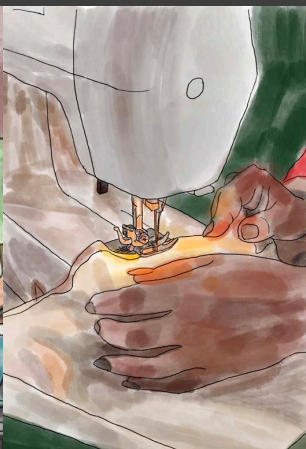




# ANNUAL REPORT 2020-2021

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



# FRIENDS, PARTNERS, COMMUNITY, CO-CONSPIRATORS, ETC.

We have been on a long and trying road together in the nearly two years since the onset of the COVID-19 pandemic. Take a deep breath—this is one of the most extraordinary times in our history, and the disproportionate racial impact on the community has been heartbreaking.

Our workforce partners have spent two hard years on the front lines of this pandemic. When asked for some candid feedback, 80% reported increased demand for services, but perhaps more importantly, 95% said the individual needs of clients have increased. Higher costs for resources like childcare have amplified barriers of systemic poverty and made it harder for individuals to re-enter the same low-paying jobs they had before the pandemic.

In our last program year, there was an increase in Black/African American and multi-race clients and a decrease in white and Asian clients. These numbers largely reflect people of color taking the brunt of continued economic disruption. White workers, who are not impeded by systemic bias, have gained more benefits from added jobs and positive overall trends in unemployment. A pandemic cannot see race or document status, but our economic system sure does.

At the risk of stating the obvious, we must get the pandemic under control to ease the suffering. But let us be real with you: our vision of an equitable workforce system centering racial equity is incompatible with the pre-pandemic status quo. To do more than just respond to the needs of the moment, and make real long-term changes to fight disparities, we need to share and expand on our vision, build solidarity to realize it, and show up when it counts.

Our commitment to you as a backbone for this work is to connect strategy with funding, elevate the work of our partner network, ground decisions in data, and keep you in the loop.

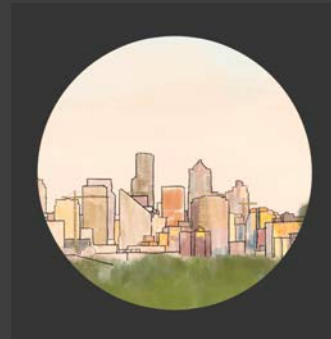
Yours in partnership,



**Marie Kurose & Angela Dunleavy**  
CEO & Board Chair

## 35,000 JOBSEEKERS SERVED 2,000 BUSINESSES SERVED

*July 1, 2020 - June 30, 2021*



# TWO HARD YEARS ON THE FRONT LINES

We asked our partner network for some candid feedback on their experience during the pandemic. There were a few takeaways:



**95%**

see clients requiring additional support to meet needs for housing, food, childcare, transportation, and other expenses



**90%**

are primarily engaged with clients virtually, and are giving more technical support to clients, including a range of virtual tools

**80%**

say total demand for services has increased, while 95% say the individual needs of clients have increased



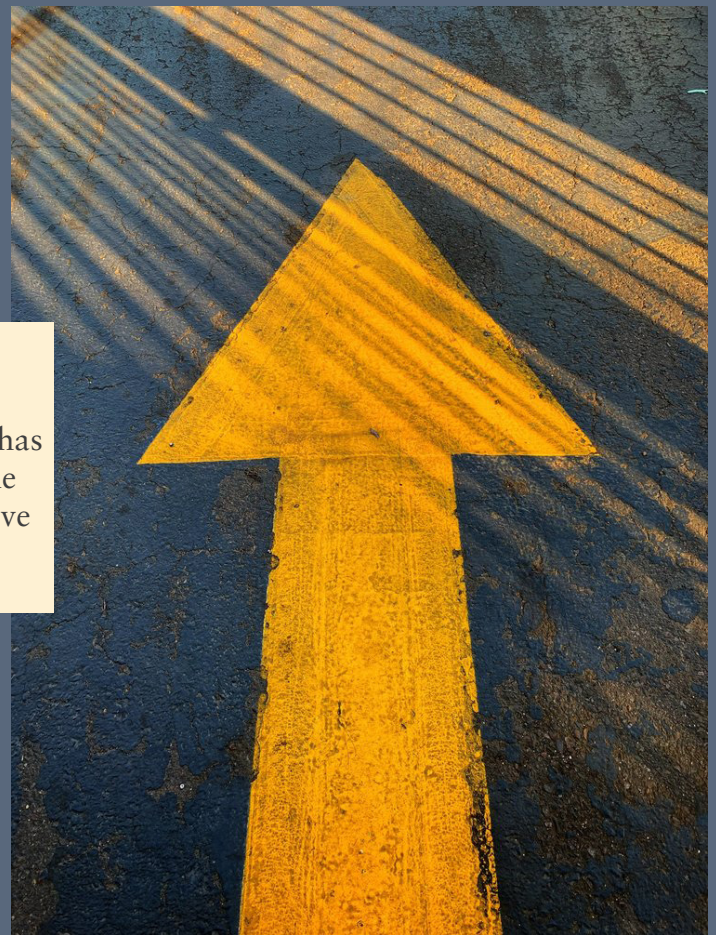
**75%**

see an increase in clients citing health concerns for changing jobs or not returning to work



**65%**

are having a harder time connecting with immigrant and refugee clients, as well as limited English speaking clients



