, and approving the annual system budget, valued at **\$20.3 million** for PY19.

## WHERE FUNDING COMES FROM

<b>FEDERAL</b>	
<b>DEPARTMENT OF LABOR</b>	
<i>Washington State Employment Security</i>	
Career Connect Washington	732,000
<i>Workforce Innovation &amp; Opportunity Act</i>	
Adult Programs	2,332,979
Dislocated Workers Programs	2,271,854
Youth Programs	2,468,114
Administrative Cost Pool	814,514
Rapid Response	1,578,016
<b>SOCIAL SECURITY ADMINISTRATION</b>	
Ticket to Work	148,000
RETAIN	195,189
<b>DEPARTMENT OF HEALTH AND HUMAN SERVICES</b>	
Health Workforce for the Future - Year 4	574,062
Health Workforce for the Future - Year 5	1,410,039
<b>TOTAL FEDERAL FUNDING</b>	<b>12,524,767</b>
<b>LOCAL</b>	
<b>KING COUNTY</b>	
<i>Veterans, Seniors &amp; Human Services Levy</i>	
Seniors & Caregivers	525,000
Vulnerable Populations / Emergency Aid	400,000
<i>King County Aerospace Alliance</i>	
Boeing Take Flight: Middle School to Career	50,000
<b>TOTAL LOCAL FUNDING</b>	<b>975,000</b>
<b>PRIVATE</b>	
<i>Abt Associates</i>	
Healthcare Evaluation	13,000
<i>Boeing</i>	
Boeing Take Flight: Middle School to Career	53,377
<i>JP Morgan Chase Foundation</i>	
Industry Strategies Team	550,000
<i>Evergreen Hospital</i>	
Healthcare Career Pathways	16,000
<i>Kaiser Foundation</i>	
Regional Opportunity Youth Apprenticeship Consortium	175,000
<i>National Fund for Workforce Solutions (NFWS)</i>	
Walmart - Advancing Careers in Retail Initiative	120,000
Boeing - Manufacturing Apprenticeships	60,000
JP Morgan Chase Foundation - Workforce Equity	57,500
<i>Walmart</i>	
Center for Onboarding & Advancement in Retail	33,333
<i>Private Donations</i>	
Miscellaneous	5,000
<b>TOTAL PRIVATE FUNDING</b>	<b>1,083,210</b>
<b>TOTAL FUNDING</b>	<b>14,582,977</b>

## FUNDING COMPOSITION

Over the past three program years



*Investments in individual programs—listed under their descriptions on pages 7-16—are composed of funding from blended sources, and may not appear identical to the amounts listed here.*

# HOW FUNDING IS SPENT

FUNDING SOURCE	GRANT NAME	GRANT RECEIVED PY '19	CARRY-IN FROM PY '18	CARRY-OVER TO PY '20	TOTAL FUNDING AVAILABLE PY '19	WDC INTERNAL BUDGET	SERVICE PROVIDER BUDGET
PUBLIC FUNDING							
WORKFORCE INNOVATION & OPPORTUNITY ACT FORMULA FUNDING							
DOL - ESD	WIOA Administrative Cost Pool	811,783	2,731		814,514	814,514	
DOL - ESD	WIOA Adult Programs	2,381,613	189,527	238,161	2,332,979	676,536	1,656,443
DOL - ESD	WIOA Dislocated Worker Programs	2,432,327	19,527	180,000	2,271,854	633,700	1,638,154
DOL - ESD	WIOA Youth Programs	2,492,122	121,340	145,348	2,468,114	630,000	1,838,114
OTHER PUBLIC FUNDING							
DOL - ESD	Career Connect Washington		732,000		732,000	39,000	693,000
DHHS	Health Workforce for the Future - Year 4		574,062		574,062	78,981	495,081
DHHS	Health Workforce for the Future - Year 5	1,880,039		470,000	1,410,039	259,118	1,150,921
DOL - ESD	WIOA Rapid Response - Increased Employment	835,000	743,016		1,578,016	247,332	1,330,684
KC Aerospace Alliance	Take Flight: Middle School to Career	50,000			50,000		50,000
KC (VSHSL)	Seniors & Caregivers	700,000		175,000	525,000		525,000
KC (VSHSL)	Vulnerable Populations/ Emergency Aid	600,000		200,000	400,000		400,000
US SSA - DOL	RETAIN		195,189		195,189	62,111	133,078
US SSA	Ticket to Work	75,000	73,000		148,000	59,000	89,000
TOTAL PUBLIC FUNDING		12,257,884	2,650,392	1,408,509	13,499,767	3,500,292	9,999,475
PRIVATE FUNDING							
Abt Associates	Healthcare Evaluation	13,000			13,000	13,000	
Boeing	Take Flight: Middle School to Career		53,377		53,377	50,263	3,114
Evergreen Hospital	Healthcare Career Pathways	16,000			16,000		16,000
JP Morgan Chase Foundation	Industry Strategies Team		550,000		550,000	550,000	
Kaiser Foundation	Regional Opportunity Youth Apprenticeship Consortium		329,887	154,887	175,000	33,174	141,826
NFWS	Walmart Advancing Careers in Retail Initiative		120,000	20,000	120,000	49,500	70,500
NFWS	Boeing Manufacturing Apprenticeships		120,000	60,000	60,000	15,840	44,160
NFWS	JP Morgan Chase Workforce Equity		78,333	20,833	57,500	57,500	
Walmart	Center for Onboarding & Advancement in Retail		33,333		33,333	13,333	20,000
Private Donations	Miscellaneous	5,000			5,000	5,000	
TOTAL PRIVATE FUNDING		34,000	1,284,930	255,720	1,083,210	787,610	295,600
<b>TOTAL FUNDING</b>		<b>12,291,884</b>	<b>3,935,322</b>	<b>1,664,229</b>	<b>14,582,977</b>	<b>4,287,902</b>	<b>10,295,075</b>

