



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



*Program Year 2018*  
**GUIDEBOOK**

# A NEW PROGRAM YEAR BEGINS

As employment continues to rise and we gain more distance from the great recession of the last decade, we face distinct—though not insurmountable—challenges in Seattle-King County workforce development. The region requires creative approaches at every level to assist individuals seeking self-sufficiency, from job seekers unequipped to enter the workforce, to people facing significant barriers to employment, to incumbent workers without the skills to advance in their fields. Thousands of local youth need help accessing opportunities to prepare them for positions in thriving industries, often without the requisite education, training, or work experience. Businesses still need support to identify and recruit qualified candidates. These are just a few of the regional dynamics that speak to the need of an innovative and accessible public workforce system.

The **Workforce Development Council of Seattle-King County** is uniquely positioned to find solutions for community and industry challenges in Program Year 2018, thanks to the expertise of the board, staff, and partners.

This guidebook represents the programs and initiatives planned for the next program year, alongside the investments of federal, state, and private dollars. The services outlined support both job seekers and businesses in preparing for the present and the future. Financial resources have been reduced, but thanks to your investments of time, expertise, and passion, we anticipate great outcomes for the people and businesses served in Program Year 2018.



**Tom Peterson**  
Board Chair, PY17



**Dot Fallihee**  
Interim Chief Executive Officer

# HOW TO USE THIS RESOURCE

This guidebook has been designed with utility in mind, providing an **overview** of the Workforce Development Council of Seattle-King County’s regional impact and investment. Included here is budget detail related to **our funding sources**, and **how it is spent**, including corresponding program goals, deliverables, and their service providers.

- 1 Utilize this **budget and program** guide as a reference for **committee work and action**
- 2 Reference this guide in **regional partnerships and collaboration**, in the network of service providers and partners in workforce development
- 3 Share the investment and impact through relationships **within the community**

Thank you for your partnership as an ambassador of the Workforce Development Council of Seattle-King County.

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# OVERVIEW

The *Workforce Development Council of Seattle-King County* is a nonprofit, grant-making organization dedicated to creating career pathways for adults and youth through demand-driven workforce and training programs. Led by a majority private sector board representing industry and partner agencies, the Workforce Development Council of Seattle-King County is positioned to serve both industry and community members as partners and customers.

## MISSION

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

## VISION

Leadership toward an inclusive, dynamic regional economy.

## IMPACT AT A GLANCE

*In the last program year...\**

**206,689**

staff-assisted services delivered

**2,240**

youth served

**52,000**

jobseekers served

**5,762**

businesses engaged

*\*Data from WorkSource WA.com*

SEATTLE

REDMOND

AUBURN

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

### WORKSOURCE CENTER

All employment and training services available on site

### WORKSOURCE AFFILIATE

Most employment and training services available on site

### WORKSOURCE CONNECTION SITE

Electronic connections to most employment and training services

# SEATTLE-KING COUNTY



2.1  
MILLION  
people in 39 cities,  
including Seattle

21%

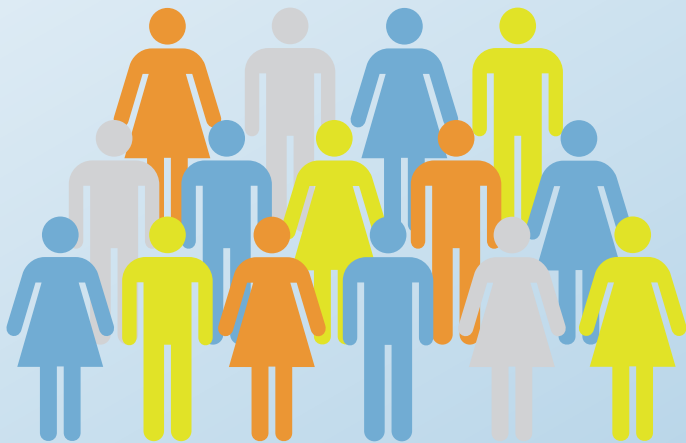
**21% OF PEOPLE** in our region are foreign-born, bringing a diversity of experiences, understanding, talent, and opportunity to the region

3.5%

Average unemployment rate in 2017 was **3.5%**; while unemployment continues to remain low, it is felt more dramatically by some communities; the unemployment rate among Blacks or African Americans is around 10.7% and for Hispanics or Latinos the unemployment rate is around 6.7%  
*(Per American Community Survey 2016, 5-year estimates)*

#

The total number of individuals who are **UNDEREMPLOYED** is nearly impossible to track, but includes people who are more capable, talented and/or educated than their current job title; addressing the potential of these underemployed workers remains a priority of our work and strategies