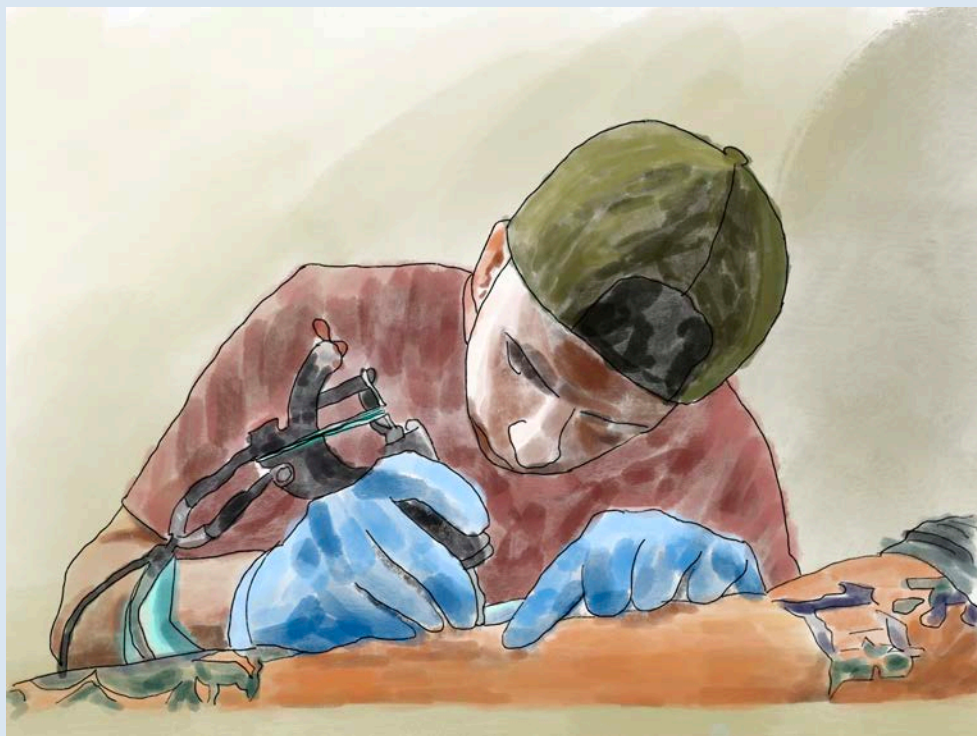
# THESE STORIES INFORMED & INSPIRED US

Our partners shared hundreds of stories with us—inspiring and revealing snapshots into the lives of individuals. We’ve elevated just a few to represent the broader work our partners do every day.

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

## AT THE CROSSROADS: CHOOSING TRANSFORMATION OVER DESTRUCTION

Gabe was “in a tough spot,” according to case managers with King County Community and Human Services: Children, Youth and Young Adults Division. After becoming paralyzed from gun violence, he was at a crossroads: continue down the same path of destruction or transform his life for the better.



Fortunately, Gabe met Jose Villegas, a YWCA outreach worker, who introduced him to the team at YouthSource, the youth-focused WorkSource location in Tukwila. Gabe enrolled into Open Doors and eventually with the Workforce Innovation and Opportunity Act as a youth participant. In the last year, Gabe found stable housing on his own, navigated complex healthcare and social security systems, and completed the first cohort of an entrepreneurship training.

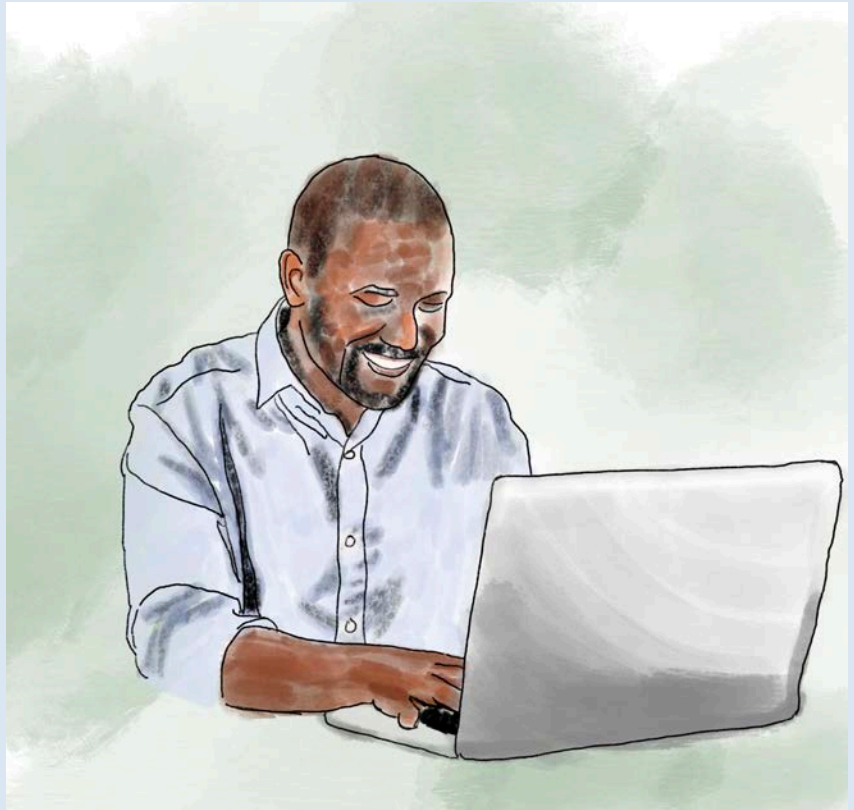
Early in 2021, Gabe completed his GED and began an internship at a local tattoo shop where he learned more about entrepreneurship, small business operations, tattoo sanitization procedures, and customer service. In the future, Gabe plans to attend college and study social work “so he can help young people find their way in life.”

## SUBSIDIZED TRAINING TO A HIGH-DEMAND CAREER IN TECH

Matthias was laid off from his job at a major hospital in 2017 as part of a restructuring. In some ways this was fortunate, as injuries to his feet and joints had left him unable to pursue a career in healthcare. Recounting this time, he noted “constant daily pain and the inability to walk one hundred yards without a break” forced him to reconsider his career options. He had little money but a strong desire to move into the technology sector, so he applied for Training Benefits from the Employment Security Department.

Eventually, Matthias was connected to a case manager at TRAC Associates and enrolled in Workforce Innovation and Opportunity Act (WIOA), which gave him tuition assistance to enroll in an Information Technology BA program through Western Governor’s University. Through the program, Matthias gained valuable certifications to prove to employers he possessed skills not indicated by his previous work experience. He gained a foothold in roles demonstrating proficiency with computers, and he began applying his knowledge to steadily gain promotions. Once he had a steady income, Matthias was able to self-fund the rest of his training program.

Although Matthias moved on from subsidized training, we know more of his story because he personally reached out to TRAC Associates expressing his gratitude for the opportunities that seeded his eventual success, and ultimately repaid the WIOA investments several times over through his substantial tax contributions.



## DOMESTIC VIOLENCE SURVIVOR BUILDS A FOUNDATION FOR THE FUTURE

Leilah survived domestic gun violence and fled to Seattle, where she sought refuge with YWCA. After getting urgently needed safety services, Leilah worked with her career navigator and domestic violence advocate to review her strengths, background, employment history, and career goals, and came up with a plan to achieve them. She also created a safety plan, received mental health support, and joined a survivor’s support group.



The YWCA career navigation program first worked with Leilah to develop a basic resume. She had prior experience as a caregiver to elderly family members, and expressed a “strong desire to take care of people.” Leilah worked with her navigator to research CNA (certified nursing assistant) programs that fit her work schedule and family life, and also discussed pay scale, benefits, and other characteristics of caregiving and working in the medical field. Leilah chose a CNA course at Bellevue College, with the long-term goal of a Medical Assistant and Phlebotomy Certification. Her career navigator helped her enroll and purchase the necessary clothing (scrubs, etc.) and other equipment she needed to enroll in the course. By the end of March 2021, Leilah was employed at \$20 per hour.

