



## ABOUT THIS DOCUMENT

The following was adapted from versions of several webpages that were live from December 2020 - January 2021. Because websites are continuously updated, we have archived the information in this format to aid in future record-keeping.

In addition to visual differences, interactive elements that link to live site content will behave differently from how they were originally designed.

# ANNUAL REPORT

2019 - 2020



# FROM RESPONSE TO RECOVERY

ANNUAL REPORT · DECEMBER 9, 2020

[<< Annual Report 2019-2020](#)

COVID-19 IS A WAKEUP CALL FOR OUR REGION. WE MUST ADDRESS LONG-STANDING RACIAL INEQUITIES AS WE RESPOND TO THE CRISIS.

In Program Year 2019 (July 1, 2019 – June 30, 2020) we served **41,069** people, including **1,365** young people (age 16-24). We also served **1,735** businesses, including **413** we had not worked with before. [Those numbers](#) only hint at the unthinkable challenges our communities and systems faced this year—a global pandemic that took lives and upended livelihoods and had an unequal impact on Black, Indigenous, and people of color (BIPOC), and immigrants and refugees. From infection rates to employment rates, those most at risk were most impacted.

The onset of COVID-19 in early March disrupted the region’s economy, workforce, health, and public well-being. There was unprecedented job loss, with over one in three jobs potentially affected. Some sectors were hit harder than others, and BIPOC workers, immigrants and refugees were overrepresented in those sectors, as well as in low-wage occupations. As of October 2020, [the unemployment rate in King County stood at 4.7%](#), down from its peak of 14.9% in May, but up from where it was at the start of the year. Black, American Indians/Alaska Natives, and Pacific Islander workers, women, and those without postsecondary credentials (high school degree or some college) are [experiencing unemployment at disproportionate rates](#). The massive job loss, concentrated in low-wage workers, has exacerbated already stark income inequity [that existed before the pandemic](#).

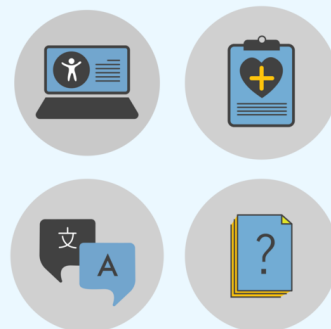
We were forced to re-imagine the delivery of our services. [Thanks to the tireless and adaptable efforts of staff and program partners](#), we were able to continue helping community members sign up for unemployment insurance, sort through benefits, prepare and apply for jobs, and provide a host of other services. We’ve learned a few things over the past months: technology access is more vital than ever, whether it be to apply for unemployment insurance, re-skill, or look for a job; language barriers to many public resources prevent access for the most vulnerable; immigrants and refugees face interconnected obstacles that demand a system that works together; and workplace safety has grown to mean more than just slips and trips—it’s essential in job placement and retention.

Our community is still in crisis. With entire industries shuttered and families facing deep challenges, we can’t help but hope for a return to normal. But recent months have shown us again that normal is not enough. We hear the demands for racial justice from the movement happening in our streets. Systemic racism will still be with us even when this pandemic is over. Communities of color, challenged by so many losses, must be at the center of our recovery strategy.

We can and will rebuild better. But we can’t do that without understanding the underlying inequities and pervasive structural disparities exposed by this disaster. Recovery efforts that do not explicitly address these inequities will only worsen them. In the near future we will share a Regional Strategic Plan to explicitly advance race-conscious programming and policy by applying an equity lens to every dimension of planning and implementation, not isolating equity to a separate set of strategies.

Our work is possible because of our board and staff, who commit time and energy to this vision, and our partners in the community: contracted providers nimbly transitioning to virtual services; industry leaders taking up advocacy for social justice; government moving resources into communities faster and with less red tape; and labor partners underscoring why job quality and safety matter. Without these partners our work would not progress.

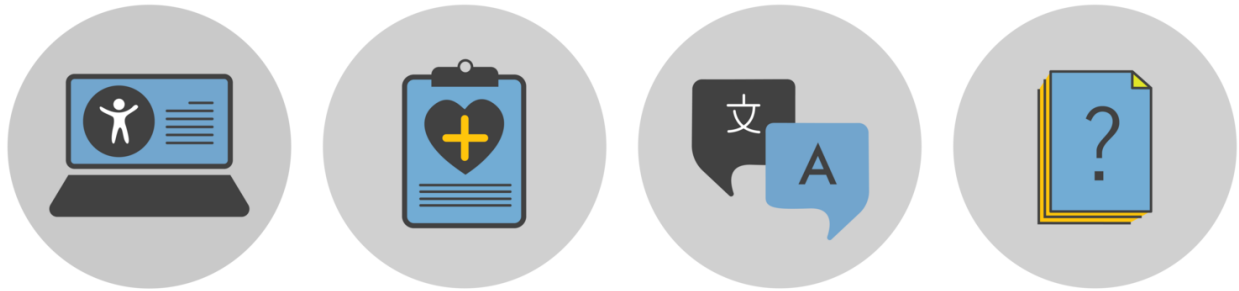
Thank you for your dedication and your care. It matters now more than ever.



**Marie Kurose**  
Chief Executive Officer



**Kristen Fox**  
Board Chair



## OUR PARTNERS HAVE BEEN ON THE FRONT LINES

### THE IMPACTS FROM THE PANDEMIC HAVE BEEN BROAD & DISPROPORTIONATE

Although COVID-19 did not arrive in Seattle-King County until the last quarter of the Program Year (July 1, 2019 - June 30, 2020), its impact continues well beyond. The initial months exposed several challenges for the public system of workforce training and education programs.

With mandated closures and limited in-person client engagement due to health and safety concerns, the focus for the Workforce Development Council of Seattle-King County and its partners has been to transition to virtual service delivery and program enrollment. As demonstrated in the following stories, partners were incredibly flexible and responsive meeting these unprecedented demands.

*Client names and likeness have been changed or obscured.*

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# BEFORE THE PANDEMIC HIT

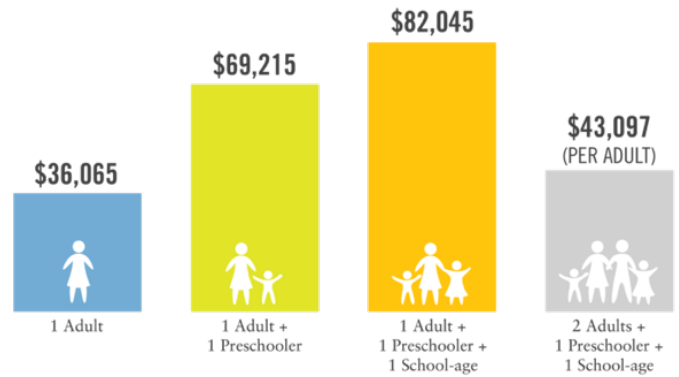
When COVID-19 arrived in full force in late February, it changed our world. We are still coming to terms with the scale of the impact on our region's health and economy and the disproportionate effects on some of our most vulnerable populations, who in many cases were already struggling to pay the bills.

## THE SELF-SUFFICIENCY STANDARD PROVIDES A BASELINE

Over the last 3 years, the cost of living has increased for both single adults and families in every county in Washington State. In Seattle, a single adult needs to earn more than the minimum wage to meet basic needs, and more than double that—\$34 an hour—if they are caring for an infant.