1/3

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



**LARGEST** labor market area in Washington State

47%

Labor force of approximately 1.2 million people; **47%** are workers ages 25-44

**SEATTLE-KING COUNTY**

13

**13TH LARGEST** metropolitan area in the United States

80  
THOUSAND

**80,000** businesses

42%

**OVER 42%** of all jobs in Washington State

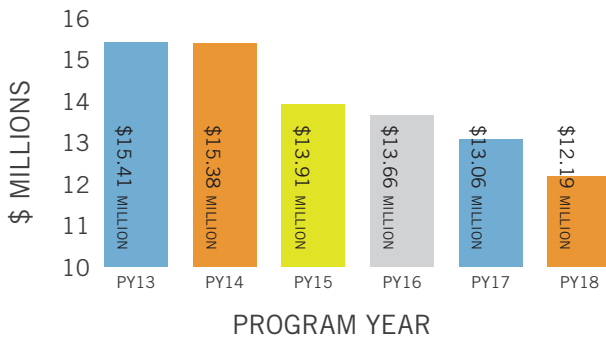
The Seattle-King County region is always growing. Our board members and staff are committed to consistently researching and reporting on our context as it evolves—building projects, programs, and strategies with the present and future in mind.

*Data on this page is from the Workforce Development Council's Talent Pipeline Application in collaboration with Community Attributes, Inc.; Dr. Anneliese Vance-Sherman, Economist with the Washington State Employment Security Department; Chandler Felt, Demographer with King County's Office of Performance, Strategy and Budget*

# BUDGET

Our programs align to our four focus areas, and our funding streams fuel the work with minimal percentages allocated to administration.

## FUNDING OVER TIME



## WHERE OUR FUNDING COMES FROM

FEDERAL	
UNITED STATES DEPARTMENT OF LABOR	
Linking to Employment and Activities Pre-Release	83,095
<i>Washington State Employment Security</i>	
Career Connect Washington	487,500
Disability Employment Navigator	260,279
<i>Workforce Innovation &amp; Opportunity Act</i>	
Adult Services	2,097,810
Dislocated Workers Services	2,188,376
Youth Services	2,390,311
Administrative Cost Pool	770,018
Rapid Response	490,500
Rapid Response - Increased Employment	570,521
Upskill/Backfill (Construction)	155,145
Upskill/Backfill (Healthcare)	145,146
Upskill/Backfill (Manufacturing)	206,491
<i>Workforce Snohomish</i>	
Boeing National Dislocated Worker Grant	243,533
UNITED STATES SOCIAL SECURITY ADMINISTRATION	
Ticket to Work	74,245
UNITED STATES DEPARTMENT OF EDUCATION	
Partnership to Reconnect (P3)	117,132
UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES	
Health Workforce for the Future	1,808,827
<b>TOTAL FEDERAL FUNDING</b>	<b>12,088,929</b>
STATE	
DEPARTMENT OF SOCIAL AND HEALTH SERVICES	
Pre-Employment Transition Services	77,834
<b>TOTAL STATE FUNDING</b>	<b>77,834</b>
PRIVATE	
<i>Evergreen Hospital</i>	
Career Pathways	16,000
<i>Abt Associates</i>	
Healthcare Evaluation	6,580
<i>Donations</i>	
Miscellaneous	4,000
<b>TOTAL PRIVATE FUNDING</b>	<b>26,580</b>
<b>TOTAL FUNDING</b>	<b>12,193,343</b>

## INFRASTRUCTURE FUNDING AGREEMENTS

The Workforce Innovation and Opportunity Act (WIOA) requires all mandatory WorkSource Seattle-King County partners to share the infrastructure costs for American one-stop job centers (AJCs), in the form of “Infrastructure Funding Agreements”—based on proportionate use and relative benefit, regardless of whether partner staff share space in Centers. Additionally, WIOA requires infrastructure cost-sharing among onsite partners at Affiliate sites, based on use and benefit.

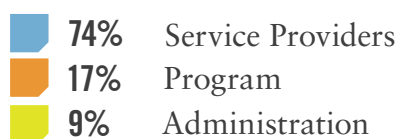
The Workforce Development Council of Seattle-King County is directed to lead the process as a neutral broker. Costs must be reasonable, allocable, and allowable. The 31 partners within WorkSource Seattle-King County have engaged in the process of developing the system budget, providing access to their programs, and have negotiated in good faith.

The total value of Infrastructure Funding Agreements for WorkSource Seattle-King County is **\$20,670,387**. This amount is not listed in the budget summary because it is a shared cost between agencies.