# PROGRAMS

Projects and grants are organized into four focus areas.



## SECTOR STRATEGIES

pg. 7

Collaborating with diverse industry sectors to create demand-driven solutions for workforce challenges

### FOCUS SECTORS

- Healthcare
- Construction, including Energy Efficiency
- Information Technology, including Interactive Media
- Manufacturing, including Aerospace & Maritime
- Professional, Scientific & Technical Services

### WATCH SECTORS

- Public Sector / Public Administration
- Transportation & Warehousing, including Logistics & Supply Chain Management
- Trade, including Wholesale & Retail

Focus and Watch Sectors will be reviewed in PY 2019



## YOUTH EDUCATION & EMPLOYMENT

pg. 14

Supporting young adults age 16-24 as they build careers for a viable future through education and employment

- 15** High Schools
- 9** Re-engagement Centers
- 11** Community & Technical Colleges
- 1** Youth-focused WorkSource Seattle-King County site

In addition to funding youth programs, career counseling, work-based learning, and employment opportunities for youth, a quarterly youth convening of leaders and service providers allows for coordination, collaboration, and collective innovation.



## WORKSOURCE SEATTLE-KING COUNTY

pg. 10

Connecting industry to people, as a proud partner of the American Job Center Network

- 2** Centers
- 5** Affiliates
- 38** Connection Sites *expanding quarterly*



## RESEARCH & INNOVATION

pg. 16

Bringing innovative, trailblazing programs and initiatives to individuals and communities

- +** TOOLS & RESOURCES
  - Map Your Career
  - Self-Sufficiency Calculator
  - Talent Pipeline Application
  - Career Coach & Jobscan





# SECTOR STRATEGIES

## HEALTH WORKFORCE FOR THE FUTURE

Funded by a competitive grant from U.S. Health and Human Services, the Health Workforce for the Future (HWF) project aims to build the workforce anticipated to be needed in King County as the population continues to age and becomes increasingly more diverse. A team of Career Navigators support HWF participants to prepare for and successfully complete training for high demand healthcare occupations, such as nursing, medical administration, and a variety of diagnostic/therapeutic roles. Health Workforce for the Future is a 5-year project running through fall of 2020.

### GOALS

- Training completion rate of at least 70% during the grant period and related placement rate of at least 68%
- Enhance employment and economic opportunities for Seattle-King County residents
- Meet local healthcare employer needs
- Provide support to individuals completing healthcare occupational training, moving into high-demand occupations in the local healthcare labor market and advancing from entry-level to more advanced positions along healthcare career pathways

### PEOPLE TO BE SERVED

*As of publication:*

- More than 600 enrolled in Health Workforce for the Future
- 475 have started healthcare occupational training
- Nearly 300 have completed training
- More than 200 employed in healthcare jobs
- Remainder enrolled in coursework to prepare for occupational training or finishing healthcare training

*Health Workforce for the Future is projected to serve more than 600 individuals over the 5-year life of the project. More than 300 individuals are projected to have secured employment in the healthcare field and/or moved into more advanced healthcare positions by the end of the project.*

### SERVICE PROVIDERS

- TRAC Associates, with subcontractors Neighborhood House & Pacific Associates
- Seattle College District, Green River Community College, Highline College - curriculum development and customized training cohorts
- Applied Inference - local 3rd party evaluation

INVESTING: **\$1,646,002**

## HEALTHCARE CAREER PATHWAYS

This public-private partnership at EvergreenHealth provides on-site career counseling services to existing staff seeking to move forward in their profession, achieve wage growth, and fill mission-critical roles.