The data comes from the [2020 update to the Self-Sufficiency Standard for Washington State](#). Much of the data was collected before the long-term economic effects of the pandemic were measured, and should be considered as a baseline.

## THE SELF-SUFFICIENCY STANDARD VARIES BY FAMILY TYPE



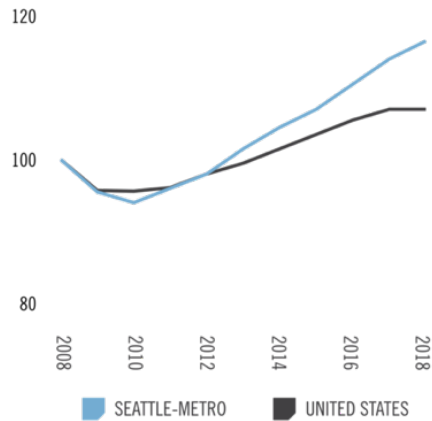
Annual Self-Sufficiency Standard Salary in King County (City of Seattle)

[Download the full report](#) and data for all 700+ family types.

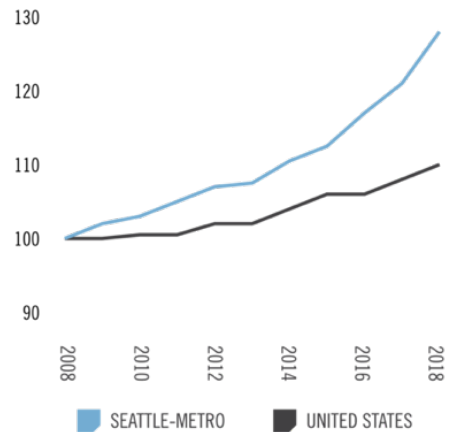
## INCREASING PROSPERITY IN THE REGION...

At the same time, unemployment was relatively low in the region and economic measures had shown a decade of wage improvement compared to the rest of the United States and similarly sized metro areas.

### TOTAL JOBS (2008=100)



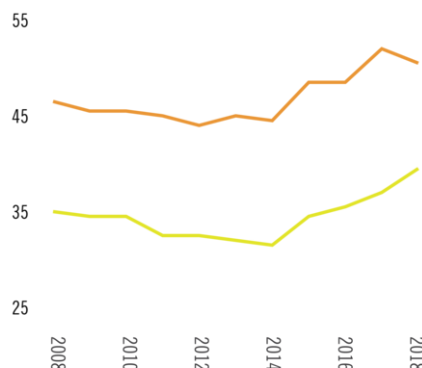
### AVERAGE WAGE (2008=100)



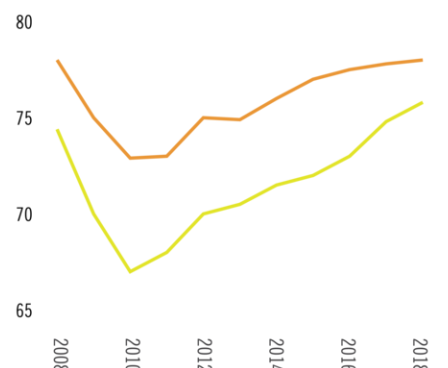
## ...BUT NOT FOR EVERYONE.

But that was only part of the story. Many jobs disproportionately held by people of color did not pay sufficient wages to meet a basic standard of living. In addition to this, an employment gap persisted between people of color and white people, running parallel to the last recovery. This had narrowed slightly near the end of the recovery.

### MEDIAN EARNINGS (\$THOUSANDS)



### EMPLOYMENT RATE (PERCENT)

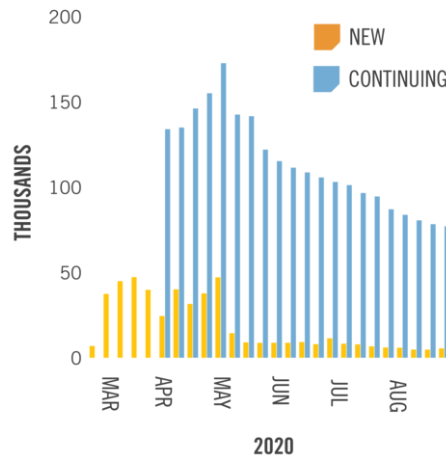


## THE PANDEMIC ARRIVES IN SEATTLE-KING COUNTY

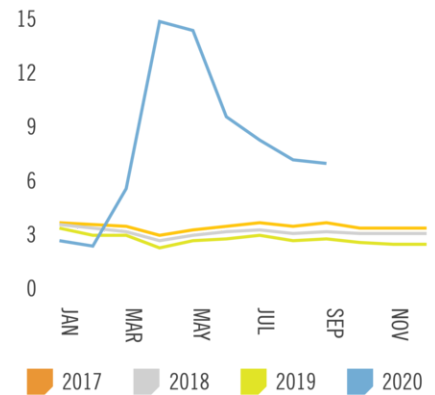
The pandemic brought disruption to the local economy and employment like we have never seen. From early March to the end of April, the number of people in King County applying for Unemployment Insurance (UI) through Washington State’s Employment Security Department was a staggering 2,500% higher than in the same period during 2019. At the same time, the unemployment rate rose to 14.9%. Although unemployment has since fallen from that peak, people of color are disproportionately represented in “continuing” UI claims, which have remained high.

Economic supports, supplemented by the passage of the \$2.2 trillion *Coronavirus Aid, Relief, and Economic Security Act (CARES)*—which expanded benefits to part-time workers and increased payments by \$600 a week—provided needed relief to many who had lost their income but still needed to pay the bills.

UNEMPLOYMENT INSURANCE TOTAL CLAIMS



PERCENT UNEMPLOYED



**King County**  
Employment Security Department, Washington State

### NOT EVERYONE HAS ACCESS TO ECONOMIC BENEFITS

The UI **claims infrastructure** was not prepared for the unprecedented surge in applications. System backlogs, phone line failures, confusing automated instructions, and limited in-person support services failed many people who were laid off and resulted in perpetual delays in claims processing. Lack of **multilingual support** in the UI system created barriers for clients with Limited English Proficiency (LEP). This made it challenging to correctly fill out the application, and resulted in rapid denials for many people with no explanation for what went wrong or how to resolve the problem. The need for **technology access** created an additional barrier for those who primarily access computers and the internet from WorkSource and other public locations (like libraries and community centers), which all closed to contain the spread of the virus.

Fundamentally, the UI system and operating procedures were and continue to be oriented toward middle-class, American-born, English speaking, and digitally literate audiences, with stable internet and access to a computer or phone. During a worldwide pandemic where state-level data has shown that those with lower education levels and English proficiency have been disproportionately impacted by layoffs, the state’s failure to pivot to make adequate accommodations for these populations has resulted in serious financial consequences for LEP customers and their families.



## LANGUAGE BARRIERS PREVENT ACCESS TO RESOURCES

The lack of widely translated employment and supportive services information, limited interpretation services, and fundamental language barriers to job search present unique challenges for individuals with limited English proficiency during the pandemic.

The lack of multilingual support in the Unemployment Insurance (UI) system creates multiple barriers. In concert with the extraordinary surge in applications, system backlogs, phone line failures, confusing automated instructions, and limited in-person support, clients with limited English proficiency have to hope they can fill out the application correctly.