## HOW WE SPEND OUR FUNDING

# \$12,193,343

invested in workforce development



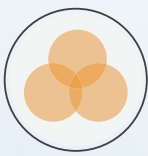
FUNDING SOURCE	GRANT NAME	GRANT RECEIVED PY '18	CARRY-IN FROM PY '17	CARRY-OVER TO PY '19	TOTAL FUNDING AVAILABLE PY '18	INTERNAL BUDGET	SERVICE PROVIDER BUDGET
Evergreen Hospital	Career Pathways	16,000			16,000		16,000
DOL - ESD	Disability Employment Initiative - Round 2		260,279		260,279	84,091	176,188
Private Donation	Donations Miscellaneous				4,000	4,000	
Abt Associates	Health Care Evaluation (Health Professions Opportunity Grant, 2)		6,580		6,580	6,580	
DHHS	Health Workforce for the Future	1,880,039	80,850	152,062	1,808,827	375,755	1,433,072
DOL	Linking to Employment and Activities Pre-Release (LEAP2WIN)		83,095		83,095	3,642	79,453
DOL - Snoh. County	Boeing National Dislocated Worker Grant		243,533		243,533	10,829	232,704
DOE	Partnership to Reconnect (P3)		117,132		117,132	9,528	107,604
DSHS	Pre-Employment Transition Services		77,834		77,834		77,834
Ticket to Work	Ticket to Work				74,245	74,245	
DOL - ESD	Career Connect Washington		487,500		487,500	120,000	367,500
DOL - ESD	Upskill/Backfill - Construction		155,145		155,145		155,145
DOL - ESD	Upskill/Backfill - Healthcare		145,146		145,146		145,146
DOL - ESD	Upskill/Backfill - Manufacturing		206,491		206,491		206,491
DOL - ESD*	WIOA Administrative Cost Pool	766,277	3,741		770,018	770,018	
DOL - ESD*	WIOA Adult Services	2,307,053	21,462	230,705	2,097,810	502,576	1,595,234
DOL - ESD*	WIOA Dislocated Worker Services	2,173,647	34,514	19,785	2,188,376	530,681	1,657,695
DOL - ESD**	WIOA Rapid Response - Increased Employment		570,521		570,521		570,521
DOL - ESD**	WIOA Rapid Response	545,000		54,500	490,500	169,533	320,947
DOL - ESD*	WIOA Youth Services	2,415,797	219,410	244,896	2,390,311	542,079	1,848,232
		<b>10,103,813</b>	<b>2,713,233</b>	<b>701,948</b>	<b>12,193,343</b>	<b>3,203,577</b>	<b>8,989,766</b>

\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department  
 \*\*Rapid Response funds and the number of people to be served are ESTIMATES received from the Washington State Employment Security Department

# PROGRAMS

All of the Workforce Development Council of Seattle-King County's projects and grants align strategically within four focus areas.

Investments in individual programs are composed of funding from blended sources, and may not appear identical to the amounts listed on pages 6-7.



## SECTOR STRATEGIES

pg. 7

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

### FOCUS SECTORS

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

### WATCH SECTORS

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



## YOUTH EDUCATION & EMPLOYMENT

pg. 14

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

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

In addition to funding youth programs, career counseling, work-based learning, and employment opportunities for youth, we host a quarterly "Youth Convening" of leaders and service providers to coordinate, collaborate, and innovate together.



## WORKSOURCE SEATTLE-KING COUNTY

pg. 10

Connecting industry to people, as a proud partner of the American Job Center Network under Washington State's "WorkSource" brand

- 2** Centers
- 6** Affiliates
- 39** Connection Sites *expanding quarterly*



## RESEARCH & INNOVATION

pg. 16

Bringing innovative, trailblazing programs and initiatives to individuals and communities

- +** TOOLS & RESOURCES



# SECTOR STRATEGIES

## Health Workforce for the Future

Building on over 15 years of strategic partnerships in the healthcare sector, the Workforce Development Council of Seattle-King County won a competitive grant from the Health and Human Services, Administration of Children and Families that has resulted in nationally ranked and recognized results in workforce development pathways. The Health Workforce for the Future (HWF) project provides a variety of employment, training, and sector navigation opportunities. Direct support enables individuals to train for, enter, and advance within the healthcare field, primarily in the occupations of nursing, medical administration, and diagnostic/therapeutic roles. The program prioritizes labor market demand and industry need along with individual interest and fit, supporting healthcare infrastructure development to strengthen career pathways. Health Workforce for the Future is a 5-year project running through fall of 2020.

