



ANNUAL REPORT

PROGRAM YEAR 2017
July 1, 2017 - June 30, 2018



WORKFORCE
DEVELOPMENT COUNCIL
OF SEATTLE - KING COUNTY

You will find this annual report packed with program innovations and inspiring customer successes throughout Program Year 2017 within the scope of our competitive grant achievements and Workforce Innovation & Opportunity Act funded projects. We honor and acknowledge the hard work of our service providers, industry leaders, and community members who contributed to these accomplishments. We recognize the commitment of our board to provide direction, and the efforts of our outstanding staff.

We look back with gratitude to past board members who served tirelessly in dedication to our region, and we welcome new members with the start of Program Year 2018. Our board represents some of the brightest minds across both private and public sectors. The relationships and partnerships we have created in the past will propel us forward into the next program year.

Thank you for your investment in our shared mission and vision.



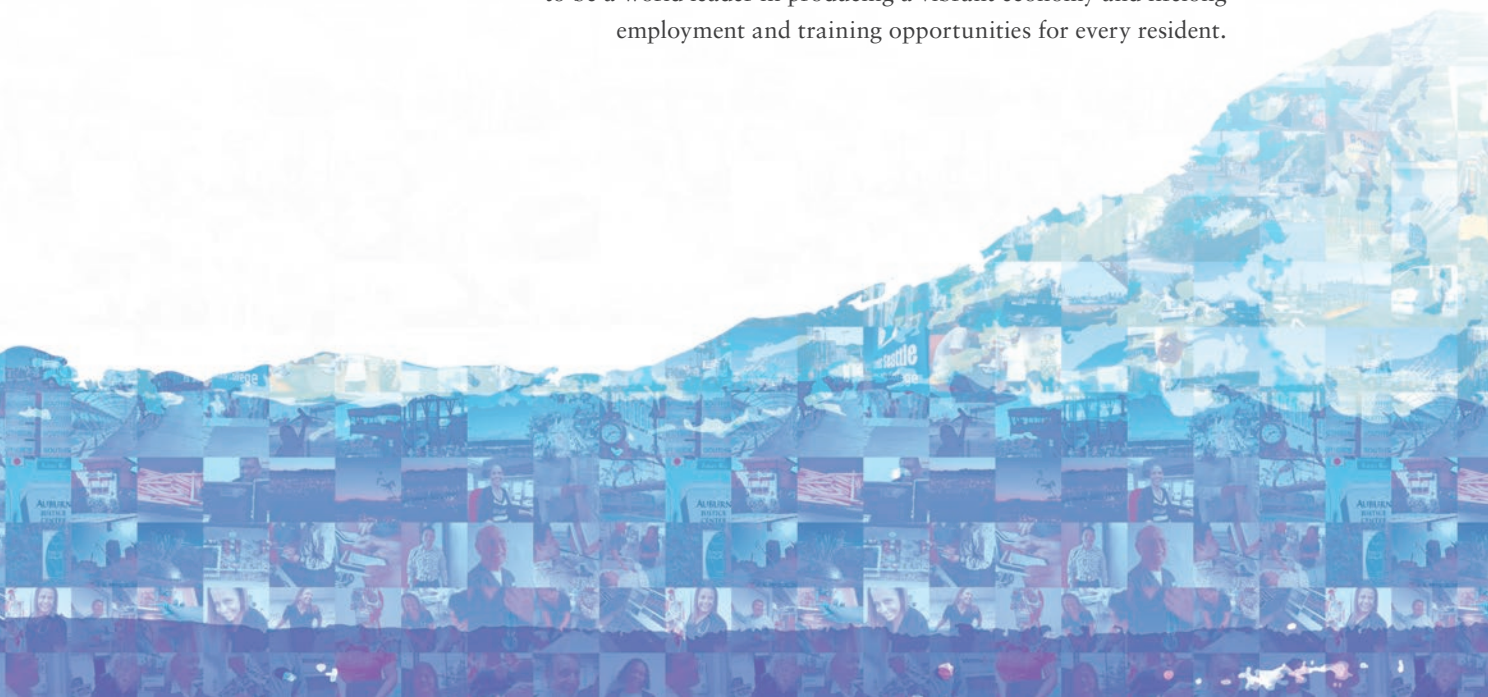
Tom Peterson
Board Chair



Dot Fallihee
Interim Chief Executive Officer

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.



STRATEGY

All initiatives and programs align to the Workforce Development Council of Seattle-King County's four focus areas:



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VISION

Leadership toward an inclusive, dynamic regional economy.



IMPACT OVERVIEW

PROGRAM YEAR 2017
July 1, 2017 - June 30, 2018

\$11,135,374

invested in Seattle-King County service providers, benefiting both community members & local businesses

FUNDED SERVICE PROVIDERS*

- Community-based organizations
- Higher education, including career & technical colleges
- K-12 education
- Government agencies, including housing authorities & consortia
- Data organizations

*See full list on back cover

+ An estimated **\$20,000,000+** invested through Infrastructure Funding Agreements into the WorkSource system by mandated partners and community entities from January 1 - June 30, 2018

44,301 PEOPLE UNEMPLOYED

King County population estimate: 2,188,649 (July 1, 2017); King County labor force: 1,225,298 (July 2017); Total employed: 1,179,997

46,921
PEOPLE SERVED

3,284

people with disabilities served

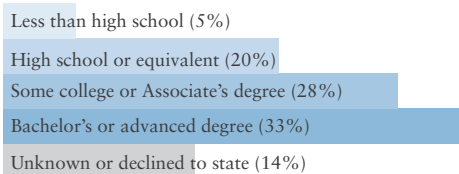
1,877

people experiencing homelessness served

2,347

veterans or veterans spouses served

EDUCATION OF PEOPLE SERVED



FOCUS POPULATIONS

- Displaced Homemakers
- Low-Income Individuals
- English Language Learners
- Youth in, or formerly in, Foster Care
- Native Americans, including Indians, Alaska Natives, and Native Hawaiians
- Eligible Migrant and Seasonal Farmworkers
- Individuals with Disabilities
- Individuals within Two Years of Exhausting Temporary Assistance for Needy Families (TANF) Eligibility
- Older Individuals ages 55+
- Single Parents/Pregnant Women
- Returning Citizens (previously involved in the Justice System)
- Long-Term Unemployed
- Individuals experiencing Homelessness
- Veterans