When Leilah first enrolled with YWCA, she was staying at transitional housing in Kent, but had very few belongings to her name. YWCA’s Workforce Innovation and Opportunity Act funding assisted her with clothing, hygiene supplies, and bus tickets. She received referrals for food and health care. With the help of the YWCA, Leilah received a voucher for permanent housing and moved into an apartment in Bellevue. After obtaining permanent housing, Leilah’s 8-year-old son and 21-year-old daughter flew to Washington to be closer to their mom. Her daughter got an apartment in the building next to her—reuniting the family, which was one of Leilah’s goals.

Leilah looks forward to reaching her future goals, including furthering her education in the healthcare field, giving back to her community, and learning to drive—this was a personal goal, since her abuser never allowed her to learn to drive as a means of controlling her.

## AFTER MONTHS OF HOMELESSNESS, A WAY FORWARD

After losing his job and eventually losing his apartment, Jordan became homeless and began living inside his car. He realized that he needed some help, and reached out to Neighborhood House for job search assistance and help finding housing.

With hard work, determination, and intensive collaboration with an employment case manager, Jordan landed a job as a Material Handler for a local warehouse company. At the same time, he worked with community partner Catholic Community Services to navigate the complex and often-overwhelming process of applying for, obtaining, and moving into permanent housing. Neighborhood House leveraged funding from King County's Veterans, Seniors, and Human Services Levy to co-enroll with Catholic Community Services to pay first month's rent and the move-in deposit. In less than a month, Jordan was able to move into an apartment of his own. After reaching 30 days with the same employer, he received a cash incentive to bridge short-term income gaps and cover work-related expenses while waiting on his first paycheck.

Since exiting the program, Jordan has continued to work and remain housed and is excited to have a place to share with his daughters—his greatest joy is being able to reconnect on a consistent schedule after enduring many months of homelessness.



## A DEDICATED ALLY TO HELP OVERCOME BARRIERS

Li Xiu emigrated from China in 1996. She had less than a high school education, her English was very limited, and she possessed few digital literacy skills. When she settled in Seattle she didn't have much time for her own education because she was a busy single mom working sewing jobs to raise her two children. In July 2019 she was laid off, and she became "very depressed worrying about her living."

In August 2019, one of her previous co-workers connected her with Linh Tran, an Employment and Training Specialist with Asian Counseling and Referral Service. Li Xiu was able to speak with Linh in her native Cantonese, and told her she wanted to find another sewing job but "didn't have a resume and didn't know what it was." According to Linh, "she was having difficulty completing job applications and was terrified about job interviews." Linh convinced her to attend a 4-day Job Search Prep (JSP) workshop in Cantonese, which covered the essential skills for job search and career planning.

When Li Xiu was laid off, her son helped her apply for Unemployment Insurance, but they didn't complete the application because it was extremely complex. They also made a few mistakes setting up her account, which caused additional disruptions to her benefits. Linh spent about two hours helping her overcome these digital barriers to complete her application, encouraging her through moments of intense frustration, and finally recommending a computer class. She also began attending a weekly job club to work on online job applications.

The first job Li Xiu landed was a good start at \$15 per hour, but it didn't have medical or dental insurance beyond a \$100 subsidy, and one day she developed a toothache that would have cost thousands of dollars out of pocket. Linh helped connect Li Xiu with International Community Health Services for low-cost care, and also helped her to enroll in full coverage through HealthCare.gov. She resumed her job search with Linh with the goal of finding a job with medical and dental benefits.

In December 2019, Li Xiu began work at an outdoor gear company paying \$16 an hour, including medical and dental benefits. When COVID-19 arrived, the company pivoted their business to mask production. During the pandemic, Linh also helped her apply for three months of food vouchers at \$400 per month, and a \$500 relief fund to help her survive.

After more than a year, Li Xiu has settled into the role and found joy in her co-workers. She recently asked Linh if she could help her son find work as well. Working with Linh, he successfully connected with a local grocery store.





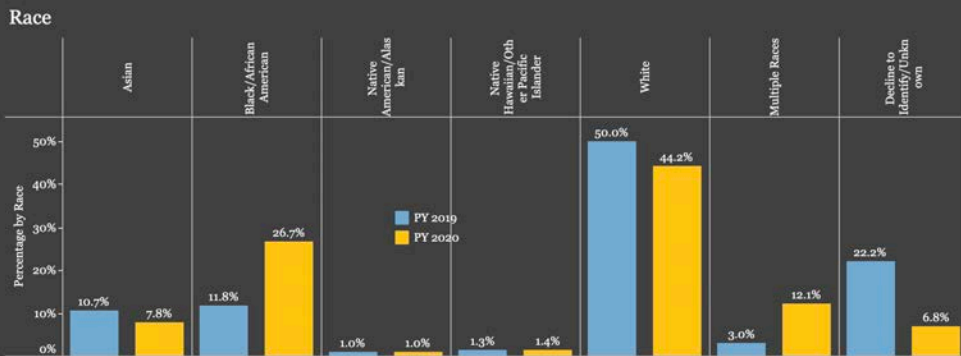
# DATA DASHBOARD

## TRENDS FROM THE DATA

### JOB SEEKER DEMOGRAPHICS

We've served more Black/African American and multi-race clients this past year:

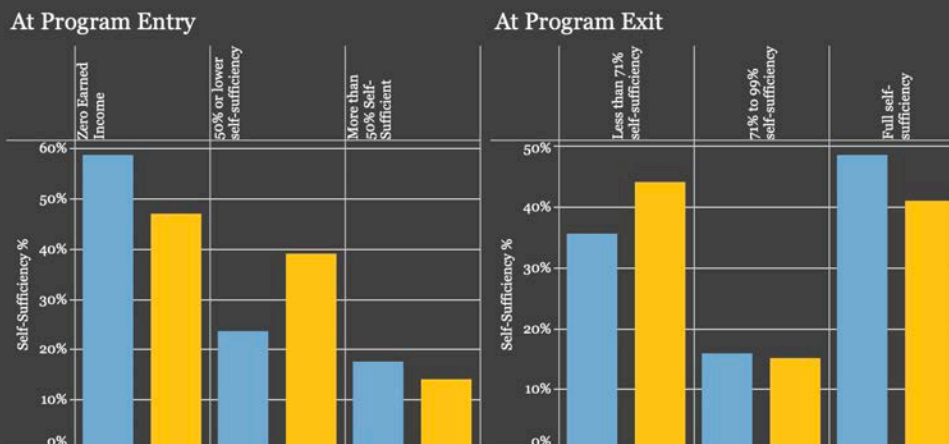
- 15% increase in Black/African American clients
- 9% increase in multi-race clients
- 15% decrease in “decline to identify”