When it comes to applying for UI, even fluent English speakers have difficulty understanding terms such as “nonmonetary redetermination,” “benefit noncharging,” or “alternative base year.” This also makes it challenging for non-experts to provide interpretation support for UI resources. In spite of their efforts, many people were rapidly denied and given no discernible explanation for what went wrong or how to resolve the problem.

### LANGUAGES SPOKEN IN KING COUNTY

More than 27% of King County residents speak a language other than English at home, and about 6% of households are considered to have limited English proficiency ([US Census](#) and [American Community Survey](#)). Of those households, only 16% speak Spanish.

In order to reach as many people as possible, King County [created priority tiers](#) to guide translation efforts. According to their guide, the highest priority languages for translation after Spanish are Vietnamese, Russian, Somali, Chinese, Korean, Ukrainian, Amharic, and Punjabi, with an additional tier for Tagalog, Cambodian, Laotian, Japanese, Hindi, Arabic, Farsi, Tigrinya, Oromo, French, and Samoan.

	Language	Avg Rank	Tier
<b>First Tier:</b> Materials Shall be Translated	Spanish	1	1
	<b>Second Tier:</b>		
Translation	Vietnamese	2	2
	Russian	4	2
Recommended	Somali	4	2
	Chinese	4	2
	Korean	6	2
	Ukrainian	7	2
	Amharic	8	2
	Punjabi	9	2
	<b>Third Tier:</b>		
Translation	Tagalog	10+	3
	Cambodian	10+	3
	Laotian	10+	3
	Japanese	10+	3
	Hindi	10+	3
	Arabic	10+	3
	Farsi	10+	3
	Tigrinya	10+	3
	Oromo	10+	3
	French	10+	3
Encouraged	French	10+	3
	Samoan	10+	3

King County language translation [priority tiers](#).

WorkSource is operating virtually with changes in service due to COVID-19. [Learn more.](#)

**WorkSource**  
Seattle-King County

About Job Seeker Business COVID-19 SEARCH

## COVID-19 Employment Resources

Updated October 2020

An unexpected end to a job is a shock, but WorkSource can help you find a way forward with resources available free of charge. WorkSource offices in Seattle-King County are physically closed due to COVID-19, but the WorkSource system is continuing to operate virtually, offering services in various ways. To connect with WorkSource staff, please see site-specific contact information.

Resources in Multiple Languages | Resources for an Unexpected Job Transition

General Information

- General COVID-19 Resources - King County
- Resources for Immigrants - Okanogan

Information on Unemployment Insurance

(Unemployment Insurance is managed by the Washington State Employment Security Department, and is not a part of WorkSource. These resources were translated by organizations in King County.)

- How to Apply for Unemployment Insurance -



Resources in multiple languages on WorkSource [employment resources page](#).

**Neighborhood House**  
Call Center

Neighborhood House is here for our community. We are continuing to provide critical services and resources to support our clients and staff during this challenging time.

Not sure which resources or services are relevant to you?  
Call our helpline at 206-923-6480.

Or fill out our help form below and we will contact you.  
Click the button below.

**HELP REQUEST**

Preparing for and Responding to COVID-19  
We are continuing to offer critical services over the phone, via email, and allowing social distancing during this time.

Neighborhood House offers an urgency closed to the public. Check the search to meet with staff on-site or by appointment only. Contact our case manager to schedule an appointment.

For a list of program rates and charges, click here.

The assistance with this helpline, please reach out to the staff listed in the link.

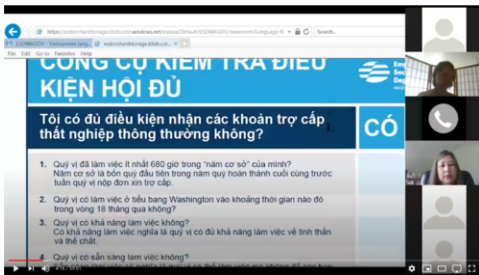
NH's Assistance and Access Protocols  
Help and Health Resources & Medical Long-term Case Management  
Community Organization and Resource Map

Need Additional NH? Resources and Information  
COVID-19 helpline:  
If you are in King County and believe you were exposed to COVID-19 or if you're a healthcare provider with COVID-19 questions, contact our call center between 8 AM to 7 PM PST at 206-421-8888.

How and when to submit a weekly claim - Instructions  
Arabic  
Burmese

Arabic العربية	Burmese မြန်မာ	Cantonese 廣東話
Farsi فارسی	Hmong Hmong	Mandarin 普通话
Marathi मराठी	Oromo Afaan Oromoo	Russian Русский
Somali Soomaaliga	Tigrinya ትግርኛ	Ukrainian Українська
Vietnamese Tiếng Việt		

Neighborhood House translated resources cover [employment information](#) and [general pandemic resources](#).



**CÔNG CỤ KIỂM TRA ĐIỀU KIỆN HỢP ĐỦ**

Tôi có đủ điều kiện nhận các khoản trợ cấp thất nghiệp thông thường không?

- Quy về đã làm việc ít nhất 680 giờ trong "năm cơ sở" của mình?  
Năm cơ sở là bốn quý đầu tiên trong năm quy hoàn thành cuối cùng trước tuần quy về nộp đơn xin trợ cấp.
- Quy về có làm việc ở tiểu bang Washington vào khoảng thời gian nào đó trong vòng 18 tháng qua không?
- Quy về có khả năng làm việc không?  
Có khả năng làm việc nghĩa là quy về có đủ khả năng làm việc về tinh thần và thể chất.
- Quy về có sẵn sàng làm việc không?

Asian Counseling & Referral Service presented a webinar on [Unemployment Insurance](#) in Vietnamese.

## PARTNERS STEP UP TO MEET LANGUAGE NEEDS

In the midst of this crisis, our partners *Neighborhood House* and *Asian Counseling and Referral Service* made tremendous efforts to meet the needs of non-English customers. Working in collaboration with King County, the City of Seattle, and the Employment Security Department, these partner agencies translated complex materials about the UI application and claims process into more than 13 languages. These resources were then made available at a central location [through WorkSource Seattle-King County](#).

A few of those resources:

- [Video on Expanded UI](#) produced and translated into 13 languages by *Neighborhood House*, with support from *TRAC Associates* and *YWCA*
- [Webinar on Unemployment Insurance](#) presented in Vietnamese by *Asian Counseling & Referral Service*

In addition to translating resources, our partners have helped customers through the application process with interpretation support and expertise both in native languages of customers and in the complexities of the employment system. The high degree of coordination needed to accomplish this work demonstrates the value of regional collaboration across agencies at a local and state level, especially for meeting the needs of people of color, immigrants, and refugees.

Here is a first-hand statement from a *Neighborhood House* (NH) case manager:

*Since March, community members have been asking NH for help with accessing UI. Applicants have been applying for UI by themselves or with the help from their children or a case manager. If applying on their own or with the help of their children, many believe they have completed everything and wait for the money to arrive, and it often doesn't. We have had to help them re-apply and walk through everything step-by-step again via Zoom because the process is extremely complicated.*

*When community members reach out to Employment Security Department (ESD) for assistance, they aren't always connected to interpreters when they need it. And because of this language access issue, they sometimes do not get paid for months.*

*One community member was laid-off from his job and was told by his employer to apply for UI. He speaks Oromo, does not read or write English, and received help from a friend to apply. He was denied because he inadvertently answered one question wrong. He didn't even realize what the denial letter was until his NH case manager explained it to him.*

*The customer and NH teamed up to fix the mistake. His case manager helped him open his Secure Access Washington account. Since he was denied, his application was closed and it took days of phone calls with the client and ESD to address the issue. Not being able to work in-person during this time and the client's unfamiliarity with online applications prolonged the problem. He did eventually begin to receive his unemployment check.*

*NH clients who are low-income and oftentimes immigrants and refugees have been hit hardest by the pandemic. The UI process is not simple for most people. It's even harder for those with limited English.*

Since the beginning of the pandemic, *Neighborhood House* has organized and maintained a [comprehensive list of pandemic-related resources](#). They have also updated contact information on their website to indicate which areas staff can help with and which languages they speak.