46%
FEMALE



54%
MALE

75%

35,191 unemployed or with notice of pending termination or military separation

employment status **unknown** or declined to state

14%

6,568

11%

5,161

under-employed or part-time employed / earning below a living wage

INDUSTRY AS PARTNER & CUSTOMER

FOCUS SECTORS



Healthcare



Manufacturing including Aerospace & Maritime



Construction including Energy Efficiency



Professional, Scientific & Technical Services



Information Technology including Interactive Media

WATCH SECTORS



Public Sector (Public Administration)



Transportation & Warehousing including Logistics & Supply Chain Management



Trade including Wholesale & Retail



**by Workforce Innovation & Opportunity Act (WIOA) funded Business Services team only, not including engagement by partners*

1,308

businesses engaged in Focus & Watch Sectors

767

new businesses engaged

1,455

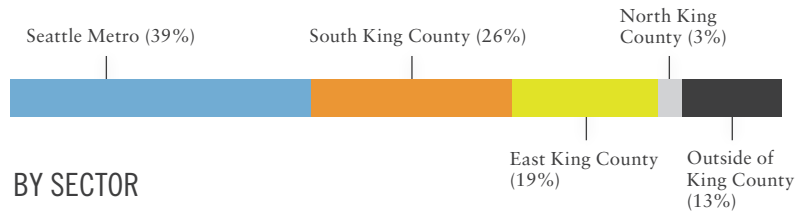
small-to-medium businesses (0-499 employees)

361

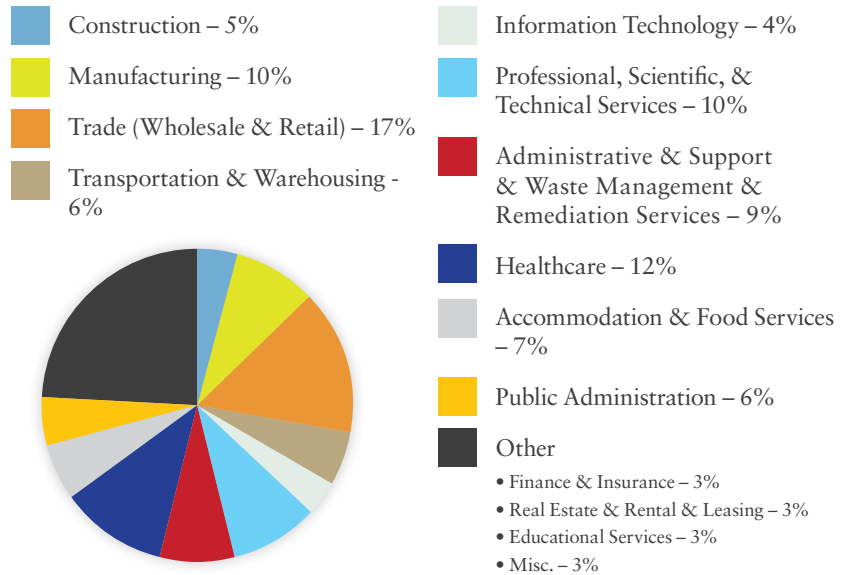
large businesses (500+ employees)



BY LOCATION in King County



BY SECTOR



PROGRAMS *Pages 4-20 - For detail, please see the Program Year Guidebook at seekingwdc.org/guidebook*

OPERATIONS *Dedicated to continuous quality improvement throughout Program Year 2017:*

- Clean monitoring and no findings in an annual audit from Francis & Company and the Washington State Employment Security Department
- Quarterly meetings with contracted, funded service providers and ongoing support / collaboration on best practices and technical assistance

FUNDING AT A GLANCE



74%

Workforce Innovation & Opportunity Act (WIOA) funds

26%

competitive grants non-WIOA

WORKFORCE INNOVATION & OPPORTUNITY ACT

Strategic planning for Workforce Innovation and Opportunity Act (WIOA) occurs every four years, delivered by a local plan to the state Workforce Training & Education Coordinating Board. Learn more about WIOA at seekingwdc.org/wioa/

COMPETITIVE AWARDS *Funders include:*

Abt Associates | Bank of America | Council for Adult and Experiential Learning (CAEL) | Department of Social and Health Services | Evergreen Hospital | JP Morgan Chase | Seattle Housing Authority | Snohomish County WDC

Social Security Administration | United States Department of Education | United States Department of Labor | United States Department of Health and Human Services | United States Department of Housing and Urban Development

SECTOR STRATEGIES

A HOLISTIC MODEL, BUILT UPON YEAR-BY-YEAR, PARTNER-BY-PARTNER

CONVENER OF PARTNERS

strategies for collaboration & prioritization

1

- Ongoing partnerships and business engagement in workforce development strategy, referrals, events, and industry panels
- Quarterly business convening event with representation from the community colleges and business-serving organizations
- Monthly WorkSource business partnership meetings
- Supporting Regional Workforce Strategy Group transformation

BUSINESS SERVICES

business support by industry, with education & training providers serving community members

2

- Providing ongoing customized services for industry and business partners through WorkSource Business Services and Rapid Response teams

PROJECTS / GRANTS

specific strategies for occupation, education & training pathways

3

- See the following pages for project and grant detail
- *Learn more online via seakingwdc.org/guidebook*

... all while streamlining & communicating in coordination with partners & stakeholders!

AMERICAN APPRENTICESHIP INITIATIVE

Navigators have been getting the word out about apprenticeships to **OVER 4,000 PEOPLE** through outreach to high schools, veterans, libraries, ethnic organizations, correctional facilities, career & technical education directors, groups serving people experiencing homelessness, and more.

OVER 100 CASE WORKERS at WorkSource Centers and other community based organizations were educated on apprenticeship opportunities.

Navigators met with **OVER 200 EMPLOYERS** in partnership with WorkSource Seattle-King County's Business Services, conducting employer apprenticeship round-tables, as well as referrals and coordination within healthcare, insurance, roofing, metal fabrication, and aerospace manufacturing.