### INCOME AND FAMILY SIZE

We've served more people near the middle of the self-sufficiency range:

- 15% increase in clients with “50% or lower self-sufficiency” at program entry
- 8% increase in clients with “71% or lower self-sufficiency” at program exit

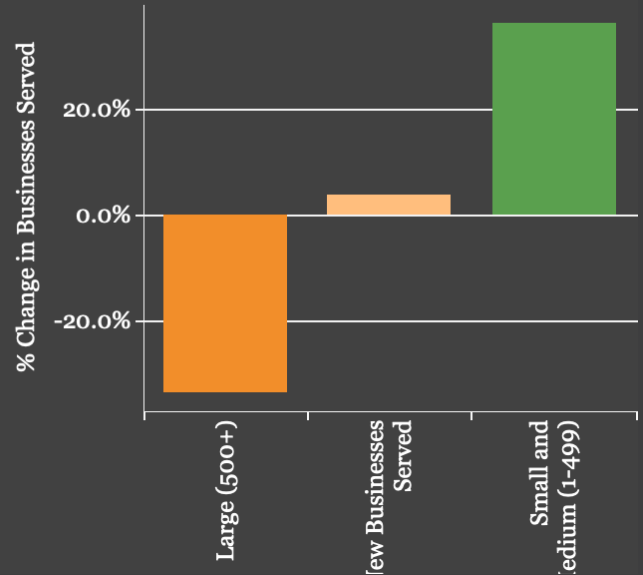


## BUSINESSES SERVED

We've served more businesses overall, with an emphasis on small and medium businesses:

- 36% increase in small and medium businesses served
- 19% increase in total businesses served
- 33% decrease in large businesses served

## % Change in Businesses Served



## BEHIND THE TRENDS FROM OUR PARTNER NETWORK

### Job Seeker Demographics

“We have added partners [and increased] outreach to the Somali/North African community. We have also increased the language capacity of our collective staff from speaking two languages to seven. During lockdown we set up outreach tables in front of food banks to attract a more diverse customer base.”

“We have seen far more Black/African American clients seek assistance this year, and we have conducted much more focused outreach to this community.”

“[Our agency] is focusing on enrolling African-American women because all the data tells us that this is the population that is furthest from opportunity at this time.”

### Income and Family Size

“The pandemic has definitely reduced everyone’s economic circumstances ... we have seen an unprecedented number of laid off [rideshare] drivers, retail and hospitality workers. Pre-pandemic [more layoffs were] people mid-career ... from IT, healthcare, or other high paying industries.”

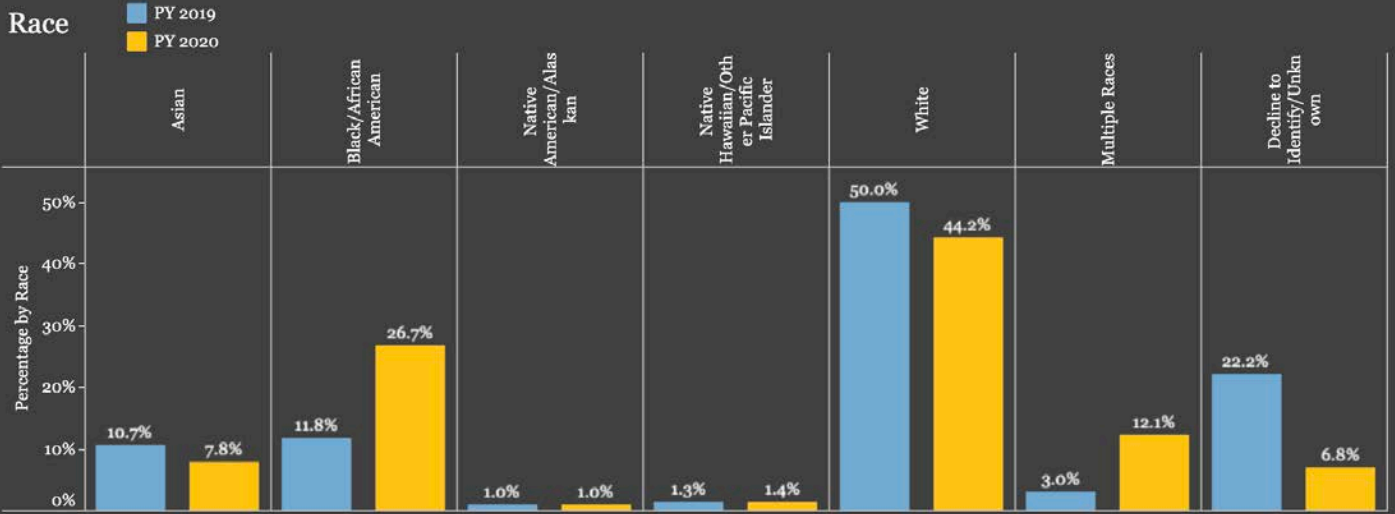
“I believe that this is attributable to more people receiving UI payments (includable income) and the amount of those payments.”

### Businesses Served

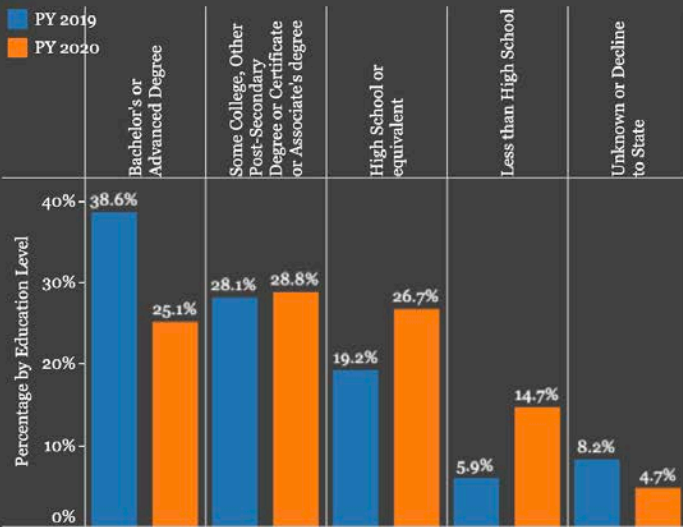
“During the height of the pandemic the team did more outreach to small and medium size businesses. In King County, they represent the larger percentage of our businesses by quantity rather than larger businesses.”