### GOALS

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

### PEOPLE TO BE SERVED

*As of publication:*

- More than 450 enrolled in Health Workforce for the Future
- More than 300 enrolled in healthcare occupational training
- Nearly 200 completed training
- More than 100 employed in healthcare jobs
- Remainder enrolled in coursework to prepare for occupational training

*Health Workforce for the Future is projected to serve more than 600 individuals over the 5-year life of the project.*

*More than 300 individuals are projected to have secured employment in the healthcare field and/or moved into more advanced healthcare positions by the end of the project.*

### SERVICE PROVIDERS

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

INVESTING: **\$1,433,072**

## Upskill/Backfill Project Connect: Accelerated Careers in Manufacturing

The initiative focuses on training incumbent manufacturing workers to fill mid-to-high skill jobs as older workers retire, and recruiting new workers to fill the entry-level positions vacated by incumbent workers, providing industry training and support services to lay the groundwork for a sustainable talent pipeline. *Business partners in direct collaboration with service providers include: Genie (Terex brand), Astronics, Gemco, ZTron, and Spectralux.*

### GOALS

- Train 125 incumbent workers to fill mid-to-high skill jobs
- Recruit 50 new manufacturing workers; provide support and training to prepare them for starting new careers in this industry
- Work with business partners to develop new recruiting and tracking methods that are transferable across a variety of occupations and industries
- Share a sustainable, scalable model for bringing industry together with community and education partners

### PEOPLE TO BE SERVED\*

- 125 incumbent workers completing training
- 50 job seekers hired into jobs vacated by upskilled employees
- 5 participating employers

*\*By project end-date of March 31, 2019*

### SERVICE PROVIDERS

- Lake Washington Institute of Technology
- Everett Community College, Corporate & Continuing Education
- Neighborhood House
- TRAC Associates

INVESTING: **\$206,491**

## Upskill/Backfill Construction Industry Building Engineers

This groundbreaking project focuses on upskilling incumbent building engineers to fill mid-to-high skill jobs as older workers retire, while recruiting new or junior building engineers to fill the positions vacated by incumbent workers. The project also brings awareness of the building engineer occupation to K-12 students in local high schools and training programs. *Business/Industry partners in direct collaboration with service providers include: Renton Technical College, Construction Center of Excellence, Washington Building Engineers Consortium (WBEC), ANEW, Associated General Contractors (AGC) Education Foundation, Northwest Business Solutions Inc., Emerald Cities Seattle, TRIO, and Western Washington Stationary Engineers.*

### GOALS

- Train 100 incumbent building engineers to fill mid-to-high skill jobs
- Recruit 30 new or junior building engineers and providing industry training and support services
- Institute formalized mentoring and on-the-job training
- Align and coordinate training programs for efficient delivery of qualified workers
- Develop outreach/marketing strategies to recruit populations served by the Workforce Innovation & Opportunity Act (WIOA)
- Increase awareness and participation of local employers hiring building engineers

### PEOPLE TO BE SERVED\*

- 100 incumbent workers completing training
- 30 job seekers hired into jobs vacated by upskilled employees
- 10 participating employers

*\*By project end-date of March 31, 2019*

INVESTING: **\$155,145**

### SERVICE PROVIDERS

- Renton Technical College's Construction Center of Excellence, with subcontractors Apprenticeship & Non-traditional Employment for Women (ANEW), and Associated General Contractors Education Foundation (AGC)
- Emerald Cities Seattle, with subcontractor TRIO

## Upskill/Backfill Focus on Healthcare Employer Needs

This healthcare focused upskill/backfill initiative provides current industry workers with training for career advancement, working in close coordination and collaboration with established partners. Incumbent facilities staff in housekeeping, food service, parking, security, and other similar occupations receive support to complete training and move into clinical positions such as nursing assistant. Career counseling provided includes long-term goal setting and planning for subsequent training and advancement opportunities as appropriate for each incumbent. In addition to upskill support for incumbent employees, support services will also be provided to at least 20 job seekers to backfill openings created through advancement. *Business partner in direct collaboration with service provider: Harborview Medical Center.*

### GOALS

- Train 20 facilities workers to fill clinical positions
- Recruit 20 new workers to fill positions vacated by incumbents
- Strengthen public-private partnerships that support advancement and the talent pipeline

### PEOPLE TO BE SERVED\*

- 20 incumbent workers complete "upskill" training and move into new positions
- 20 job seekers hired into "backfill" positions
- 1 employer partner

### SERVICE PROVIDER

- Neighborhood House

*\*By project end-date of March 31, 2019*

INVESTING: **\$145,146**



## Healthcare Career Pathways

This onsite, public-private partnership at EvergreenHealth Medical Center provides career counseling services to existing, employed healthcare professionals seeking to move forward in their profession, achieve wage growth, and fill mission-critical roles.