HEALTHCARE CAREER PATHWAYS

130 employees served on-site for career advancement and wage growth



BUSINESS SERVICES TEAM

36,750
job openings
communicated to
WorkSource partners

1,292
businesses promoted
to or assisted with
case management data
system (ETO)

670
hires reported by
businesses

741
new business customers

90%
overall customer
satisfaction
with **92%**
customer satisfaction
survey completion

114
business demand-driven
events

“I wanted to express my gratitude for yesterday’s hiring panel. The event was so well organized from start to finish and it exceeded our expectations by 120%. The panel was engaging for employers and job seekers, and the networking event really gave us the time to get to know candidates. Thanks again for putting all of this together!”

See previous
page for more
Business
Services data

TEAM OF EXPERTS

8 people
assigned to
focus and
watch sectors



RAPID RESPONSE TEAM

Assisting both
businesses and
affected workers
of companies in
the event of layoff,
closure, and/or
disaster to ease
transition(s).

22 businesses with WARN
notices contacted

18 out of **24** businesses
issuing a WARN that participate
in services

27 businesses requesting
services that have a planning
meeting within 5 business days

TEAM OF EXPERTS

3 people
representing WorkSource,
Unemployment Insurance,
and Community & Technical
Colleges



CAREER CONNECT SEATTLE-KING COUNTY



A holistic system of support in Seattle-King County for career connected learning, partnering with **2** school districts, **3** youth service providers, **1** dropout re-engagement center, the community and technical college system, and apprenticeship organizations.



3,553
total learning
experiences

1,612
youth receiving
a comprehensive
career plan

204
comprehensive
internships

Featured Innovation

APPRENTICESHIP COLLABORATORY

Stakeholders are brought together by South Seattle College serving as convener and facilitator, to work toward capacity-building and collaboration across multiple apprenticeships, school districts and Open Doors sites to bring opportunities to individuals and communities. The Collaboratory is promoting youth apprenticeship through employer tours, career days, open houses, working with parents and counselors, and teacher externships. In addition, through providing technical assistance, the Collaboratory is working to expand apprenticeship into new sectors like insurance and banking. *Participants include:*

Workforce Development Council of Seattle-King County | Seattle Region Partnership (Seattle Foundation) | Seattle Public Schools | Highline Public Schools | Career Link at South Seattle College | King County Employment & Education Resources | Accelerator YMCA | Juma | Seattle Public Utilities | FareStart | Aerospace Joint Apprenticeship Committee | Washington Association of Community & Migrant Health Centers | Finishing Trades Institute Northwest | South Seattle College

HEALTH WORKFORCE FOR THE FUTURE

504
enrolled

358
training
enrollments

209
training
completions

135
employed



Sagal was recognized nationally at the annual Health Profession Opportunity Grants' (HPOG) conference in Washington DC

139
Temporary Assistance for Needy Families (TANF) recipients enrolled

Featured Innovation

CUSTOMIZED TRAINING COHORT

Most advanced healthcare training programs require completion of college-level coursework before students can apply. Because this coursework is not a program, but a collection of math, science and other college classes, many students—and particularly low-income/working students—face challenges at this critical stage on the healthcare career pathway. The Health Workforce for the Future (HWF) pre-requisite cohort at South Seattle College builds from lessons learned and is designed to streamline this process with more efficient course sequencing, a predictable schedule, contextualized curriculum, and targeted advising and support.

“*The reasons I would like to become a registered nurse are many ... I would love to motivate others who are in the same shoes as I was some years ago. I want to make them understand that hard work pays off, and to persevere and believe. I have always been a good student and have been able to achieve the goals that I set for myself. My children look up to me as a role model, and their grades at school reflect that. I want to be an exemplary person for my children so that they too can achieve their goals.* - Sagal

Customer Success

SAGAL is a single mother of two children ages twelve and fourteen. Together, they make their home in south Seattle.



In 2013, when Sagal arrived in Seattle she sought assistance from her local welfare office where her caseworker connected her with cash assistance and told her about the Health Careers for All program. With an interest in healthcare, Sagal enrolled and joined a training cohort at South Seattle College to prepare for and enter nursing.

To put food on the table, she also began part-time work doing remote medical interpretation from home, earning \$500 monthly to help support her family and moved off cash assistance. She completed all of nursing's pre-requisite courses with competitive marks, moving on to the next step—the licensed practical nursing (LPN) program.

Throughout the intensive LPN program, Sagal says she benefited from the support of students and “navigator” (career counselor), and, in spring 2015 she successfully completed the program. That September, after passing the national credentialing exam and earning her state license, Sagal began full-time work as an LPN in a local rehabilitation center, earning \$27 an hour. Sagal's drive to become a nurse wasn't yet satisfied – she stayed in close contact with her navigator and enrolled in the Health Workforce for the Future program in 2016 and was accepted into the LPN-to-RN ladder program at Highline College shortly after. She graduated with her associates degree in nursing (ADN) and secured a full-time registered nurse position at \$39/hour in September 2017. Sagal plans to continue her journey, with a final career goal of becoming an advanced registered nurse practitioner (ARNP).

We congratulate Sagal and the hundreds of individuals who have dedicated their lives to our healthcare while building a prosperous future for themselves and their families.

UPSKILL / BACKFILL PROJECT SUITE

3 projects with unique challenges within three sectors—training incumbent workers to fill mid-to-high skill jobs as older workers retire, and recruiting new workers to fill the entry-level positions vacated.

1 PROJECT CONNECT: ACCELERATED CAREERS IN MANUFACTURING

8 backfill positions filled

Partner contracts launched for Lake Washington Institute of Technology and Everett Community College, Corporate and Continuing Education. Community partners are Neighborhood House and TRAC Associates.

3 BUILDING ENGINEER INDUSTRY FOCUS

67 incumbent worker enrollments **9** training completions **9** backfill training enrollments

The project gained traction with local employers over the past year with the launch of the Washington Building Engineer Consortium. Training provided at Renton Technical College provides students/grant participants with the skills required to fill a newly defined role—Junior Building Engineer.