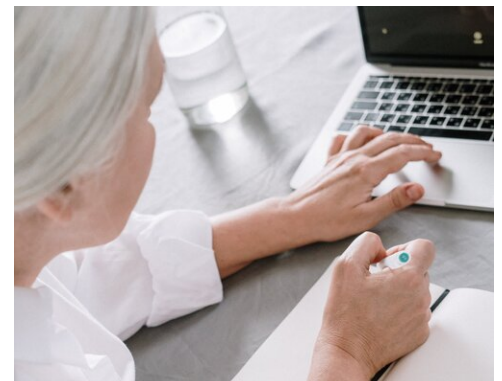
## NAVIGATING A VIRTUAL & PHONE-BASED JOB SEARCH WITH LIMITED ENGLISH

**Nina was a widow from Ukraine** who had worked for a toy company for 17 years before she was laid off at the beginning of the pandemic. She applied for UI benefits but was denied, and had no income to pay for rent or food.

Nina contacted our partner *TRAC Associates* to ask for help. A case manager helped her to enroll for employment services as a [dislocated worker](#). They also followed up on her UI application, and helped her apply for food stamps and rent and transportation assistance.

As part of employment services, Nina received help with her job search. She had a lot of work experience, but needed support to navigate a virtual and phone-based world during the pandemic.

After a few months, she was able to get back to work and become financially self-sufficient. She was grateful for the help and happy to have some normalcy again.





## TECHNOLOGY LEAVES MANY BEHIND

The mandatory statewide shutdowns and social distancing measures to contain the spread of the virus shifted many service and business models to a virtual format. This eased the burden of the shutdown for many people, but it excluded those without adequate devices and those with limited or non-existent network access.

It's hard to apply for work (and especially UI) if your phone is your only computer. For UI in particular, it's currently not possible to complete the application with a smartphone. Additionally, virtual settings impede visual and hands-on learning, and raise the barrier of entry for English-Language Learners.

We are still living with that disconnect, but flexibility from our partners and our funding has allowed for the limited purchase of computers for some clients.

### HENRY NEEDS A COMPUTER

**Henry was enrolled in job search activities and relied on the computers at WorkSource to complete his job search.**

With help from his *Pacific Associates* case manager, Henry had just completed a draft résumé when the shutdowns began. He had no way of accessing or editing the résumé he had just created. He couldn't use a computer at WorkSource, a library, or even a friend's place due to social distancing. His only internet access was through his cell phone. He tried to edit his résumé to target specific jobs, but was unable to edit Microsoft Word documents on his phone. He tried downloading open source software, but the formatting was different and caused the résumé to appear scrambled to the recipient when he submitted it.

These struggles made Henry increasingly frustrated with looking for work. Without a computer, he had no way to easily search for jobs or submit applications with his résumé. His career counselor worked to help him with editing and finding job postings, but his success was limited by not having a computer. Henry eventually gave up on looking for work.



### YOUTH PARTNERS ADAPT TO VIRTUAL EDUCATION & ADVOCATE BOTTOM-UP POLICY CHANGES

[WIOA provides](#) for support services funding across all ages, but youth have particular needs around **food security** and **technology access**.

When the COVID-19 crisis began, the community of youth partners advocated to lift the ban on food as an allowable cost, and to increase the annual allowed cost for support services. Both of these change requests were approved by the Employment Security Department, in collaboration with the Department of Labor, demonstrating a functional chain of advocacy and a nimble response to the crisis.

This flexibility meant that even as on-site internships with employers were cancelled and *King County* service providers were redeployed to quarantine isolation sites, youth partners were able to quickly implement virtual education and training models while also prioritizing public health and safety.



## HOANG RUNS INTO CHALLENGES WITH ONLINE LEARNING

**Hoang came to America in 2016 with his wife.** He had completed high school in Vietnam and lived with his in-laws in a mobile home park in Auburn because he couldn't afford to rent a place on his own. His wife stayed home with their three-year-old child.

Several months after arriving in Seattle, Hoang got a job as a fulfillment worker in a shipment warehouse. The job required fast English to read orders and respond quickly with the moving belt. He quit after a few months because he struggled to understand job orders with the language barrier. Looking for a career path, he enrolled in machinist training at *Renton Technical College (RTC)* in late 2017.

The class was hands-on, which helped Hoang to learn by seeing the instructor's demonstrations. While in training, he began working as an entry-level machine operator, which provided income to support his family.

In the fall of 2019, he met Linh Tran, an Employment Case Manager with *Asian Counseling and Referral Service*. He approached Linh when she visited his class and said he needed help buying expensive tools and supplies. His financial aid covered tuition, but he didn't have money for training tools.



The pandemic created a lot of challenges for Hoang. His machine operator job was reduced to one or two days a week and he received UI as a Shared Work participant.

His school also moved to online classes. For English-language learners who rely on visual learning, this creates a huge barrier, not only with the language but also the required digital skills. His living environment was not great for studying since he shared a small space with a lot of people on a slow internet connection. He tried to call the technical college to ask for a tutor but the building was closed and no one was answering the phone. The last few quarters of Hoang training were crucial, including many projects required for graduation. Hoang struggled and was forced to redo projects multiple times.

After learning that he was struggling, Linh helped Hoang set up an RTC student ID and password. She also helped him to understand his assignments and assisted him with navigating online classes, including skills like attaching documents to emails, taking screenshots, finding and organizing older emails, and taking pictures on a cellphone and attaching to text. Hoang was grateful for the help, and told Linh there were times he had almost given up due to his frustrations with online learning.

In August, Hoang completed his AAS degree in Machining Technology. Linh continued to assist him with the next steps, including looking up his grade point average and applying for the degree on the RTC website. Next step: working to find a job that builds on his training.

## RECENT IMMIGRANTS & REFUGEES FACE INTERCONNECTED OBSTACLES



Many immigrants, refugees, and other migrants are overrepresented in industry sectors that were hit hardest by job loss during the pandemic. This disproportionate impact is compounded by eligibility requirements that make it harder for immigrants to apply for public services, and prohibit undocumented individuals from accessing most types of assistance.

The true scope of how immigrant and refugee communities have been affected by the pandemic can only be understood by viewing the confluence of these economic, health, language, and technology barriers in the lives of individuals. Case managers who have a deep understanding of the communities they serve and are empowered to provide wraparound supports that address these interconnected obstacles can make a meaningful difference in the lives of immigrants and refugees, but it's a complex challenge.