# JOB SEEKERS

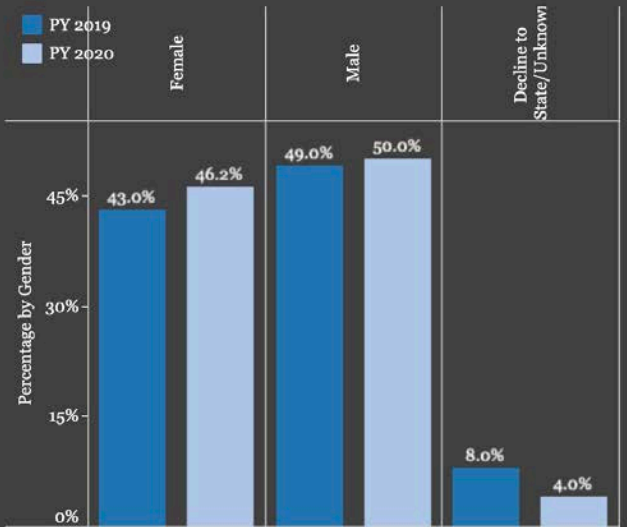
## Race



## Education

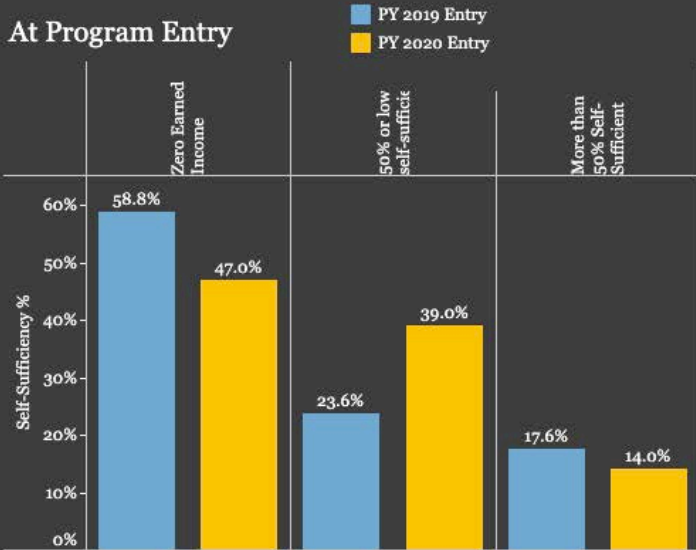


## Gender

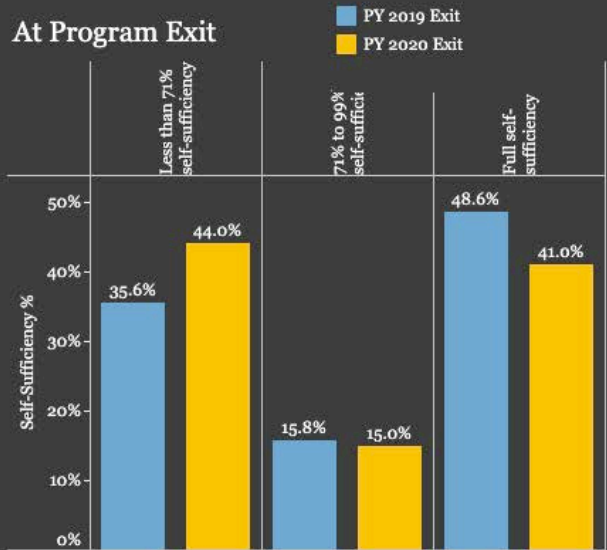


# PROGRESS TOWARD SELF-SUFFICIENCY

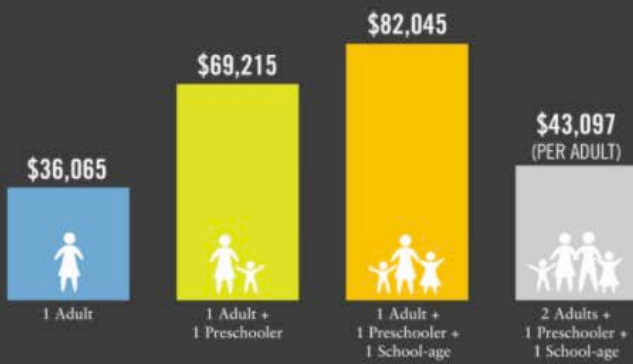
## At Program Entry



## At Program Exit



THE SELF-SUFFICIENCY STANDARD VARIES BY FAMILY TYPE



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

English

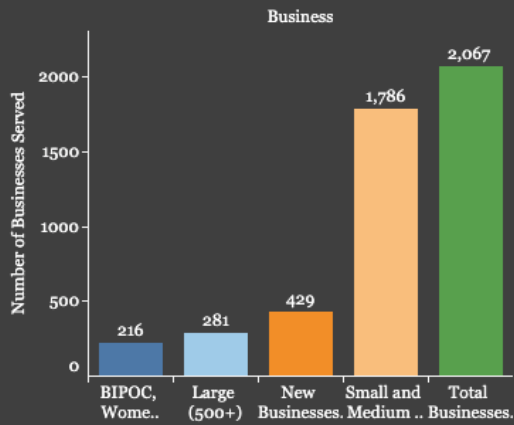
“Where do you want to be in ten years?”

## SELF SUFFICIENCY CALCULATOR

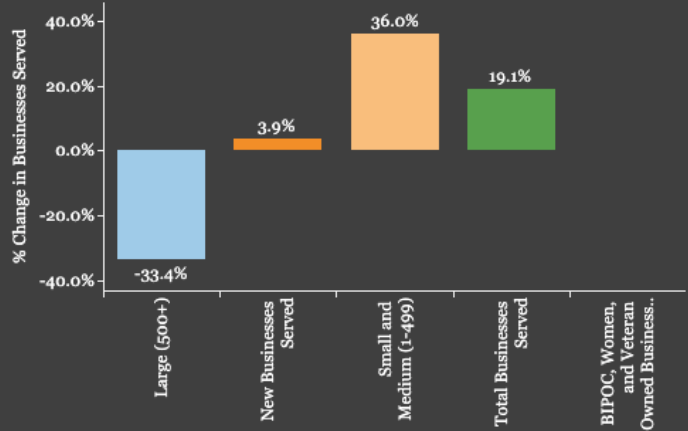
Life is complicated, especially when it comes to career planning and financial security. The Calculator can help you with immediate next steps and plan for your future.