*The career counseling model was identified by a convening of employer, labor, and education partners by the Workforce Development Council of Seattle-King County, and has since been applied at several local healthcare organizations, including the most recent iteration at EvergreenHealth.*

### GOALS

Leverage career counseling services and resources from the WorkSource system to support incumbent worker advancement and achieve EvergreenHealth organizational and workforce goals; measured and assessed directly by employer satisfaction

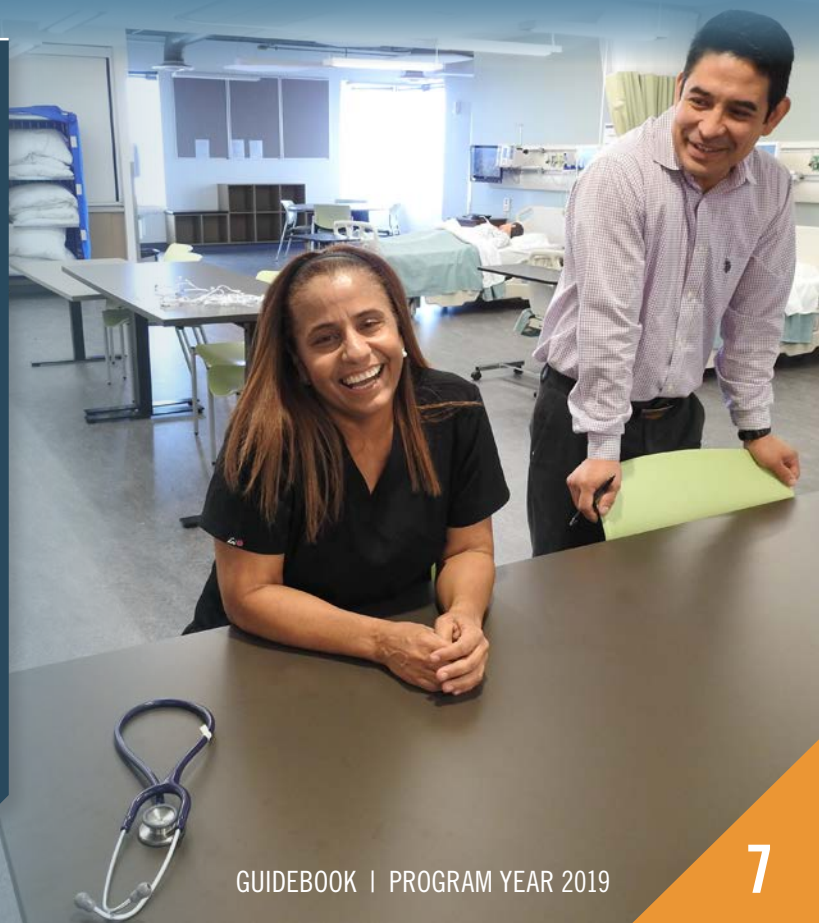
### PEOPLE TO BE SERVED

More than 150 incumbent workers served since project inception in 2015, with 30-40 served annually by the Career Pathways counselor, referred by labor/management partners administering the Training & Education Fund at EvergreenHealth

### SERVICE PROVIDERS

- TRAC Associates

INVESTING: **\$16,000**







## CENTER FOR ONBOARDING & ADVANCEMENT IN RETAIL (COAR)

This grant came from SkillUp Washington to the Workforce Development Council of Seattle-King County as part of a retail-focused initiative sponsored by the National Fund for Workforce Solutions and Walmart Giving. With an emphasis on diversity, equity, and inclusion, COAR strives to connect jobseekers to retail work and incumbent workers to opportunities for advancement. Thirty two percent of first jobs are in retail, and the industry features fewer barriers to entry, with potential for advancement. The area around Westfield Southcenter in Tukwila was identified as a promising location for an on-site career navigation and advancement center. The center will serve one of the most diverse populations in the United States, and be housed in the largest retail center in the Pacific Northwest. The Center for Onboarding and Advancement in Retail plans to begin hiring and training in summer 2019.