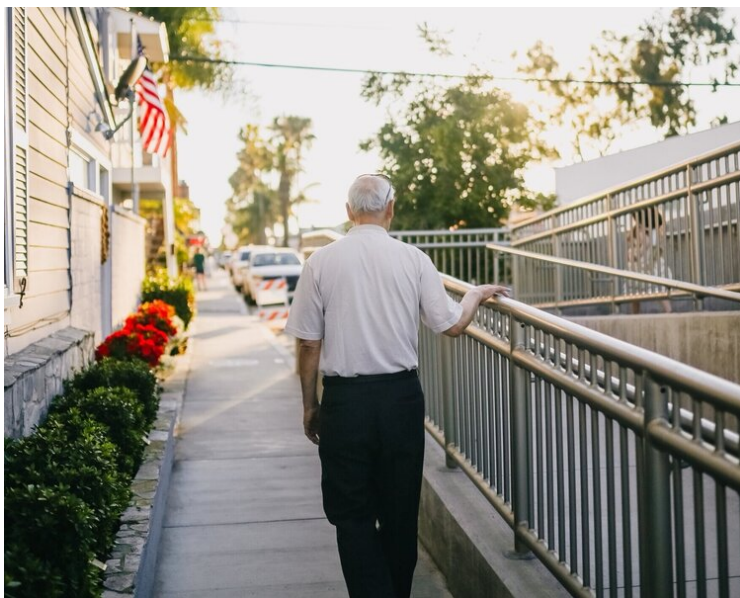
### HENG HAS STRUGGLED HIS WHOLE LIFE—THE LATEST CHALLENGE IS VIRTUAL JOB SEARCH

**Heng survived the Khmer Rouge regime** as a teenager, even as his father died of starvation. He left Cambodia in 2004 to reunite with his siblings in the US. He never had the opportunity to learn English in Cambodia because he was struggling to survive. In fact, he only had 8 years of education in Cambodia.

Heng has been working to learn English, but has had difficulty finding work beyond entry level positions. He has worked as a dish washer, janitor, and has done manual labor production jobs for several employers since arriving in the US.

In 2014, Sam Him, an Employment Case Manager with *Asian Counseling and Referral Service (ACRS)* helped Heng to find a job. In July 2019, he returned to ACRS after losing his job—he said he had nowhere else to turn to, and he trusted Sam.

Being laid off is hard, and having limited English proficiency and digital literacy is even harder. Many job seekers in this situation struggle to look for jobs on their own because the job search process has mostly gone online. In order to apply for UI, Heng first needed an email address in order to set up an account. When he came to Sam, he was scared and depressed over these challenges. Sam explained the process step-by-step, and ensured Heng he would do his best to work alongside him, including help with his UI weekly claim and job search. He made sure Heng was aware of his responsibilities for this process.



### WHAT WAS THE KHMER ROUGE?

From 1975-1979, Cambodia was governed by a totalitarian communist government known as the Khmer Rouge. In less than four years, the Khmer Rouge systematically tortured, starved, and eradicated millions of Cambodians.

During that time, no one was safe. It didn't matter if you were Cham, Vietnamese, Chinese, a Buddhist monk, lived in a city, had a diploma, or even wore glasses. Those who appeared to be educated were at particular risk. All of these people, and many others, along with their families, were murdered.

Within a few days, Sam arranged for Heng to attend a 4-day job search workshop focused on setting goals, describing work history, and putting together a résumé. Heng learned about the importance of email and voicemail, and how to complete job applications. He also learned about hiring trends, job search strategies, interviewing skills, budgeting, the hiring process, and how to manage a job once you've landed a position.

At the same time, Sam arranged for Heng to join a basic computer class through ACRS to tie these skills together. He had been attending the computer lab, but that became impossible when the pandemic arrived. Heng needed a computer, but he told Sam he couldn't afford one. Sam requested a laptop for Heng so he could access crucial benefits, as well as continue to learn basic computer skills and to apply for jobs.

Since the pandemic began, Sam has worked closely with Heng to navigate his job search, mostly over the phone. It could be a long journey.

## NEIGHBORHOOD HOUSE STEPS UP TO HELP ISLANDERS

Because of additional documentation requirements, Pacific Islanders who are citizens of COFA ([Compact of Free Association](#)) nations face particular challenges accessing UI and health insurance. Citizens of COFA nations are allowed to enter the United States freely to work and study, and are considered indefinite legal residents, yet they must provide immigration documentation as part of their UI application.

For residents who don't have the documents easily available, this can cause delays or in some cases block people from accessing UI. Information about UI is very limited in Marshallese, Chuukese, and other languages.

CeCe Heine, who oversees Benefits Hub work with *Neighborhood House* (NH), has received hundreds of requests for assistance in resource navigation from COFA community members. Because of this demand, NH prioritized the Marshallese translation of the expanded UI benefits video.

For many members of these communities, their only computer is their phone. That makes it almost impossible to complete the UI application, which is not mobile optimized. In response, *NH* purchased four laptops and put them in the hands of Chuuk-speaking volunteers from the community, who have been working to assist with access to UI benefits and enrollment in health insurance. They also hired a part-time Resource Navigator who speaks Chuukese to help with navigation for UI, public benefits, and community resources, and are currently in the process of hiring a second Resource Navigator who speaks another COFA language.

Recently, Neighborhood House has collaborated with ESD to connect with community members whose applications were stuck in the system. We have referred 68 Marshallese and 2 Chuukese community members to ESD for direct assistance for cases that needed resolution.



## HEALTH CRISIS AT THE ROOT OF THE ECONOMIC CRISIS



The economic crisis is driven by the underlying health crisis from COVID-19. This dynamic makes the recession unusual in a number of ways. For people with pre-existing health conditions or heightened vulnerability to COVID-19, a lost job can also mean the loss of employer-based health coverage. There has also been an increase in demand for essential workers—roles which serve a critical infrastructure function during the pandemic—but many of those roles have added risk of exposure.

Positive COVID-19 cases are disproportionate to Black and Hispanic/Latinx communities. Black residents make up 6.4% of the King County population but 12.8% of its positive cases. Hispanic/Latinx residents make up 10% of the population but 27.5% of its positive cases (as of October 2020).

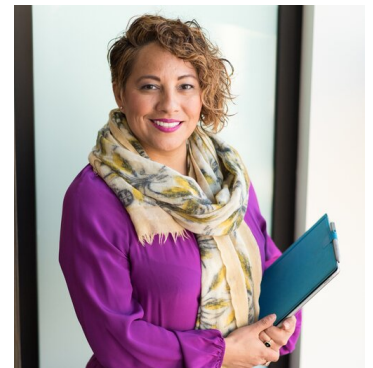
In the midst of this health crisis, the healthcare industry, which is one of the largest employers in the region, has seen increased demand for some emergency response roles, but the fiscal hit to many healthcare providers during the recession has also led to layoffs.

### DAWN STRUGGLES TO LAND A JOB AFTER A CANCER DIAGNOSIS

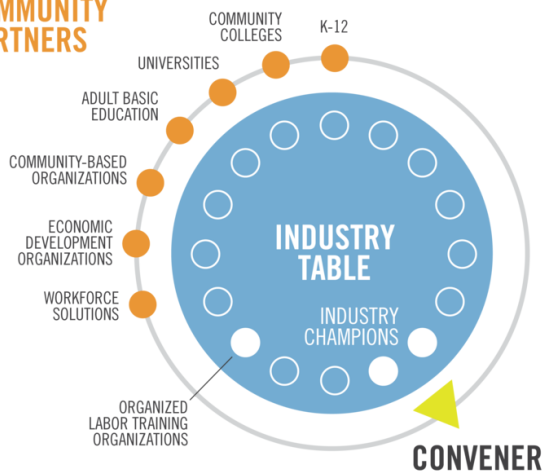
**Dawn was laid off from her accounting role** with an outdoor retail company. She had a four-year degree and about 15 years working in the accounting field. Her résumé was excellent and demonstrated considerable experience and professionalism. When she first met with a *Pacific Associates* case manager, she had already completed many interviews, but received no offers.