### GOALS

- Employer-driven goals, measured and assessed directly by employer satisfaction

### PEOPLE TO BE SERVED

- 30-40 incumbent workers served by the career pathways counselor and labor/management partners administering the Training & Education Fund at EvergreenHealth, which coordinates on a monthly basis

*The career counseling model was identified by a convening of workforce development, healthcare, labor, and education partners by the Workforce Development Council of Seattle-King County, and has since been applied at several Seattle-King County hospitals, including EvergreenHealth Medical Center*

### SERVICE PROVIDER

- TRAC Associates

INVESTING: **\$16,000**

## WorkSource Business Services, Workforce Innovation & Opportunity Act\*

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

- Assess and align business needs with the WIOA job seeker pool
- Guide employers to WorkSourceWA.com as a source of job candidates
- Source and screen job candidates
- Industry focused and personalized job fairs, employer panels, recruiting events, mock-interview sessions, career exploration events, and one-on-one recruiting meetings
- Interview scheduling for employers

### GOALS

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

### SERVICE PROVIDER\*\*\*

- Pacific Associates

INVESTING: **\$529,830**

### BUSINESS TO BE SERVED\*\*

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



\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department  
\*\*Based on 90% completion / \*\*\*Contracts are currently being executed with the service providers for Quarter 1 only

## WorkSource Rapid Response, Workforce Innovation & Opportunity Act

Rapid Response services through WorkSource Seattle-King County assist both businesses and affected workers of companies in the event of layoff, closure, and/or disaster to ease the transition(s). Rapid Response services are provided in response to business requests through the Business Services team as well as through Worker Adjustment and Retraining Notifications (WARN).

### GOALS

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

### PEOPLE TO BE SERVED\*

- 3,279 workers affected by layoffs
- 859 workers served directly
- 26 businesses served

### SERVICE PROVIDER(S)

- *Contract(s) in process*

INVESTING: **\$320,947**

\*Rapid Response funds and the number of people to be served are ESTIMATES received from the Washington State Employment Security Department

## Rapid Response Increased Employment Initiative, Workforce Innovation & Opportunity Act

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

### GOALS

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

### PEOPLE TO BE SERVED

- 75 additional dislocated workers

### SERVICE PROVIDERS

- Washington State Employment Security Department – *Process Improvement*
- King County Employment & Education Resources – *Process Improvement*
- Pacific Associates – *Layoff Aversion, Increased Employment*
- TRAC Associates – *Increased Employment*

INVESTING: **\$570,521**

# WORKSOURCE SEATTLE-KING COUNTY

## Adult Services, Workforce Innovation & Opportunity Act

The Workforce Innovation & Opportunity Act (WIOA\*) provides a variety of services to adults who are low-income or face obstacles to employment, connected through the 47 WorkSource Seattle-King County locations. Services include career counseling, labor market and training information, assessment, employment placement and retention services, interactive workshops, labs, job clubs, training, and supportive services.

### GOALS

WIOA prioritizes job placements, training, and job retention. Performance measures have not been confirmed for Program Year 2018.

### PEOPLE TO BE SERVED

- 683 enrolled
- 61 receiving specialized training
- 190 job placements upon exit

### SERVICE PROVIDERS\*\*

- Neighborhood House
- TRAC Associates

INVESTING: **\$1,595,234**

*\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department*

*\*\*Contracts are currently being executed with the service providers for Quarter 1 only*



## Dislocated Worker Services, Workforce Innovation & Opportunity Act

The Workforce Innovation & Opportunity Act (WIOA\*) provides a variety of supports to individuals facing layoffs, referenced here as “dislocated workers,” through WorkSource Seattle-King County. Services include career counseling, labor market and training information, assessment, employment placement and retention services, interactive workshops, labs, job clubs, training, and supportive services.

### GOALS

WIOA prioritizes job placements, training, and job retention. Performance measures have not been confirmed for Program Year 2018.

### PEOPLE TO BE SERVED

- 774 enrolled
- 118 receiving specialized training
- 246 job placements upon exit

### SERVICE PROVIDERS\*\*

- Pacific Associates
- TRAC Associates

INVESTING: **\$1,657,695**

*\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department*

*\*\*Contracts are currently being executed with the service providers for Quarter 1 only*

## Linkages to Employment Activities Pre-Release 2 Workforce Integration Network (LEAP2WIN)

As a part of a nationwide effort to better welcome citizens returning to their communities from the justice system, LEAP2WIN is serving men and women with pre-release and post-release employment services and wrap-around career development supports, beginning at a specialized American Job Center in Maleng Regional Justice Center, and connected to post-release services at other WorkSource Seattle-King County sites throughout the community.

### GOALS

- Reduce recidivism rate to 20%
- Raise job readiness & employment rates
- Establish a coordinated system of re-entry pathways to help individuals reconnect to job readiness, employment, and education opportunities
- Access wrap-around services needed to be successful as citizens and reduce recidivism

### PEOPLE TO BE SERVED

- 120 to be enrolled throughout program (10/1/16-9/30/18)

INVESTING: **\$79,453**

### SERVICE PROVIDERS

- King County Department of Adult & Juvenile Detention, Maleng Regional Justice Center
- Urban League of Metropolitan Seattle
- Pacific Associates

## Disability Employment Initiative

The Disability Employment Initiative (DEI) works with adult jobseekers with disabilities to connect them with career pathways and supportive programs, while providing additional wrap-around services such as benefit planning for individuals to attain and retain employment, and experience the greatest benefit from program involvement. According to the American Community Survey by the United States Census Bureau, 122,570 individuals with disabilities between the ages of 18 and 64 reside in Seattle-King County.