### GOAL

Serve retail jobseekers and businesses through the establishment of an on-site career navigation and advancement center at Westfield Southcenter in Tukwila.

INVESTING: **\$70,500**

### PEOPLE TO BE SERVED

- Retail jobseekers and incumbent workers
- Retail businesses in need of qualified applicants from diverse populations

### SERVICE PROVIDER

- Port Jobs

## RETAINING EMPLOYMENT & TALENT AFTER INJURY/ILLNESS NETWORK (RETAIN)

RETAIN is funded by the U.S. Department of Labor’s Office of Disability Employment Policy (DOL/ODEP), in partnership with the Employment and Training Administration and the Social Security Administration. The RETAIN partnership aims to engage individuals residing in King and Snohomish Counties who self-select into the RETAIN program using an electronic application and are at risk of losing employment because they have acquired or are at high risk of developing a chronic illness or non-work-related injury, coordinating employment and health strategies through an integrated network of partners to help participants successfully return to and stay at work.

### GOALS

- Increase employment retention and labor force participation for individuals who acquire or are at risk of developing illness, injury, or disability, by providing economically sustainable alternatives to federal disability benefits (Social Security Disability Insurance and Supplemental Security Income)
- Reduce long-term disability in participants, particularly the need for federal financial disability benefits

### PEOPLE TO BE SERVED

- Individuals residing in King or Snohomish Counties who self-select into the RETAIN program, meet program eligibility requirements, and are at risk of filing long-term disability claims
- Individuals not eligible for workers’ compensation who are at risk of leaving the workforce

### SERVICE PROVIDER

- Pacific Associates

INVESTING: **\$133,078**

### SERVICES PROVIDED

- Recruitment, assessment, and referrals of potential participants
- Workforce, employment, and training information
- Care coordination and vocational rehabilitation
- Training in occupational health best practices for participating health providers







## WORKSOURCE BUSINESS SERVICES, WORKFORCE INNOVATION & OPPORTUNITY ACT

The WorkSource Seattle-King County Business Services team is dedicated to local industries' workforce planning needs, talent acquisition strategy development, as well as labor market information and business resource dissemination. The team champions initiatives, led by the Workforce Development Council of Seattle-King County, serving industry as a partner and customer, with the ultimate goal of providing Seattle-King County community members with opportunities in local industry in an increasingly growing and diversifying economy.

### GOALS

Serve current and future business needs for talent—linking in-demand occupations and career pathway progression to local community member talent, including youth ages 16-24

### SERVICES PROVIDED

- Recruitment assistance
- Hiring events
- Worker training resources
- Layoff aversion and assistance
- Labor market data and forecasts
- Tax incentive assistance

INVESTING: **\$529,830**

### BUSINESS TO BE SERVED

- 950 businesses
- 4,465 services provided to businesses
- 60 demand-driven job fairs and/or hiring events
- 8 youth-related demand-driven job fairs and/or hiring events
- 90% business customer satisfaction rate

### SERVICE PROVIDER

- Pacific Associates

## JP MORGAN CHASE INDUSTRY STRATEGIES TEAM

The Industry Strategies Team (IST) will convene and support industry-led tables and align current industry engagement efforts across the region. With sponsorship from JP Morgan Chase, the team will partner with industry to develop strategies and programs to prepare, connect, and build in-demand talent for businesses. This core strategic function within the regional workforce system will focus on supporting inclusive, equitable economic growth by coordinating the needs of industry and talent and ensuring deeper impact.

### GOALS

- Enable businesses to identify and address their needs as an industry
- Integrate employers within a coordinated and connected system of workforce, education, and economic organizations responding to industry needs
- Develop a more effective and robust talent pipeline that improves businesses' ability to fill openings and retain and advance incumbent workers
- Create greater opportunity and prosperity for King County residents experiencing economic distress through better access to employment and careers in high-demand fields

### OUTCOMES

Support the current Healthcare Industry Leadership Table (HILT) and convene two additional industry-led tables in Seattle-King County

## BOEING MANUFACTURING APPRENTICESHIPS

The Workforce Development Council of Seattle-King County will partner with the Aerospace Joint Apprenticeship Committee (AJAC) and at least four local manufacturing employers to take on 40 new apprentices in occupations including Machinist, Industrial Maintenance Mechanic, Manufacturing Technician, Industrial Manufacturing Technician, and Precision Metal Fabricator. Partners will use resources from Boeing and the National Fund for Workforce Solutions to extend relationships with existing and new employer partners, helping workers to develop critical competitive skills and find advancement opportunities after completing AJAC's 10-week pre-apprenticeship bridge program. These resources will act as an incentive for employers to offer apprenticeship opportunities to underserved populations, hiring and training a diverse set of apprentices in an accelerated, cost-effective way. The program will take place over two years.