While discussing her layoff, Dawn explained she had been working for the outdoor retail company for three years and doing well, but then had to take medical leave (Family Medical Leave Act) when she was diagnosed with cancer and needed time for her treatment. She was laid off.

Dawn revealed she was disclosing her cancer diagnosis to potential employers during interviews. Her case manager coached her to not reveal that information, and helped her form strategies to talk about her previous employment without going into her private health information. Once Dawn applied this approach, she was hired promptly.



### COMMUNITY PARTNERS



The [Healthcare Industry Leadership Table \(HILT\)](#) is based on the national [Next Generation Sector Partnerships](#) model for bringing together competing industry leadership and labor partners at the same table to advance solutions that benefit the entire industry.

### HEALTHCARE INDUSTRY LEADERSHIP TABLE PROVIDES A FORUM FOR PANDEMIC RESPONSE

When the pandemic broke out in our region, healthcare leaders turned to the Healthcare Industry Leadership Table (HILT)—a convening of more than 40 leaders representing employers and labor from over two dozen healthcare organizations—to coordinate the response to COVID-19. State leaders used HILT for guidance and as a medium for discussing and understanding healthcare provider needs.

Earlier in the year, HILT established a “Captains Team” to act as a leadership body to guide efforts and co-chair the quarterly HILT meetings. Leadership representation is varied and includes large hospital systems, smaller community organizations, international community organizations, and long-term care facilities. This varied perspective allowed for more informed cooperation when the pandemic began.

In the early months of the pandemic, HILT leaders came together to support the rapidly changing needs of students, schools, and school districts by supporting new forms of learning, career exploration, and licensing/credentialing/degree obtainment that became necessary due to the pandemic. This support included:

- Speakers Bureau
- Virtual Chart Your Healthcare Career Pathway Events
- Mentorship Program
- Video Clearinghouse in partnership with industry and support partners statewide

The continued work of HILT around the long tail of COVID-19 recovery serves as an organizing model for establishing new industry leadership tables, a process that is ongoing.

## MORE STORIES OF DISRUPTION & RESPONSE



### CYNTHIA FINDS WORK HELPING OTHERS

**Cynthia sold her small printing business in 2019 and was looking for a new job.** She had been meeting with a career counselor at WorkSource Redmond for some time, as part of the Dislocated Worker program. Although she applied to many positions over several months and heard back on a few roles, she received no offers.

After the COVID-19 crisis began, Cynthia's counselor forwarded her the [Essential Workforce Needs list](#), which began updating on the [Seattle-King County WorkSource website](#) in March to aid recruitment efforts for increased demand in industries that serve an essential infrastructure function during the pandemic, such as grocery, supply chain, cleaning, healthcare, or social services.

One employer on that list was the Employment Security Department, which administers Unemployment Insurance (UI) in Washington State. Cynthia applied for several positions with the agency and was ultimately hired as a UI Specialist 2, with a role helping to process the influx of new UI claims that began with the mandatory statewide shutdowns.

### BLAKE DEFIES THE ODDS IN A CHALLENGING TIME

**Blake was enrolled in job search once in 2010** and since then worked for two different companies.

The first time Blake came to WorkSource Renton he was asking for entry-level jobs. Working with a case manager from *TRAC Associates*, he was able to secure an entry-level job with room for growth. He was advised in interview coaching to advocate for growth within the company at every opportunity. Blake started in a shipping/packaging role making \$12 an hour. Within two years he was promoted to a management role making \$25 an hour. Over the last ten years, Blake worked in management roles that allowed him to travel to Asia and Australia.

Blake was laid off from his job at the start of COVID-19. His employer used the pandemic and a few technicalities as justification for letting him go. At that point, he couldn't afford rent. He remembered his case manager from 10 years earlier and reached out for help. With help from his case manager, Blake was able to get rent assistance for the month of June, and then began making cold calls to employers to sell his skills.

He received two offers for management roles within a span of two days. One was with a Microsoft computer shipment center at \$72K a year. The other role was with SeaTac Airport security at \$65K a year. Blake and his case manager considered his long-term goals and ultimately decided the security manager role was a better fit. Blake accepted the offer, and exited the program happy and surprised that he could land a management role so quickly in the midst of the pandemic.



### OMAR FINDS A NEW PATH AFTER LEAVING PRISON

**Omar was released from prison with a felony record after seven years.** Omar had been job searching for five months with no success when he came to WorkSource and met with a *King County* case manager.

The only viable job opportunity that would help him become self-sufficient was truck driver, but he was not able to afford the training for the Commercial Drivers License. With help from his case manager, Omar was able to combine resources throughout the community and cover most of the tuition. He graduated with his license and began a role at the end of March, earning \$0.43 a mile.

# PERFORMANCE



## IN KING COUNTY

AS OF AUGUST 2020

**1,197,557** PEOPLE WITH JOBS

**90,479** BUSINESSES

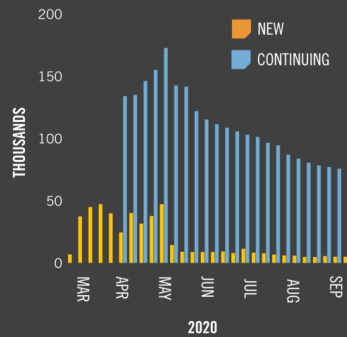
SEATTLE-KING COUNTY IN CONTEXT



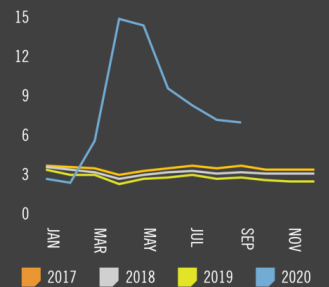
REGIONAL INFO

## SURGE IN UNEMPLOYMENT

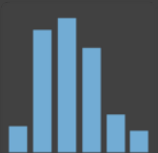
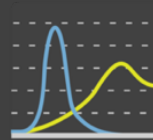
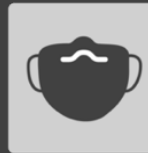
UNEMPLOYMENT INSURANCE **TOTAL**  
**CLAIMS**