2 FOCUS ON HEALTHCARE EMPLOYER NEEDS

11 incumbent workers enrolled in training **7** people completed training **3** people earned national certifications

Customer Success

CLINTON is a lead custodian in the emergency department at Harborview Medical Center, with a dream of becoming a radiologist. Through Upskill/Backfill, Clinton completed nursing assistant training and the Hospital Assistant exam, a stepping stone on that pathway. He plans to continue his education in fall quarter of 2018 and has already been asked to notify the radiology department upon his completion so an interview can be scheduled.



SPECIAL PROJECT FOR **INCREASED EMPLOYMENT** FOR DISPLACED WORKERS

Rapid Response resources provide additional support for dislocated workers, ensuring access to training and support services as participants return to the workforce.

89 people provided training in a diversity of sectors including IT, Education, Logistics, and Professional Services

SPECIAL PROJECT FOR **INCREASED EMPLOYMENT EXPANSION** FOR DISPLACED WORKERS

98 additional enrollments **92** additional people enrolled in training **56** employment placements

SECTOR PARTNERSHIPS NATIONAL EMERGENCY GRANT

32 people enrolled in individual training accounts (ITAs) with Vigor for maritime manufacturing training



WORKSOURCE SEATTLE-KING COUNTY

31,334

people served

“ *Anyone that becomes unemployed unexpectedly experiences hardship with concerns for their future. I was pleasantly surprised to be met by compassionate staff members who are there to help me understand the many options and resources that are available. I am very grateful for this service. Thank you.* ”

- WorkSource customer

at
46
locations



In Program Year 2017, a new youth-focused WorkSource Affiliate site opened, centrally located in south King County in Tukwila near Southcenter Mall.

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

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

STEP INSIDE ONE OF OUR WORKSOURCE SEATTLE-KING COUNTY OFFICES



WHAT BRINGS PEOPLE **IN THE DOOR**

- Recent **unemployment**
- Interview preparation, resume building, or LinkedIn class
- Attend a specific **workshop**
- **Unemployment insurance** or other requirement

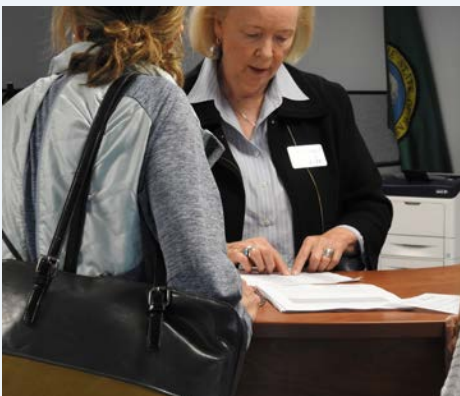
WHAT HAPPENS **INSIDE**

- **Workshop attendance**
- **Job search** assistance (resume review, job coaching, interview preparation)
- Meeting with an **employment specialist** about job search
- Learning about other available career resources
- **Financial assistance** (help with utilities, transportation, food, and clothing)
- Access to or assistance with **technology** including computer, internet, phone, and/or fax
- Hiring or **employer events**
- Job referral



WHAT ARE THE **RESULTS**

- Learned about **continuing education**
- Signed up for a **one-time class** at the local library or college
- **Updated resume** with transferable skills
- Signed up for a **mock interview workshop**
- Updated **LinkedIn profile**
- Completed a first **online application**
- **Referred to partner organization** to take advantage of support resources
- **Got an interview!**
- **Got a job!**



LINKAGES TO EMPLOYMENT ACTIVITIES PRE-RELEASE 2 WORKFORCE INTEGRATION NETWORK (LEAP2WIN)

Located within a justice facility, the Maleng Regional Justice Center houses a unique American Job Center and WorkSource Seattle-King County site. This effort launched at the end of Program Year 2016 serve residents with pre-release and post-release employment services and wrap-around career development.



68 served

88% participation rate

16 employment placements



Customer Success

Names of program participants withheld to honor their privacy

“ I personally found the classroom environment a refreshing relief from my time in my unit as it was a place where my input was welcomed and respected. Simply being treated as an adult and an equal for a few hours a day made my time here a much more positive experience, and being given the time, resources, and guidance to actually do some productive work was invaluable.



“ As a graduate of this program I want to let you know how invaluable this class has been, not just for the educational and employment aspects, but for the emotional, as well.

Being incarcerated for the first time at my age (45) has been quite a shock and often times quite confusing. Not knowing what is going to become of me for the rest of my life—will I ever find work or an apartment again?—with a felony record.

Signing up for LEAP2WIN has been a truly wonderful experience. The class instructors Deanna and Eddie have been superior leaders from day one. Always treating each and every one of us with respect and dignity. That quick reminder that we are human beings for a couple of hours a day for those four weeks has made all the difference in the world to my own outlook.



WORKSOURCE CONNECTION SITES WORKFORCE INNOVATION & OPPORTUNITY ACT

1,006

workshops held at Connection Sites

1,090

Connection Site referrals to WorkSource Centers & Affiliates

7,742

total workshop attendees



... when we tell people we are a WorkSource Connection Site, their faces light up, and they feel hopeful. Some people work on their resumes and job search all morning, then go downstairs for lunch. It's really a one-stop resource for those who are living on the edge and un-sheltered.



Featured Innovation

STRATEGIC EXPANSION

New Connection Sites:

- Cascadia College
- Children's Home Society of Washington
- Lifelong
- Washington Talking Book and Braille Library

+ 5 SITES within the King County Library System:
Auburn | Covington | Enumclaw | Kent | Renton

ADULT SERVICES WORKFORCE INNOVATION & OPPORTUNITY ACT

Providing career counseling, labor market and training information, assessment, employment placement and retention services, and more supportive services for eligible adults with barriers to employment.

633

people served

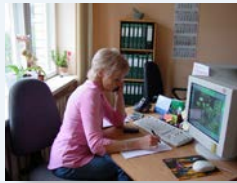
257

job placements

MARY had thrived in project management, but at 61, she found herself unemployed. She met with Jody, her case manager at South Seattle College, and enrolled in an online project management training course. During the application process, Jody helped to support Mary through job leads, as well as support services including gas cards and tab fees for her car. But most importantly, Jody listened.