### PEOPLE TO BE SERVED

- 40 apprentices completing pre-apprenticeship training
- At least 4 local manufacturing employers offering apprenticeship opportunities

### SERVICE PROVIDER

- Aerospace Joint Apprenticeship Committee

INVESTING: **\$44,160**



# WORKSOURCE SEATTLE-KING COUNTY

## ADULT PROGRAMS, WORKFORCE INNOVATION & OPPORTUNITY ACT KING COUNTY VETERANS, SENIORS & HUMAN SERVICES LEVY

The Workforce Innovation & Opportunity Act (WIOA), braided with King County Veterans, Seniors & Human Services Levy (VSHSL) funds, provides a variety of services to adults who are furthest from opportunity—overrepresented among low income and unemployed individuals, and historically underrepresented in their access to services. Services are connected through the 45 WorkSource Seattle-King County locations, and include career counseling, labor market and training information, assessment, employment placement and retention services, interactive workshops, labs, job clubs, training, and supportive services.

### GOALS

Prioritizes job placements, training, and job retention.

#### PEOPLE TO BE SERVED

- 427 enrolled
- 163 job placements upon exit

INVESTING: **\$1,717,286**

#### SERVICE PROVIDERS

- Neighborhood House
- TRAC Associates
- Asian Counseling & Referral Service
- YWCA Seattle | King | Snohomish

## DISLOCATED WORKER PROGRAMS, WORKFORCE INNOVATION & OPPORTUNITY ACT KING COUNTY VETERANS, SENIORS & HUMAN SERVICES LEVY

The Workforce Innovation & Opportunity Act (WIOA), braided with King County Veterans, Seniors & Human Services Levy (VSHSL) funds, provides a variety of supports to individuals facing layoffs, referred to here as “dislocated workers,” who are furthest from opportunity—overrepresented among low income and unemployed individuals, and historically underrepresented in their access to services. Services are connected through the 45 WorkSource Seattle-King County locations, and include career counseling, labor market and training information, assessment, employment placement and retention services, interactive workshops, labs, job clubs, training, and supportive services.

### GOALS

Prioritizes job placements, training, and job retention.

#### PEOPLE TO BE SERVED

- 427 enrolled
- 157 job placements upon exit

INVESTING: **\$1,534,804**

#### SERVICE PROVIDERS

- Pacific Associates
- TRAC Associates
- Asian Counseling & Referral Service



## WORKSOURCE RAPID RESPONSE

Rapid Response services through WorkSource Seattle-King County assist affected workers of companies in the event of layoff, closure, and/or disaster to ease worker transitions.

### GOALS

- Minimize the amount of time affected employees spend laid off
- Facilitate the sharing of occupation and employment networks, information, and resources
- Help businesses avoid layoffs by assisting with job re-employment prior to the occurrence of layoffs

## + INCREASED EMPLOYMENT

The Rapid Response Increased Employment (RRIE) Initiative increases the number of dislocated workers served through enhanced support and resources. RRIE creates a stronger partnership between job seeker service providers and business services by directing dislocated workers to additional training and supports to help secure employment and enhanced WorkSource system process improvements.

### GOALS

- Increase employment for dislocated workers
- Educate employers about layoff aversion opportunities
- Staff training, enhanced integrated service delivery strategies, and updated resource room technology to support services to customers

### SERVICE PROVIDERS

- Pacific Associates
- TRAC Associates
- Asian Counseling & Referral Service

### PEOPLE TO BE SERVED

- 170 dislocated workers

INVESTING: **\$1,330,684**



## TICKET TO WORK

Program participants have the opportunity to develop and maintain an Individual Work Plan to reach their career development goals and receive not only immediate WorkSource Seattle-King County benefits, but long-term support for job retention and career advancement. Services provided include career counseling, benefits counseling, labor market and training information, assessment, employment placement and retention services, interactive workshops, labs, job clubs, training, and support services.

### GOALS

Provide Social Security beneficiaries with disabilities the choices, opportunities, and support needed to become and stay employed, and increase their earnings on a path to become self-sufficient.

### PEOPLE TO BE SERVED

Eligible beneficiaries age 18 through 64 who receive Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) cash benefits based on a disability that creates an impediment to work.