PERCENT **UNEMPLOYED**



## COVID-19 EMPLOYMENT IMPACT DASHBOARD



OPEN DASHBOARD

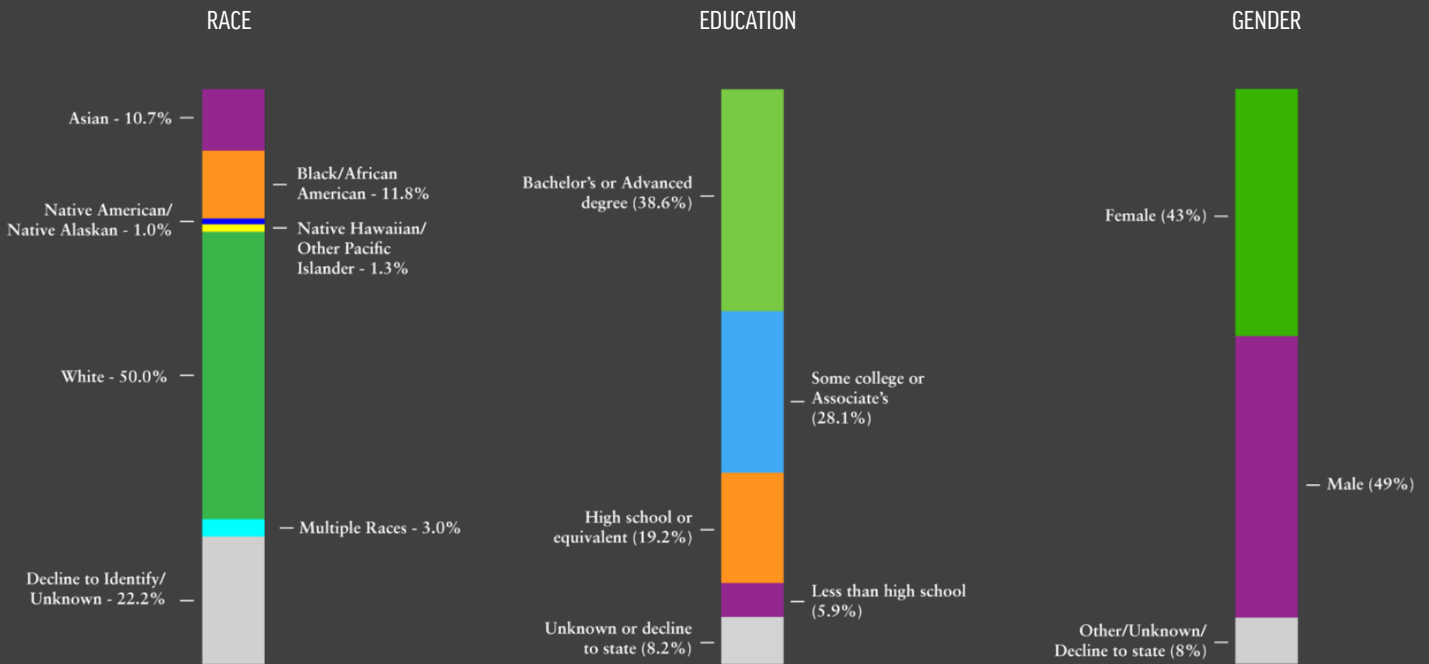
# OUR IMPACT

JULY 1, 2019 - JUNE 30, 2020

## JOBSEEKERS

41,069 PEOPLE SERVED

INCLUDING 1,365 YOUNG PEOPLE (AGE 16-24)



## WORKSOURCE CONNECTION SITES

38 CONNECTION SITES  
11,750 PEOPLE SERVED  
5,167 ATTENDEES OF 644 CUSTOMER WORKSHOPS HELD ON-SITE





## BUSINESSES

**1,735 BUSINESSES SERVED**

**INCLUDING 413 NEW BUSINESSES**

**422 LARGE BUSINESSES (500+ EMPLOYEES)**

**50 EVENTS**

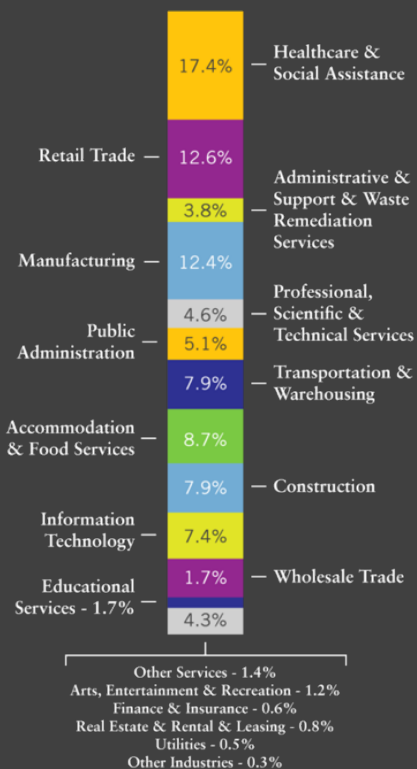
**1,313 SMALL AND MEDIUM BUSINESSES (1-499 EMPLOYEES)**

**11 YOUTH-FOCUSED EVENTS**

### *Types of events*

- Job fairs
- Hiring & recruitment events
- Employer panels
- Community outreach
- Convenings and roundtables
- Career talks

### INDUSTRY SECTOR



## WORKSOURCE RAPID RESPONSE

**136 WARN NOTICES RECEIVED**

**100% BUSINESSES CONTACTED**

**2,925 BUSINESSES REQUESTED PRESENTATIONS**

**29 MEDIA ANNOUNCEMENTS & 1,000+ ADDITIONAL BUSINESSES CONTACTED**

### RAPID RESPONSE DURING COVID-19

Mass layoffs across all industries due to COVID-19 forced many businesses to lay off employees on short notice, with a mix of “temporary” and “permanent” layoffs. Because of this unusually short, often overnight notice, the Rapid Response team was forced to bypass their usual service process and focus on providing pandemic-specific guidance. The entire Business Services team proactively reached out to over 1,000 businesses with layoff aversion strategies during this period.

# PROGRAM OUTCOMES

JULY 1, 2019 - JUNE 30, 2020

(WITH PERCENT CHANGE YEAR-OVER-YEAR)

## BRAIDED FUNDING & CONSORTIA OF PARTNERS

NEW MODEL COMBINES FEDERAL & LOCAL RESOURCES, CREATES NEW PARTNERSHIPS IN THE COMMUNITY

In 2019, Adult and Dislocated worker contracts included for the first time an explicit focus on racial equity and implemented braided funding from both the federal Workforce Innovation & Opportunity Act (WIOA) and King County Veterans, Seniors & Health Services Levy (VSHSL). This was an outcome from regional efforts to coordinate workforce resources across joint priorities with common measures of success.

The new funding encompassed 14 community-based organizations with a focus on underserved populations, with a consortia model that leverages the administrative expertise of larger agencies and allows smaller organizations to focus on community outreach to target populations.

### ADULT

**\$1,656,443** SERVICE PROVIDER BUDGET  
(+3%)

**516** ENROLLED (+0%)

**94** ENTERED TRAINING (+65%)

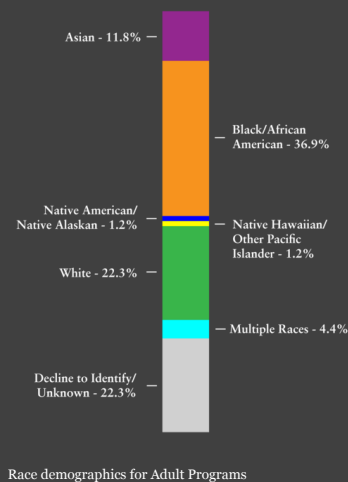
**281** EXITS (-1%)