“Counselors like Jody provide the opportunities to get your life moving in the right direction,” Mary said. *“She is amazingly knowledgeable and efficient ... but Jody doesn’t stop there. The encouragement, motivation, and understanding she provides are priceless. She truly goes above and beyond to help her clients.”*

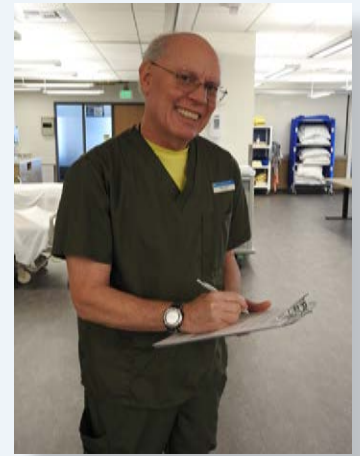
In February, Mary was hired to a full-time Project Manager position, earning **\$26** an hour.



Customer Success

When **GABE** first visited WorkSource North Seattle, he had been out of work for 10 months—having been laid off from his previous registered nurse (RN) position at Northwest Hospital. Experiencing a death in his family, Gabe had difficulty staying focused at work.

Gabe benefited from group therapy sessions with a licensed therapist and was able to work on his resume and interview skills. With a little repositioning on his resume, Gabe immediately began receiving interview requests. He was soon offered and accepted employment as an RN with the Northwest Kidney Center.



DISLOCATED WORKER SERVICES WORKFORCE INNOVATION & OPPORTUNITY ACT

Provides a variety of services to displaced workers or people facing layoffs, referenced here as “dislocated workers,” through WorkSource Seattle-King County.

592

people served

270

job placements

HENRY had worked for Intel Corporation for almost 20 years before he was laid off. He spent several months applying for jobs, without many interviews, before a friend referred him to WorkSource. Staff members earned his trust over time. After some practice in mock interviews and sharpening his communication skills, Henry landed an IT job paying **\$39** an hour, and was promoted within two months to a Project Manager role overseeing **23** employees, earning a salary of **\$92,050** a year.



Customer Success

When **WENDY** reached out to WorkSource, she was about to lose her housing and had taken a stop-gap position with an online jewelry retailer. Staff were able to do a comprehensive review of her job search strategy, including interview, resume, and cover letter. Wendy re-entered her career pathway, securing a full-time position as a Contract Administrator IV in construction with KBA Inc., making **\$32** an hour with full benefits.



WORKSOURCE OPERATOR TEAM

Supporting and delivering staff training and communication, guiding integrated service delivery, and evaluating program outcomes, as well as conducting and analyzing customer survey data for higher service quality.

629

participants in professional development training

180

estimated WorkSource Seattle-King County staff, including Connection Sites



STAFF TRAINING TOPICS

1. Creating Gracious Space to Enhance Intercultural Communications
2. Motivational Interviewing
3. Serving Customers with Conviction Histories
4. 3-part Facilitation Series, including *Beyond the Lecture: Active Learning Techniques to Bring your Trainings to Life*
5. Effective Interpersonal Communication: How to talk so others will listen and listen so others will talk

Featured Innovation

The Operator Team facilitated the planning committee and helped organize and host the 2017 WorkSource Summit.



SEATTLE HOUSING AUTHORITY YESLER TERRACE

33

employment placements

73%

of job placements resulting in at least 30 hours of work per week

\$14.93

average wage per hour

DISABILITY EMPLOYMENT INITIATIVE

316

people served

139

integrated resource teams

74

WIOA enrollments

14

WIOA credential attainments



SEATTLE HOUSING AUTHORITY WORKFORCE OPPORTUNITY SYSTEM

77

enrolled

24

job placements

BOEING NATIONAL DISLOCATED WORKER GRANT

100%

employed upon exit

11

enrolled

TICKET TO WORK

39

people developed and maintained an individual work plan

- Streamlined co-enrollment for customers with multiple areas of eligibility to overcome barriers
- Broad outreach with partners including Lighthouse for the Blind, Sound Mental Health, Seattle Goodwill Industries, Seattle Housing Authority

WorkSource

A proud partner of the American Job Center network

SUMMIT 2017

150

attendees

6

Washington state workforce development areas

15

presenters

On Friday, December 8, 2017, the Workforce Development Council of Seattle-King County with WorkSource Seattle-King County hosted a summit for staff and partners from across the state. Gathering at the Seattle Airport Marriot, teams and individuals shared strategies and lessons learned to enhance the quality of services provided through integrated service delivery. Group participation revealed a wealth of real-world experience, modeling service delivery across functional agencies with design that strives to elevate shared humanity over systems.



First Student

Platinum & gold sponsors



SCHEDULE				
	Washington Ballroom Salons A-D	Washington Ballroom Salon E	Evergreen Ballroom Salon H	Evergreen Ballroom Salon I
7:30 - 8:30	Check-in & Networking			
8:30 - 9:00	Welcome & Setting the Stage			
9:15 - 10:30	Changing Service through Customer-Centered Design Doreen Karber & Kevin Williams	Multicultural Job Club: Turning Passion into Action Suepy Snyda, Rajoy Dizon, & Polina Hoshi	Strategic Employer Outreach: In an Integrated Setting & Access to Services John Glynn	WorkSource Connection Sites: A Strategy for Enhanced Safety & Access to Services Liesel Schlegel
	Enhancing Customer Engagement: How PG Values the Customer WorkSource Interaction Witch	Using Human-Centered Design Populations via Group Services Janice Brink & Ari Daxton	Trade Adjustment Administration Title I: Breaking Down Barriers Andrea Roman, Kevin Logan & Ibrahim Madadi	Establishing an American Job Center in a Justice Facility: Partnership Lessons Doreen Carwell & Sean Mann
	Customer Incentive & Delivery Facilitated by Debra White	In-Community Servicing: Customers Where They Are Facilitated by Debra White	Culture Change: The Cornerstone of Integrated Service Delivery Facilitated by Kim Tisher	
5:30	Closing & Reflection			
	Reception with No-Hood Bar			