### SERVICE PROVIDER

- Pacific Associates

INVESTING: **\$89,000**





## WORKSOURCE OPERATOR TEAM

The Workforce Innovation and Opportunity Act (WIOA\*) requires Local Workforce Development Boards (LWDB) to competitively select an operator to administer the area's one-stop system. The WorkSource Seattle-King County operator is responsible for working in partnership with the Workforce Development Council of Seattle-King County to guide integration of service delivery, maintain standards and accountability, support communication, and deliver staff training. Additionally, the team evaluates program outcomes, creates strategies to expand outreach and service efforts to individuals facing obstacles to employment, conducts and analyzes customer survey data, and coordinates regional partnerships to ensure efficient services.

### GOALS

- Integrating service delivery across WorkSource Seattle-King County
- Providing and facilitating staff training
- Sharing of system best practices
- Recruiting new partners

INVESTING: **\$428,069**

### PEOPLE TO BE SERVED

- Approximately 28,000 job seekers across 45 WorkSource Seattle-King County sites

### SERVICE PROVIDER

- King County Employment & Education Resources\*

*\*King County will provide Operator services through September 30, 2019. Procurement for the Operator will occur in Program Year 2019*





## WORKSOURCE CONNECTION SITES

In response to the diverse needs of the Seattle-King County community, the network of WorkSource Seattle-King County sites has increasingly expanded to include community organizations with a portal to WorkSource services, called “Connection Sites.” These sites provide customers and program participants with computer-dedicated access to WorkSource Seattle-King County services. Additionally, these organizations become partners with WorkSource Seattle-King County Centers and Affiliate sites, connecting their customers to additional resources, a network for customer referrals, and staff training. Services offered by Connection Sites include food, transportation, clothing, family counseling, employment readiness, education, housing, English language classes as well as disability and mental health resources. The combined staff time, infrastructure, and resource networking services provided to customers have an estimated value of \$1.5 million, considered an in-kind donation to the public workforce system.

### PEOPLE TO BE SERVED

- Approximately 15,000 job seekers
- 5,370 attendees of 700+ employment/education related workshops on-site
- 1,100+ direct referrals to WorkSource Seattle-King County Centers and Affiliate sites

### SITES & ORGANIZATIONS INCLUDE

- Bellevue College, Center for Career Connections
- Bellevue College, Workforce Education
- Cascadia College
- Children’s Home Society of Washington
- Downtown Emergency Service Center
- Downtown Seattle Association, Metropolitan Improvement District
- Green River College
- Highline College
- Hopelink, Bellevue
- Hopelink, Carnation
- Hopelink, Kirkland
- Hopelink, Redmond
- Hopelink, Shoreline
- IKRON: Integration of Knowledge & Resources for Occupational Needs
- King County Community Corrections Division
- King County Library, Auburn
- King County Library, Enumclaw
- King County Library, Covington

### SERVICE PROVIDERS

*Unpaid, in-kind partnerships with each community-based organizations. WorkSource Connection Sites are designed to leverage resources and knowledge through dedicated collaborative partnerships that align resources and tools to support community members’ journeys to self-sufficiency.*

- King County Library, Kent
- King County Library, Renton
- Lake Washington Institute of Technology
- Millionair Club Charity
- Multi-Service Center
- Neighborhood House, Birch Creek
- Neighborhood House, High Point
- Puget Sound Training Center
- Refugee Women’s Alliance, Seattle
- Refugee Women’s Alliance, SeaTac
- Renton Technical College
- Seattle Central College
- Seattle Goodwill & Maleng Regional Justice Center
- Seattle Housing Authority, New Holly
- Seattle Public Library, Ballard
- Seattle Public Library, Central
- Shoreline Community College
- Washington Talking Book & Braille Library
- YWCA Education Center at Greenbridge





# YOUTH EDUCATION & EMPLOYMENT

## YOUTH PROGRAMS, WORKFORCE INNOVATION & OPPORTUNITY ACT

The Workforce Innovation & Opportunity Act (WIOA\*) provides a variety of services to in-school youth (ages 14-21) and out-of-school youth (ages 16-24) who meet eligibility requirements. Youth are connected with the full range of services, including tailored internships and jobs with a prioritization of career pathways, work experience, and industry-recognized degrees and certificates. Each participant undergoes a comprehensive assessment to review skills, interests, and support needs, and works with a qualified case manager to identify a career goal, service plan, and outcome related to education and employment. By offering education through tutoring, alternative schools, and learning centers, these programs are able to serve youth throughout Seattle-King County—either enrolled in school or outside of school systems—to work toward high school credit and/or a General Education Diploma. Young people receive intensive support in addressing barriers to opportunity, to progress through additional education, training, and the next steps on their career journey. Additionally, participants receive twelve months of follow-up services after exit from programming.