# BUSINESSES SERVED

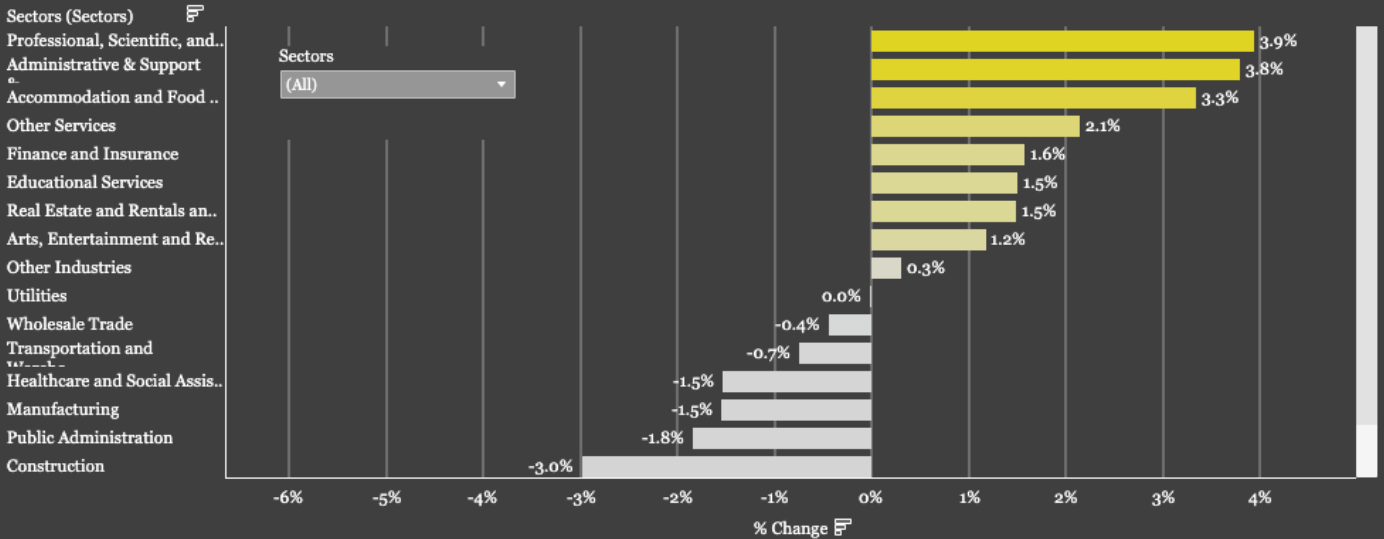
Businesses Served



% Change in Businesses Served

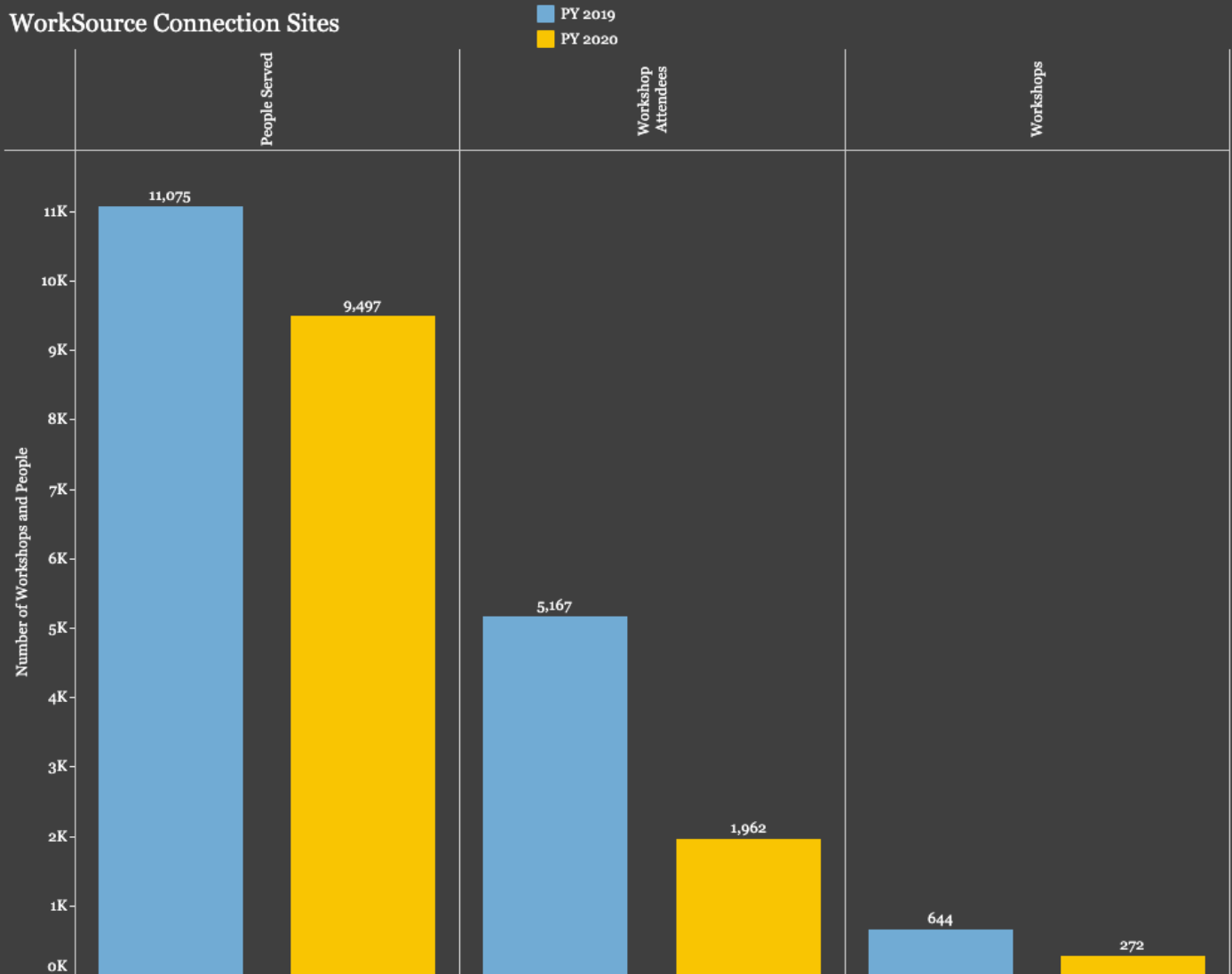


% Change in Business Sectors Served

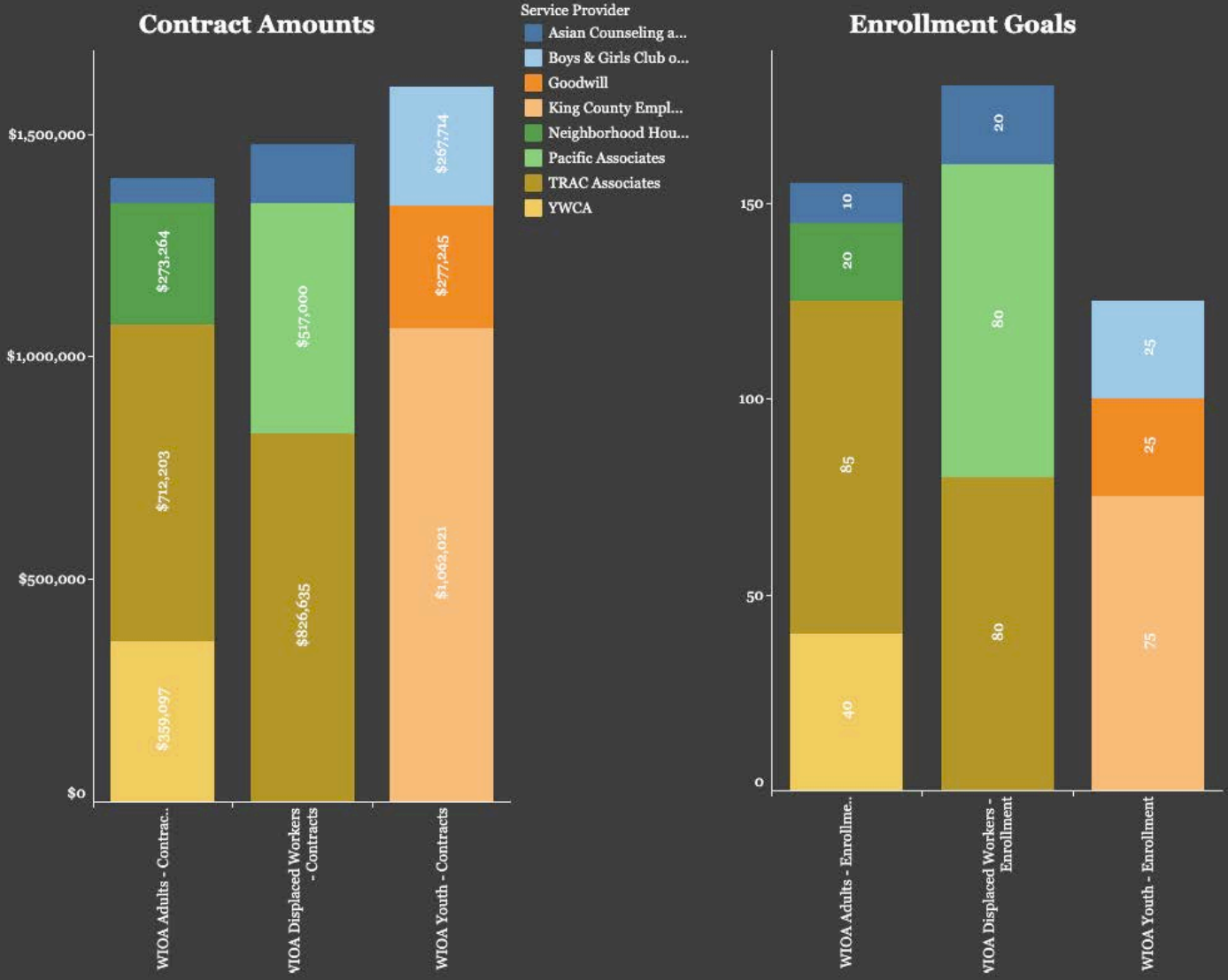


# WORKSOURCE CONNECTION SITES

WorkSource Connection Sites