YOUTH EDUCATION & EMPLOYMENT

REACH

Active partnerships in Seattle-King County

IN-SCHOOL



15

high schools



5

community colleges



6

re-engagement sites
(Open Doors)

IN-COMMUNITY (OUT-OF-SCHOOL)



1

career & technical college



5

community-based agencies

APPROACH

Fourteen elements of *partnership & collaboration* as defined by the Workforce Innovation & Opportunity Act

Tutoring

Adult mentoring

Occupational skill training

Alternate secondary school options

Education *with* workforce prep

Paid & unpaid work experiences

Leadership development opportunities

Follow-up services

Supportive services

Adult mentoring

Financial literacy education

Entrepreneurial skills training

Activities helping youth prepare & transition to post-secondary education & training

Services providing labor market & employment information



Youth participant in three-hour Sounders internship & work training event at CenturyLink Field (February 25, 2018)



Youth strike a pose while on the job—working their first Sounders match of the season (March 4, 2018)



YOUTH SERVICES PILOT DEPARTMENT OF SOCIAL & HEALTH SERVICES (RAINIER COMMUNITY SERVICES OFFICE)

546
participants

169
youth employed
or advancing in
employment

153
program completions
with credentials

A pilot model focused on building **trust** and **relationships** with participants ages 16-24 receiving Temporary Assistance to Needy Families (TANF) increased the successful employment placement to **70%** from the standard **50%** with coordinated efforts from the project team.

Customer Success

KIM faced a number of challenges when she began the Rainier Youth Services program. At twenty four, she was a single mother to her one-year-old boy, and had been caring for him by herself since her second trimester. Kim needed to find stable housing, and was also caring for her mother battling dementia. Staff began to help Kim formulate a resume and cover letter, and helped her improve her job readiness. **Kim secured a position with First Student transportation at \$15 an hour, enough to move off Temporary Assistance to Needy Families (TANF).** She wrote afterward, “A big burden is lifted.”



YOUTH SERVICES WORKFORCE INNOVATION & OPPORTUNITY ACT

Two new service providers, Seattle Goodwill Industries and the Boys & Girls Club, have brought a fresh infusion of partners, locations and services, with a geographic model serving King County where resources are needed most.

625
youth served

151
job or post-secondary placements

165
earned credentials

208
businesses engaged to create
opportunities for youth

Customer Success

MARJINA is 22 years-old, with recent success in education and training through WorkSource Affiliate Tukwila’s YouthSource programs in January 2018. Facing extensive challenges in her community and family, including violence and gang activity, Marjina chose to not continue high school after the 9th grade. After six years sustaining criminal activity in order to survive, Marjina **returned to school** and sought out WorkSource Affiliate Tukwila as a resource. Marjina’s main goal has been for self-sufficiency and to put an end to her experience of generational poverty.

In only six months, Marjina has successfully **completed her GED** and participated in Renton Technical College’s graduation ceremony. Marjina also completed **an internship at the City of SeaTac**, as well as **extensive occupational skills training, earning certificates in food handling, CPR, AED, and First Aid.** Marjina’s drive, motivation, resilience and skill are an inspiration to her community and to youth everywhere. She is currently participating in King County’s “Lift Every Youth” internship, which is an intensive, real-world leadership training program. At the conclusion of her internship, she will pursue **a college education and employment**, with the support of WorkSource Affiliate Tukwila and her case manager.

Turn the page for more stories from Youth Services →

YOUTH SERVICES WORKFORCE INNOVATION & OPPORTUNITY ACT

Continued from previous page

Customer Success

Staff first met **DAWOUD** while tabling at an event in April. He expressed interest in the upcoming **Seahawks internship**, applied, and was hired for the season. In the process, staff learned about the obstacles Dawoud had faced—including the death of both of his parents, being forced to sleep on friends' couches, and struggling to find food—all while working to graduate high school in his final year.

With the stability of the internship and with his sister's support, Dawoud acquired an EBT card for food while joining a theater group. His



confidence skyrocketed, and in addition to graduating high school, Dawoud has secured a paid position for the next academic year through the national mentorship organization, City Year.

A recent immigrant from the Philippines, **RESTON** was enrolled briefly at Garfield High School, but left after learning his diploma from the Philippines was non-transferable. He was referred to Learning Center Seattle by his counselors.

Reston explored career opportunities with his case manager and expressed an interest in veterinary sciences. Together they formed a plan—earn his GED, start a veterinary internship, and enroll in Seattle Central College. He earned his GED by the spring and simultaneously built a relationship with Emerald City Pet Rescue, where he began as a kennel attendant. In summer, he also began studying at Seattle Central.

Emerald City Pet Rescue was thrilled to work with Reston—noting his work ethic and willingness to learn. During his last day as an intern, the shelter

Throughout his years in the foster care system, nineteen-year-old **RONNIE** experienced near-constant chaos in his home life. Despite this, he dreamed of thriving on his own, both financially and professionally. When Ronnie first visited the WorkSource youth-focused affiliate, he had been out of school for a year, but in less than a month, he passed all four GED tests. Ronnie was interested in engineering, and his case manager and employment specialist coordinated to get him an interview with AIM Aerospace.



Unfortunately, Ronnie's foster placement ended, and he was forced to move to Everett. Three weeks later, he was moved again—back to Seattle. He started the internship with AIM Aerospace in December 2017, but his living situation changed again shortly after, and he was forced into homelessness. His case manager found him a bed at a shelter through YouthCare, and he was put on a transitional housing program to find his first apartment. In the midst of all this, Ronnie thrived at AIM Aerospace, and they offered him a full-time position at the end of his internship, bringing him a step closer to achieving his dreams.

surprised Reston with a lunch party and offered him a full-time kennel attendant position. He accepted with excitement, as the position aligned with his goals and worked in tandem with his studies. He also earned a raise, allowing him to visit his mother in the Philippines and offer financial support to his family. Reston completed his first year at Seattle Central in spring 2018, driven by his passion for working with animals, and plans to transfer to the University of Washington with his Associate's to earn a veterinary degree.



YOUTHWORKS WORKFORCE INNOVATION & OPPORTUNITY ACT

YouthWorks funds a full-time instructor/career educator as well as supporting 11 other school-based staff throughout Highline Public Schools in providing career guidance.