### GOALS

WIOA Youth prioritizes educational credential attainment, post-secondary placement, unsubsidized employment placements, training, and employment retention. Performance measures have not been confirmed for Program Year 2019.

### DELIVERABLES INCLUDE

- 442 enrolled
  - 319 out-of-school youth
  - 123 in-school youth

### SERVICE PROVIDERS

#### *Out-of-school youth*

- King County Employment & Education Resources
- Seattle Goodwill Industries

#### *In-school youth*

- Boys & Girls Club of King County

INVESTING: **\$1,739,100**

## KAISER OPPORTUNITY YOUTH APPRENTICESHIP CONSORTIUM

This 2-year grant will develop a scalable system connecting low-income youth to high demand registered apprenticeship pathways, with a focus on South King County and youth enrolled in drop-out re-engagement programs. Systems will be put in place to effectively partner with school districts, community colleges, and apprenticeship programs to build work-based educational pathways with a broad range of K-12 schools and districts benefiting.

### GOALS

Strengthen economic and educational opportunities for young adults eligible for WIOA programs or enrolled in Open Doors/High School 21+ re-engagement programs across school districts in South King County.

### DELIVERABLES INCLUDE

- 150 young adults served over two years

### SERVICE PROVIDERS

- Puget Sound Educational Services District
- Aerospace Joint Apprenticeship Committee
- Seattle Education Access

INVESTING: **\$141,826**







## CAREER CONNECT

In January 2018, the Workforce Development Council of Seattle-King County, in partnership with the Seattle Region Partnership, was awarded competitively acquired funding through the Governor's office and the Career Connect Washington initiative. The project is positioned to expand the reach of current Seattle-King County programs serving young people with tools, resources, and experiences for meaningful, living-wage careers and the education opportunities necessary to attain them.

### GOALS

Build a continuum of consistent, high-quality career-linked experiences and education for young people, including apprenticeship pathways to access regional workforce systems.

### SERVICE PROVIDERS

- Highline Public Schools
- Seattle Public Schools
- YMCA of Greater Seattle
- Juma Ventures
- King County Employment & Education Resources
- Seattle Public Utilities

### DELIVERABLES

- 301 internships
- 5,583 career-connected learning opportunities
- 120 adult registered apprenticeships
- 22 registered youth apprenticeships
- Washington Association for Community Health
- Finishing Trades Institute Northwest
- FareStart
- Seattle Region Partnership
- South Seattle College
- Aerospace Joint Apprenticeship Committee

INVESTING: **\$693,000**

## BOEING - TAKE FLIGHT: MIDDLE SCHOOL TO CAREER

Boeing - Take Flight prioritizes the expansion of career connected education in middle school, where these experiences have the chance to impact early high school preparation and decision-making. The project will also focus on expanding career connected education in high schools that source from those middle schools so that students will have the opportunity to build on these experiences in the future. The project meets a need by focusing primarily on school-based career connected education, including lesson plans that teach students about careers as well as those that teach core academic content through career contextualization.

King County Aerospace Alliance (KCAA) also contributed to this funding.

INVESTING: **\$3,114**

### PEOPLE TO BE SERVED

- 100 students participating in career-connected curriculum
- 500 students participating in year-long project/problem-based learning
- 6 teacher externships
- 150 parent attendees to 1 engagement event centered around career pathways
- 60 students attending STEM extended learning

### SERVICE PROVIDERS

- Highline Public Schools
- Chinook Middle School
- Tyee High School
- King County Aerospace Alliance (KCAA)





# RESEARCH & INNOVATION

All programs incorporate research and innovation in their design and efforts. Additional investments are noted below.

## INTEGRATED SERVICE DELIVERY

Integrated Service Delivery is a seamless approach to customer service within WorkSource Seattle-King County that prioritizes customer needs over systems and separate processes.