**207** PLACEMENTS (-11%)

**78.5%** PLACEMENT RATE (-6%)

**32** CREDENTIALS ATTAINED (+7%)

**\$16.59** MEDIAN WAGE AT EXIT (+0%)



Race demographics for Adult Programs

### DISLOCATED WORKER

**\$1,638,154** SERVICE PROVIDER BUDGET  
(-2%)

**514** ENROLLED (+0%)

**150** ENTERED TRAINING (+2%)

**276** EXITS (+11%)

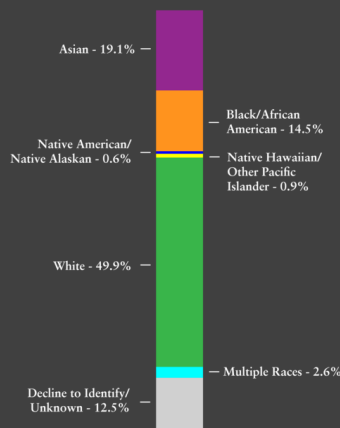
**234** PLACEMENTS (+15%)

**84.8%** PLACEMENT RATE (+3%)

**71** CREDENTIALS ATTAINED (+6%)

**\$27.25** MEDIAN WAGE AT EXIT (-5%)

+ MORE THAN **200** PARTICIPANTS CO-ENROLLED IN RAPID RESPONSE INCREASED EMPLOYMENT PROGRAMS



Race demographics for Dislocated Worker Programs

### YOUTH

**\$1,838,114** SERVICE PROVIDER BUDGET  
(-1%)

**417** ENROLLED (-15%)

**97** FINISHED GED OR HIGH SCHOOL  
(-14%)

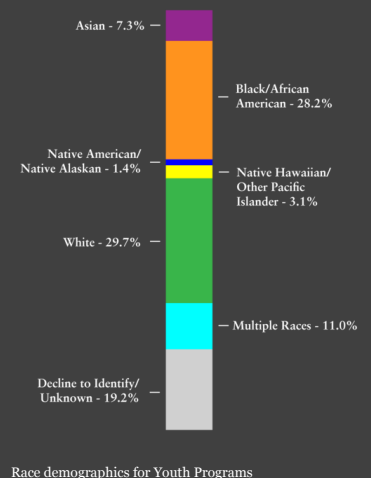
**102** GAINED WORK EXPERIENCE (-5%)

**164** EXITS (-7%)

**82** PLACEMENTS (-25%)

**50%** PLACEMENT RATE

**34** SHORT-TERM CERTIFICATIONS

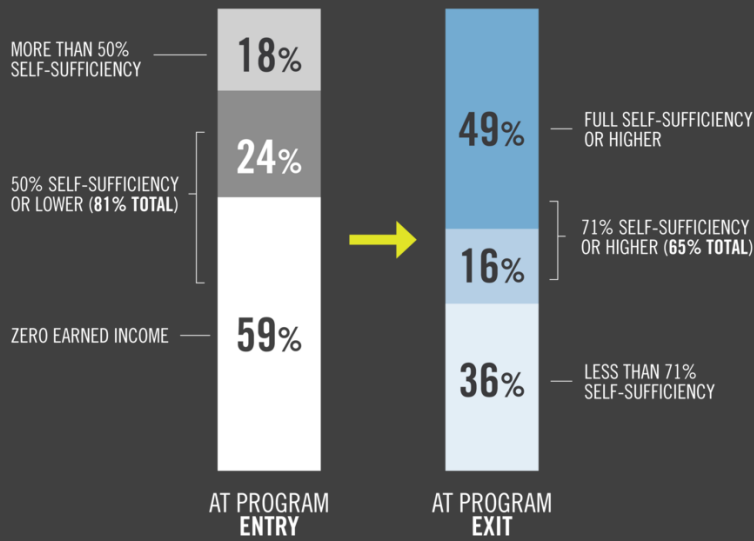


Race demographics for Youth Programs

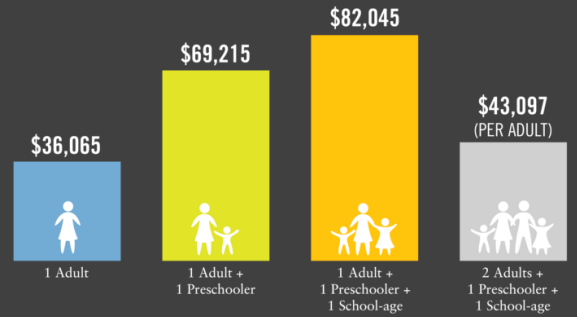
# PROGRESS TOWARD SELF-SUFFICIENCY

ADULT & DISLOCATED WORKER PROGRAMS - REPORTED INCOME

Seattle-King County - July 1, 2019 - June 30, 2020



## THE SELF-SUFFICIENCY STANDARD VARIES BY FAMILY TYPE



Annual Self-Sufficiency Standard Salary in King County (City of Seattle)

[DOWNLOAD THE FULL REPORT](#)

With data for all 700+ family types.

## HEALTH WORKFORCE FOR THE FUTURE

*Cumulative outcomes, at the end of year six*

**731** ENROLLED

**220** TANF ENROLLED

**628** TRAINING ENROLLMENTS

**422** TRAINING COMPLETIONS

**323** EMPLOYED IN HEALTHCARE OCCUPATIONS

**\$19.60** AVERAGE WAGE

**\$6.78** AVERAGE WAGE INCREASE FROM ENTRY TO EXIT

## CAREER CONNECT WASHINGTON

*Cumulative outcomes, at the end of year two*

**33** REGISTERED YOUTH APPRENTICESHIPS

**618** YOUTH INTERNSHIPS

**432** YOUTH EMPLOYED OR PLACED IN POST-SECONDARY EDUCATION

**5,366** YOUTH DEVELOPED A COMPREHENSIVE CAREER PLAN

**951** YOUTH WORKED WITH AN ADULT MENTOR

## BANK OF AMERICA

*SEATTLE GOOD BUSINESS NETWORK*

**14** INTERNSHIPS COMPLETED OR IN-PROGRESS

*MARITIME BLUE*

**10** INTERNSHIPS COMPLETED

*BOYS & GIRLS CLUB*

**15** INTERNSHIPS COMPLETED OR IN-PROGRESS

## KAISER

*AJAC APPRENTICESHIP*

**15** YOUTH BEGAN APPRENTICESHIPS

**12** YOUTH COMPLETED APPRENTICESHIPS

## RETAINING EMPLOYMENT & TALENT AFTER INJURY/ILLNESS NETWORK

**153** ENROLLED

**396** EMPLOYERS ENGAGED

## TAKE FLIGHT

**120** STUDENTS REACHED BY CURRICULA

**300** STUDENTS PARTICIPATING IN PROJECT-BASED LEARNING

**100** ATTENDEES OF PARENT-ENGAGEMENT EVENT

## THANK YOU

### PARTNERS

Our partners are a diverse group with programmatic expertise in workforce development and deep connections with the communities they serve.

[VIEW PARTNERS](#)

### BOARD

Our board is an active, committed group with leaders from business, labor, youth and adult education, state and local government agencies, and community-based organizations.

[VIEW BOARD](#)

### STAFF

Our staff are a dedicated team committed to serving the mission of the organization and elevating and supporting the work of our partners.

[VIEW STAFF](#)

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### ANNUAL REPORT PDF ARCHIVE (2017-2020)

We have traditionally shared our annual report in a printed PDF booklet.

Also see Tax Form 990s and audit financial reports.

[VIEW ARCHIVE](#)

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### THE WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY

phone: 206.448.0474

[info@seakingwdc.org](mailto:info@seakingwdc.org)

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Seattle, WA 98121-2162

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.