### GOALS

Increase employment and self-sufficiency for persons with disabilities by linking them to employers and by facilitating access to supports and services that will enable transitions to employment. Staff will also provide expertise and serve as a resource to the WorkSource system and persons with disabilities.

### PEOPLE TO BE SERVED

*By the end of Year 2 (September 30, 2018)*

- 350 individuals with disabilities served
- 55 individuals completed training
- 38 individuals attained a credential
- 70 individuals entered employment

INVESTING: **\$176,188**

### SERVICE PROVIDER

- Pacific Associates



## Ticket to Work

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

### GOALS

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

### PEOPLE TO BE SERVED

*By the end of Year 2 (September 30, 2018)*

- 81 participants assigned to Employment Network (EN)
- 17 participants completed training
- 9 participants attained a credential

INVESTING: **\$0**

### SERVICE PROVIDERS

- Pacific Associates



## Boeing National Dislocated Worker Grant

In 2017, the Boeing Company announced reductions in its workforce by more than 3,000 workers over the course of 12 months in King, Snohomish, and Pierce counties. The Workforce Development Council of Snohomish County, as the overall project operator, was awarded funding to provide reemployment services to workers dislocated by these mass layoffs, in coordination and partnership with the Workforce Development Council of Seattle-King County. **Services include:** outreach, pre-transition resources, referrals, career counseling, labor market and training information, assessment, employment placement services, workshops, training, and supportive services.

### GOALS

- Transition support to employment for employees in their existing and/or new career pathways

### PEOPLE TO BE SERVED

- 450 receiving outreach
- 180 enrolled receiving intensive career services
- 130 entered employment

### SERVICE PROVIDERS

- Pacific Associates
- TRAC Associates

INVESTING: **\$232,704**



## WorkSource Operator Team

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

### GOALS

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

### PEOPLE TO BE SERVED

- Approximately 31,000 job seekers across 47 WorkSource Seattle-King County sites

### SERVICE PROVIDER\*\*

- King County Employment & Education Resources

INVESTING: **\$440,569**

*\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department*

*\*\*Contracts are currently being executed with the service providers for Quarter 1 only*



In response to the diverse needs of the Seattle-King County community, the network of WorkSource Seattle-King County sites has increasingly expanded to include community organizations with a portal to WorkSource services, called “Connection Sites.” These sites provide customers and program participants with computer-dedicated access to WorkSource Seattle-King County services. Additionally, these organizations become partners with WorkSource Seattle-King County Centers and Affiliate sites, connecting their customers to additional resources, a network for customer referrals, and staff training. Services offered by Connection Sites include food, transportation, clothing, family counseling, employment readiness, education, housing, English language classes, as well as disability and mental health resources. The combined staff time, infrastructure, and resource networking services provided to customers have an estimated value of \$1.3 million, considered an in-kind donation to the public workforce system.

### PEOPLE TO BE SERVED

- Approximately 30,000 job seekers
- 5,676 attendees of 1,000+ employment/education related workshops on-site
- 1,100+ direct referrals to WorkSource Seattle-King County Centers and Affiliate sites

### SITES & ORGANIZATIONS INCLUDE

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

### SERVICE PROVIDERS

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

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

Investing: **\$4,000**



# YOUTH EDUCATION & EMPLOYMENT

## Youth Services, Workforce Innovation & Opportunity Act

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

### GOALS

WIOA prioritizes job placements, training, and job retention. Performance measures have not been confirmed for Program Year 2018.

### PEOPLE TO BE SERVED

- 585 enrolled
  - 450 out-of-school youth
  - 135 in-school youth

### SERVICE PROVIDERS\*\*

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

- King County Employment & Education Resources
- Seattle Goodwill Industries

#### *In-school youth*

- Boys & Girls Club of King County

INVESTING: **\$1,848,232**

\*WIOA formula fund allocations are FINAL based on allocations received May 25, 2018 from the Washington State Employment Security Department

\*\*Contracts are currently being executed with the service providers for Quarter 1 only



## Seattle-King County Pre-Employment Transition Services

Support is provided to secondary school students (ages 16-21) with varying levels of disability, as they transition to a life of meaningful work, including work-based learning opportunities, job search counseling, skill development, career planning, summer work-based learning, and more. This pilot serves as a foundation for future programs and system change in better serving youth and young adults who face barriers to employment, particularly due to varied levels of ability. Results will inform how to best support individuals transitioning from public assistance to self-sufficiency.