### KEY COMPONENTS INCLUDE

- Organization of staff around functions and customer needs, rather than programs or agencies
- Leadership and supervision to support functional teams
- Co-enrollment of customers
- Meeting a common set of outcome measures for all customers
- Continuous quality improvement based on customer data and feedback

### PARTNERS

- Washington State Department of Employment Security
- TRAC Associates
- Pacific Associates
- Neighborhood House
- King County Employment & Education Resources
- South Seattle College
- North Seattle College
- YWCA Seattle | King | Snohomish

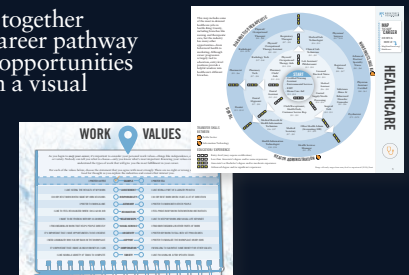
## TOOLS & RESOURCES



### MAP YOUR CAREER

Map Your Career brings together labor market data with career pathway research to represent job opportunities in Seattle-King County in a visual format.

[mapyourcareer.org](http://mapyourcareer.org)



### SELF-SUFFICIENCY CALCULATOR

The Self-Sufficiency Calculator was designed to support career planning, helping individuals to understand where they are starting, explore options, and make decisions about what to do next.

[thecalculator.org](http://thecalculator.org)



## WORKFORCE EQUITY

Thanks to partnership between the National Fund for Workforce Solutions, JP Morgan Chase Foundation, and the National Equity Atlas partnership between PolicyLink and the USC Program for Environmental and Regional Equity (PERE), the Workforce Development Council of Seattle-King County was chosen as one of five workforce collaboratives to be awarded funds to develop equity work groups comprised of diverse stakeholders charged with identifying local workforce equity trends and developing actionable policy and programmatic strategies to advance equitable outcomes and address identified barriers throughout the workforce system.

### GOALS

- Develop a report detailing local strategies aimed at addressing data-informed workforce equity challenges to promote equitable outcomes for individuals facing barriers throughout the workforce system.
- Share best practices and learnings with other communities seeking to integrate a stronger equity lens into their workforce efforts to improve the economic success of workers.

INVESTING: **\$75,000**



### TALENT PIPELINE APPLICATION

The Talent Pipeline Application is an interactive, open-access web resource presenting regional job and labor market information.

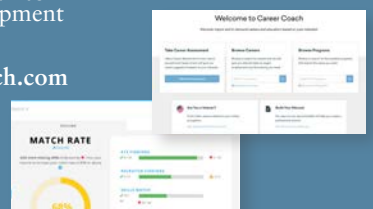
[seakingwdc.org/talent-pipeline-app](http://seakingwdc.org/talent-pipeline-app)



### CAREER COACH & JOBSCAN

The WDC forges partnerships with resource developers like Career Coach (Economic Modeling Specialists, Inc.) and Jobscan to provide professional development resources.

[seakingwdc.emsicareercoach.com](http://seakingwdc.emsicareercoach.com)  
[jobscan.co](http://jobscan.co)





# WITH GRATITUDE

THANKS TO  
THE ACTIVE AND  
COLLABORATIVE BOARD  
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OF SEATTLE-KING  
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King County

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OUR CHIEF LOCAL  
ELECTED OFFICIALS  
& REPRESENTATIVES,  
INCLUDING MAYOR JENNY  
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*Project Manager*

Beth Blanchard  
*WorkSource System Director*

Bryan Pannell  
*Director of Performance & Sector Partnerships*

Cathy Wacker  
*Executive Assistant*

Heidi Seveska  
*Data Analyst*

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*Budget Manager*

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*Project Manager - Strategic Communications*

Liesel Schilperroort  
*Project Manager*

Marcelle Wellington  
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THANKS TO ALL  
PARTNERS WHO  
OPENED DOORS TO  
COMMUNITY MEMBERS  
& INDUSTRY  
CUSTOMERS

## SERVICE PROVIDERS

Aerospace Joint Apprenticeship Committee  
Applied Inference  
Asian Counseling & Referral Service  
Boys & Girls Club of King County  
Chinook Middle School  
FareStart  
Finishing Trades Institute Northwest  
Green River Community College

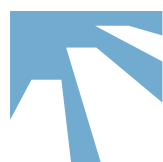
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TRAC Associates  
Tyee High School  
Washington Association for Community Health  
Washington State Department of Employment Security  
YMCA of Greater Seattle  
YWCA Seattle | King | Snohomish





seakingwdc.org  
2003 Western Ave, Suite 250  
Seattle, WA 98121-2162  
206.448.0474  
info@seakingwdc.org



**WORKFORCE**  
**DEVELOPMENT COUNCIL**  
OF SEATTLE – KING COUNTY

*The Workforce Development Council of Seattle-King County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Telecommunications Relay Service 7-1-1.*