From July 2017 – March 2018:

1,731

students receiving comprehensive career guidance

150

WIOA-enrolled youth entering employment or post-secondary education

55

on-site internships (minimum of 90 hours per student each school year or summer)



Featured Innovation

THIRTY-NINE students and **FOURTEEN** staff of New Start and Learning Center North and South attended a career development event that included 90-minutes of cultural sensitivity career training to better navigate biases and injustices. In the second half of the event, students attended an internship fair to learn about opportunities and training openings in aviation, as

- well as “Year Up,” a post-graduation program.
- Highline Public Schools hired a Career and Technical Education Teacher and Internship Specialist to support the sustainability of the model’s impact going forward.

PERFORMANCE PARTNERSHIP PILOTS FOR DISCONNECTED YOUTH (P3) SEATTLE-KING COUNTY PARTNERSHIP TO RECONNECT



100

youth received re-engagement services

70

youth gained unsubsidized employment

76

youth earned a high school diploma or GED

Featured Innovation

Young people involved with the juvenile justice system often face challenges accessing education, employment, and other services due to a lack of documentation required to obtain legal identification. Project leads partnered with King County Vital Statistics and the Washington State Department of Licensing to streamline a voucher system to alleviate this hidden barrier to obtaining services. Training and advocacy through all layers of the justice system—including intake specialists, probation officers, parents, and case managers—worked to inform youth of the availability of this support.

SEATTLE-KING COUNTY PRE-EMPLOYMENT TRANSITION SERVICES



Pre-Employment Transition Services serves young people (ages 16-21) with disabilities to improve work readiness, gain work history, and to develop the skills necessary to continue on a career pathway. Students connect their educational experiences with classroom instruction for job readiness paired with supportive work experiences and internships.

27

youth served

18

trained in job readiness training

15

trained in self-advocacy

8

work-based learning experiences

4

internships

BANK OF AMERICA / ORION INDUSTRIES

Serving young people ages 16-24 with varied ability ranges (definition of disability applying to physical and cognitive), having little to no work experience.

37

youth served by Orion

94%

identified as having a disability

23

youth gained employment in the community or went back to school



SUSTAINABILITY BUILT INTO THE DESIGN

In addition to Career Connect's wider reach and sustainable design, Orion is at the table at a quarterly Youth-serving-organization "convening" hosted by the Workforce Development Council. Orion also serves as a referral point for work experiences and works closely with other providers.

Customer Success

GIAN is a 22-year-old immigrant and foster youth who moved from part-time work at a fast food restaurant to a full-time manufacturing job as a painting assistant at 40 hours a week. He also enrolled in school to further his education.



TIM is 22 years old and has worked for several years in the fast food industry, where he was recognized for his skill and eye for detail in quality control. He sought a career outside the industry, due in part to paralysis from birth on his left side that impacted his dexterity and strength. Tim was hired as a machine operator, and has since advanced to a quality assurance position within the company.



BUSINESS SERVICES FOR YOUTH

Featured Innovation

EMPLOYER VOICE MEETINGS

These meetings provide businesses with the opportunity to share hiring practices, requirements, skill needs, and workforce challenges in hiring youth. Case managers and navigators help businesses understand the barriers youth face and equip them with resources and tools to hire youth supported by WorkSource.

Businesses in attendance for applications, interviews & hiring
 Nordstrom | Fred Meyer | Esterline Aerospace | MOD Pizza | Starbucks | Hilton | Starbucks | AIM Aerospace | Costco | ReRack | Washington State Liquor Control Board | BT Foods | Hudson Group | Office Depot Transportation/Warehouse | YMCA | UPS

19 interviews **9** reported hires

Featured Innovation

ANNUAL YOUTH EMPLOYMENT, EDUCATION & CAREER FAIR

Businesses met with and hired entry level candidates for youth friendly openings. The event was promoted to as many youth organizations as possible, with case managers supporting young people as they prepared to speak with employers, interview for positions, and engage others on a professional level at the event.

Spotlight, First-Time Business Participant:

Chipotle

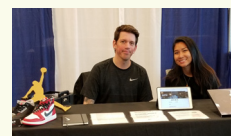
Provided five workshops to help young people engage 13 key soft skills. The workshops were captured on video and will be used to help other youth prepare and understand more about traits that are attractive to an employer.

181

businesses with youth opportunities engaged from November 1, 2017 to June 30, 2018

22

youth-focused events



282

youth attendees

54

contingent employment offers

RESEARCH & INNOVATION

Featured Innovation

FUNCTIONAL TEAMS to enhance INTEGRATED SERVICE DELIVERY

An approach to customer service that prioritizes customer needs over systems.

Four functional teams were created to augment WorkSource Seattle-King County's outreach to community members, as well as more effective and efficient service to customers with the most barriers.

1. Customer Engagement Team

14 staff

Reviews best practices in customer flow and mechanisms that impact the customer experience including triage, case management process changes, customer service, and co-enrollment.

2. In-Community Outreach Team

27 staff

Representatives from all sites and key community partners to identify strategic outreach and robust relationships with community organizations in order to reach and welcome people who could benefit from WorkSource.

3. Facilitators Team

10 staff

Oversee the development of standardized workshop curricula and materials, including staff trainings.

4. Leadership Team

20+ staff

Manages site specific services, customer flow, outcomes, and performance. Aligns the diverse county-wide needs of organizations, programs, and sites to ensure the customer is at the center of every decision.

RESULTS

WorkSource Auburn staff sharing collaborative values

These population-focused services are a direct result of community feedback and participation:

- Multicultural Job Clubs
- Mature Worker's Job Clubs
- LinkedIn Workshops
- Self-Employment Assessment Program
- Women & Work Empowerment Forums
- Men's Focus Groups/Job Clubs
- Veteran's Job Clubs



RESEARCH & INNOVATION

Continued from previous page

PRIOR LEARNING ASSESSMENTS COUNCIL FOR ADULT & EXPERIENTIAL LEARNING (CAEL)

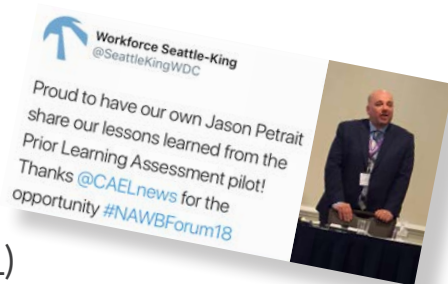
Staff are equipped to utilize a prior learning assessment form that's streamlined across the college district to provide credit to eligible students for their work experience and nontraditional education.