### GOALS

Reach the maximum possible number of participants, with benchmarks as defined by the Washington State Department of Social & Health Services. Additional goals include documenting best sustainable practices of the pilot for future use and application.

### PEOPLE TO BE SERVED\*

- 60 students
- 60 workplace readiness workshops
- 54 enrolled in summer-workplace learning
  - \*total for this 8/2016 - 9/2018 contract*

### SERVICE PROVIDER

- IKRON: Integration of Knowledge & Resources for Occupational Needs

INVESTING: **\$77,834**



## Performance Partnership Pilots for Disconnected Youth (P3) Seattle-King County Partnership to Reconnect

This pilot program is a unique, regional outreach strategy focused on youth with minimal access to opportunity—those outside of school, not employed, experiencing homelessness, placed in the foster care system, involved with the juvenile justice system, or challenged by additional systemic contexts. In addition to creatively focused outreach, the program incorporates a “best practice sequence” prioritizing educational enrollment in the Open Doors re-engagement system, followed in sequence by WIOA workforce funding and programming. *This national grant received a 9-month extension through September 2018, allowing for 2 additional services with systemic, sustainable reach:*

- Establishing a Juvenile Justice Navigator within King County Superior Court, focused on removing systemic barriers
- Building a centralized data system across the re-engagement network to improve coordination amongst partners

### GOALS

*All deliverables to the Department of Education were met or exceeded as of March 2018. Deliverables included:*

- 60% diploma and GED completion rate
- 60% enrollment in postsecondary education
- 63% entry to unsubsidized employment with pre-employment services
- 65% retention in employment or education after 90-day follow-up

### PEOPLE SERVED

- 585 projected youth based on PY17
  - 441 out-of-school youth
  - 110 in-school youth

### SERVICE PROVIDERS

- King County Superior Court
- Data2Insight
- Community Center for Education Results

INVESTING: **\$107,604\***

*\* Note: amount is based on an estimated remainder of grant funding after PY17 spend-down*

## Career Connect Seattle-King County

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

### GOALS

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

### DELIVERABLES INCLUDE

- 301 internships
- 5,583 career-connected learning opportunities
- 120 adult registered apprenticeships
- 22 registered youth apprenticeships

INVESTING: **\$367,500**

### SERVICE PROVIDERS

- Highline Public Schools
- Seattle Public Schools
- YMCA of Greater Seattle
- Juma Ventures
- King County Education & Employment Resources
- Seattle Public Utilities
- Washington Association of Community & Migrant Health Centers
- Finishing Trades Institute Northwest
- FareStart
- Seattle Regional Partnership
- South Seattle College
- Aerospace Joint Apprenticeship Committee (unfunded partner)



# RESEARCH & INNOVATION

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

## INTEGRATED SERVICE DELIVERY, WORKSOURCE

Integrated Service Delivery is a seamless approach to customer service within WorkSource Seattle-King County that prioritizes customer needs over systems and separate processes. Integrated Service Delivery is achieved through WorkSource leadership, in conjunction with partners, educating and training staff to thoroughly and directly address the training and employment needs of job seekers and businesses as efficiently as possible. *No additional funding is assigned to Integrated Service Delivery in Program Year 2018 as the initiative is sustained by investments in the last program year.*

### KEY COMPONENTS INCLUDE

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

### PARTNERS

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



WorkSource Auburn staff sharing collaborative values

## TOOLS & RESOURCES



### SELF-SUFFICIENCY CALCULATOR

The Self-Sufficiency Calculator helps 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](http://thecalculator.org)



### CAREER COACH & JOBSCAN

We forge partnerships with resource developers like Career Coach (Economic Modeling Specialists, Inc.) and Jobscan to bring professional development resources to a broad range of users, from career counselors to individual youth, adults, and businesses. [seakingwdc.emsicareercoach.com](http://seakingwdc.emsicareercoach.com)  
[jobscan.co](http://jobscan.co)



### TALENT PIPELINE APPLICATION

The Talent Pipeline Application is an interactive, open-access web 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](http://seakingwdc.org/talent-pipeline-app)



### MAP YOUR CAREER

Over 50,000 young people and adults benefit from the Map Your Career dashboards, printed booklets, and microsite, currently being redesigned and updated for roll-out within Program Year 2018. [mapyourcareer.org](http://mapyourcareer.org)