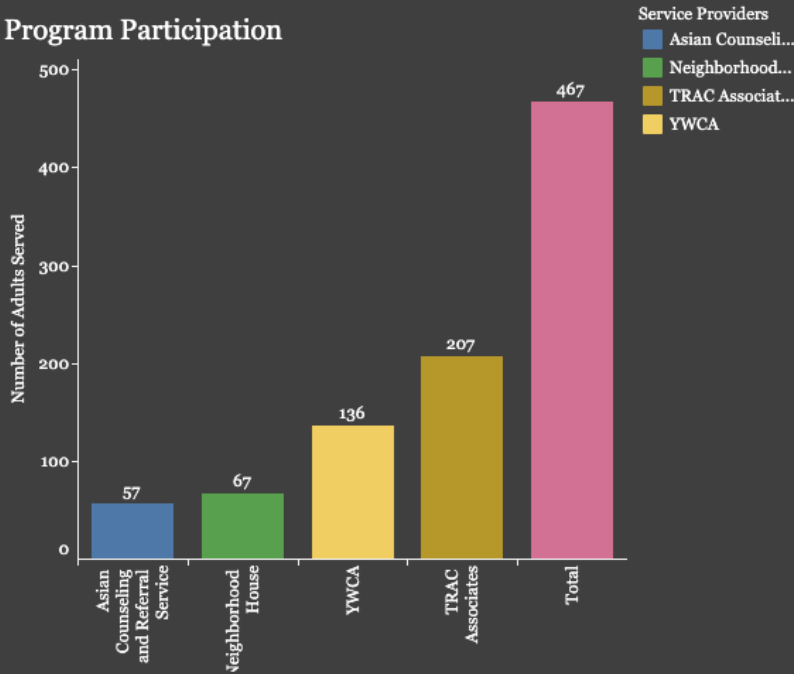


# WIOA CONTRACT & ENROLLMENT GOALS

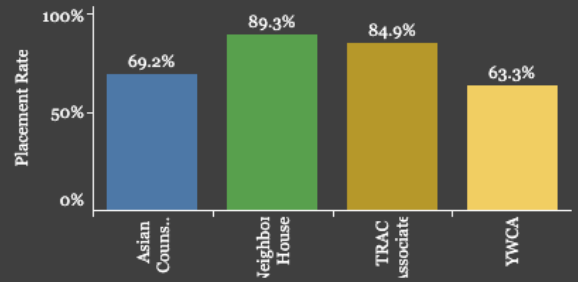


# WIOA ADULTS

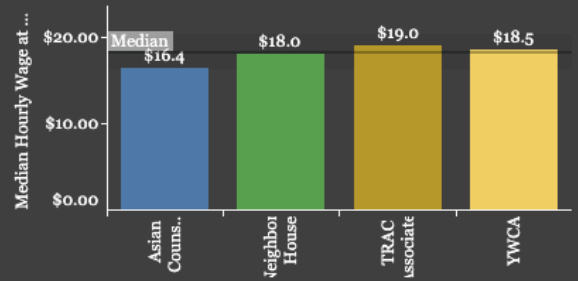
## Program Participation



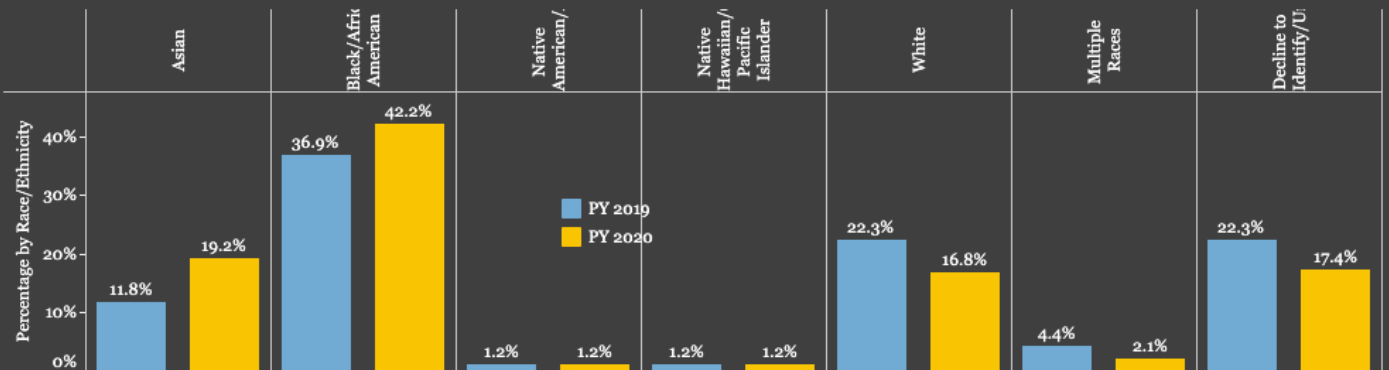