KEY PROJECT ACTIVITIES

- Worked with Seattle Colleges District to **finalize policy and financial mode**, as well as to create and finalize a **referral form**
- Rewrote Supportive Services and Needs-Related Payments policies that include **resources to pay for Prior Learning Assessment (PLA) fees**—the first such known policy in the nation
- Gave **presentations on the model** for other regions including the CAEL conference in San Diego and National Association of Workforce Boards in Washington, D.C.
- Sustainability strategy conversations with partner colleges and the Seattle College District to **reduce financial barriers** and **ensure access** to the resource for customers

143

staff attending trainings at WorkSource Seattle-King County sites



TOOLS & RESOURCES

SELF-SUFFICIENCY STANDARD & CALCULATOR

The Self-Sufficiency Standard & Calculator help service provider staff, customers, and partners assess current budget and individual/family needs, calculating next steps needed to achieve long-term financial self-sufficiency.

thecalculator.org | selfsufficiencystandard.org

LEARNING EXCHANGE

Bringing **career and professional development, training, and cross-training** resources to WorkSource staff members. Guided by standards set by the National Association of Workforce Development Professionals (NAWDP).

MAP YOUR CAREER

Over 50,000 young people and adults benefit from **Map Your Career's** visual representations of core occupations and pathways within Seattle-King County industries.

mapyourcareer.org

*In redesign
for release during
Program Year
2018!*

ON ENTRY:

61%

of customers at zero
earned income

ON EXIT:

52%

of customers at or
above self-sufficiency

CAREER COACH & JOBS CAN

We forge **partnerships** with resource developers like **Career Coach** (Economic Modeling Specialists, Inc.) and **Jobs Can** to bring professional development resources to a broad range of users, from career counselors to individual youth, adults, and businesses.

seakingwdc.emsicareercoach.com
jobs.can

TALENT PIPELINE APPLICATION

The **Talent Pipeline Application** is an interactive, online resource presenting regional job and labor market information for a broad user base, including job seekers, career counselors, researchers, students, employers, educators, and the press.

seakingwdc.org/talent-pipeline-app



IN THE NEWS

- 1 New York Times feature on self-sufficiency standard and economic need in Seattle
- 2 WorkSource mention in Seattle Times feature on job search strategies
- 3 Career Connect Washington grant award feature
- 4 Q13 Fox interviews Dot Fallihee and Bryan Pannell on holiday hiring
- 5 Seattle Times feature of career support services for displaced homemakers
- 6 Seattle Times mention and photo of WorkSource hiring event

BOARD & COMMITTEES

The work of our board continued throughout Program Year 2017, incorporating new discussions around how best to serve our community and enhance the resources we provide throughout the region.

PROGRAM YEAR 2017 SERVICE PROVIDERS

Aerospace Joint Apprenticeship Committee
Applied Inference
Bellevue College
Boys and Girls Club of King County
Community Attributes Inc.
Community Center for Education
Construction Center of Excellence
Data2insight
Emerald Cities Seattle

Employment Security Department
Everett Community College
FareStart
Finishing Trades Institute Northwest
Green River College
Highline College
Highline Public Schools
IKRON
JUMA Ventures
King County Department of Adult & Juvenile Detention
King County Superior Court

King County Employment & Education Resources
Lake Washington Institute of Technology
Neighborhood House
North Seattle College
Orion Industries
Pacific Associates
Renton Technical College
South Seattle College
Seattle Goodwill
Seattle Public Schools
Seattle Public Utilities

Seattle Vocational Institute
Shoreline College
Seattle Region Partnership
TRAC Associates
Urban League of Metropolitan Seattle
Washington Association of Community & Migrant Worker Health Centers
YMCA
YouthCare
YouthSource
YWCA Seattle | King | Snohomish

BOARD MEMBERS

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Executive Secretary
Seattle Building Trades

Princess Ayers-Stewart
Youth Committee Chair
Owner
Ayers-Stewart Group

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Dean, Basic & Transitional Studies
South Seattle College

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Boeing Global Engagement

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Microsoft Corporation

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IAM District 751

Steve Johnson
Global Director for Amazon
Associate Development
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Marie Kurose
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Manager
Port of Seattle

Wendy Law
Administrator
Fred Hutchinson/University of Washington Cancer Consortium

Michaela Littman
Managing Director, Talent
Acquisition & Inclusion
Alaska Airlines

Ann Martin
Area 2 Administrator
Division of Vocational Rehabilitation
Department of Social & Health Services

Theo Martin
President
Island Soul LLC / NW Industrial Staffing

Shefali McDermott
Operations
Armoire

Tim McGann
Regional Director
Employment Security Department

Dr. Shouan Pan
Chancellor
Seattle Colleges

Tom Peterson
Board Chair
Vice-President & General Manager
Hoffman Construction Company

Cos Roberts
Board Secretary
President
UrbanTech Systems

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Regional Administrator, Community
Services Division - Region 2
Economic Services Administration,
Department of Social and Health Services

Malcolm Grothe
Associate Vice Chancellor
Seattle Community Colleges

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Seattle Colleges

Stephanie Moyes
Project/Program Manager
King County

Jenn Ramirez Robson
Director of Resident Services
King County Housing Authority

Sheila Sebron
Health Care for the Homeless
Network Planning Council

Rich Stolz
Executive Director
OneAmerica

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Economic Services Administration,
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Strategic Communications Manager

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Project Manager

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Data Analyst

Bryan Pannell
Director of Performance & Sector
Partnerships

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Project Manager

Jeff Sikora
Budget Manager

Min Song
Interim Chief Operating Officer

Joe Taylor
Project Manager - Communications

Cathy Wacker
Executive Assistant

Marcelle Wellington
Chief Administrative Officer



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 Relay Service: 711

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