# WITH GRATITUDE

THANKS TO THE ACTIVE AND COLLABORATIVE BOARD & COMMITTEES OF THE WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY

## BOARD MEMBERS

- Ann Martin**  
Area 2 Administrator  
Division of Vocational Rehabilitation  
Department of Social & Health Services
- Berit Eriksson**  
Director of Workforce Development  
Sailors Union of the Pacific
- Cheryl Roberts, Ed.D.**  
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- Daryl Campbell**  
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- Deborah Doyle**  
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Economic Services Administration  
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- Jane Broom**  
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Dean, Basic & Transitional Studies  
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Deputy Executive Director  
MLK County Labor Council
- Marie Kurose**  
Workforce Development Program Manager  
Office of Social Responsibility  
The Port of Seattle
- Princess Ayers-Stewart**  
Chief, Workforce Diversity & Inclusion  
Seattle Children's Hospital
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Owner  
Ron Wright & Associates
- Scott Craig**  
Director, Marine Development & Compliance  
Crowley Maritime
- Tim McGann**  
Regional Director  
Employment Security Department
- Todd Dunnington**  
Chief Executive Officer  
Skills Inc.
- Tom Peterson, Board Chair, PY17**  
VP & General Manager  
Hoffman Construction Company  
Local 302
- Wendy Law, Ph.D., Board Secretary/Treasurer, PY17**  
Administrator  
Fred Hutchinson/University of Washington  
Cancer Consortium

(Non-board member serving on Industry & Employment Committee)  
**Andrew Lofton**  
Executive Director  
Seattle Housing Authority

IN PARTNERSHIP WITH OUR CHIEF LOCAL ELECTED OFFICIALS & REPRESENTATIVES, INCLUDING MAYOR JENNY DURKAN & EXECUTIVE DOW CONSTANTINE

## YOUTH COMMITTEE\*

\*Community members serving alongside board members

- Fred Keene**  
Outreach & Admissions Manager  
Job Corps
- Juan Cotto**  
Community Outreach Manager  
Fred Hutchinson Cancer Research Center
- Katie Hong**  
Director, Youth Homelessness  
Raikes Foundation
- Ken Colling**  
Retired, Chief Executive Officer  
Seattle Goodwill
- Lenora Turner**  
Supervisor, Global Training & Personnel  
Development  
Expeditors International
- Mary O'Donnell**  
Representing Foster Care  
Hero House
- Mick Moore**  
Senior Education Consultant  
Education & Workforce Solutions
- Nicole Yohalem**  
Director, Road Map Project  
Community Center for Education Results
- Ron Jenkins**  
Economic Opportunities Coordinator  
Seattle Housing Authority
- Stephanie Hager**  
Representing K-12  
Snoqualmie School District
- Tom Jackson**  
Project Manager  
Machinists, Inc.

## STAFF

- Dot Fallihee**  
Interim Chief Executive Officer
- Min Song**  
Interim Chief Operating Officer
- Marcelle Wellington**  
Chief Administrative Officer  
& Local Equal Opportunity Officer
- Amy Lechner**  
Policy & Contracts Manager
- Beth Blanchard**  
WorkSource System Director
- Bryan Pannell**  
Director of Performance & Sector Partnerships
- Cathy Wacker**  
Executive Assistant
- Hannah Mello**  
Strategic Communications Manager
- Heidi Seveska**  
Data Analyst
- Jason Petrait**  
Project Manager
- Jeff Sikora**  
Budget Manager
- Joe Taylor**  
Communications Coordinator
- Kay Neill**  
Data Analyst, WorkSourceWA  
Training Coordinator
- Liesel Schilperoort**  
Project Manager
- Marta Kidane**  
Executive Assistant
- Mike Davie**  
Director of Programs
- Radhika Baliga**  
Accountant
- Sean Morrin**  
Project Manager
- Seanna Melchior Ruvkun**  
Project Manager
- Trinity Chandler**  
Project Manager

THANKS TO ALL PARTNERS WHO OPENED DOORS WIDE TO BOTH COMMUNITY MEMBERS & INDUSTRY CUSTOMERS

## SERVICE PROVIDERS

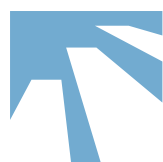
- Aerospace Joint Apprenticeship Committee
- Applied Inference
- Apprenticeship & Non-traditional Employment for Women
- Associated General Contractors Education Foundation
- Boys & Girls Club of King County
- Community Center for Education Results
- Data2Insight
- Emerald Cities Seattle
- Everett Community College

- FareStart
- Finishing Trades Institute Northwest
- Green River Community College
- Highline College
- Highline Public Schools
- IKRON: Integration of Knowledge & Resources for Occupational Needs
- Juma Ventures
- King County Department of Adult & Juvenile Education
- King County Employment & Education Resources
- King County Superior Court
- Lake Washington Institute of Technology
- Neighborhood House
- North Seattle College
- Pacific Associates

- Renton Technical College
- Seattle College District
- Seattle Goodwill Industries
- Seattle Public Schools
- Seattle Public Utilities
- Seattle Regional Partnership
- South Seattle College
- TRAC Associates
- TRIO
- Urban League of Metropolitan Seattle
- Washington Association of Community & Migrant Health Centers
- Washington State Employment Security Department
- YMCA of Greater Seattle



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



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

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