## Placement Rate



## Median Wages at Exit



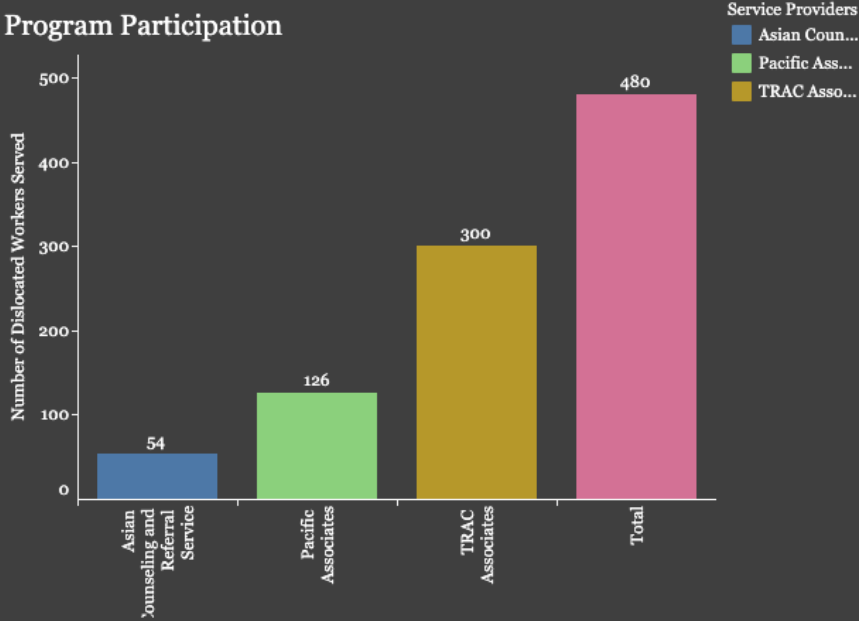
## Race



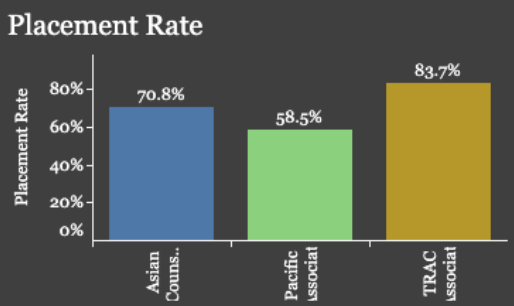


# WIOA DISLOCATED WORKERS

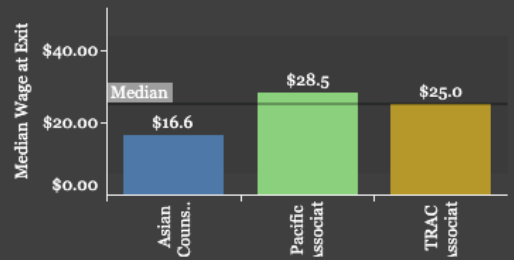
## Program Participation



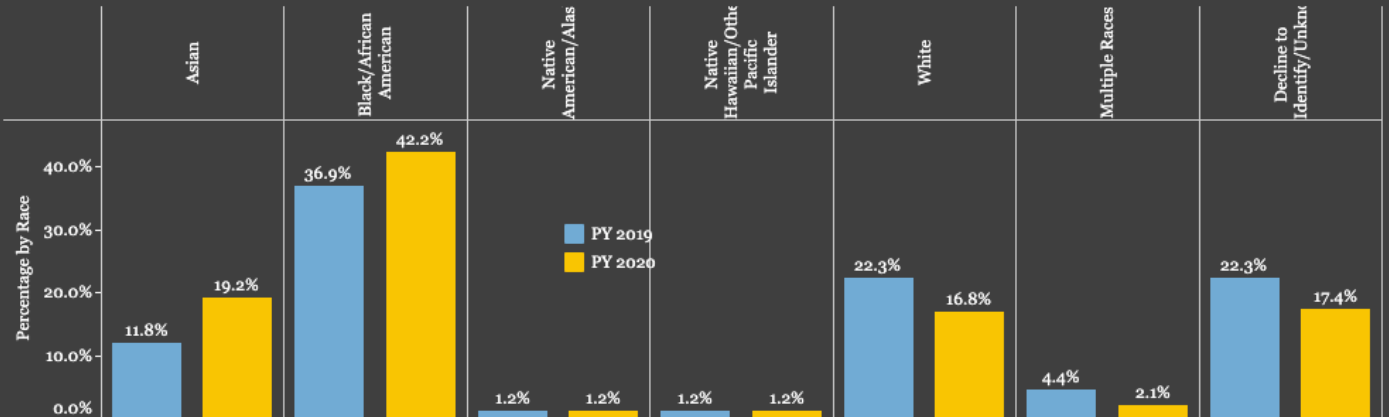
## Placement Rate



## Median Wages at Exit

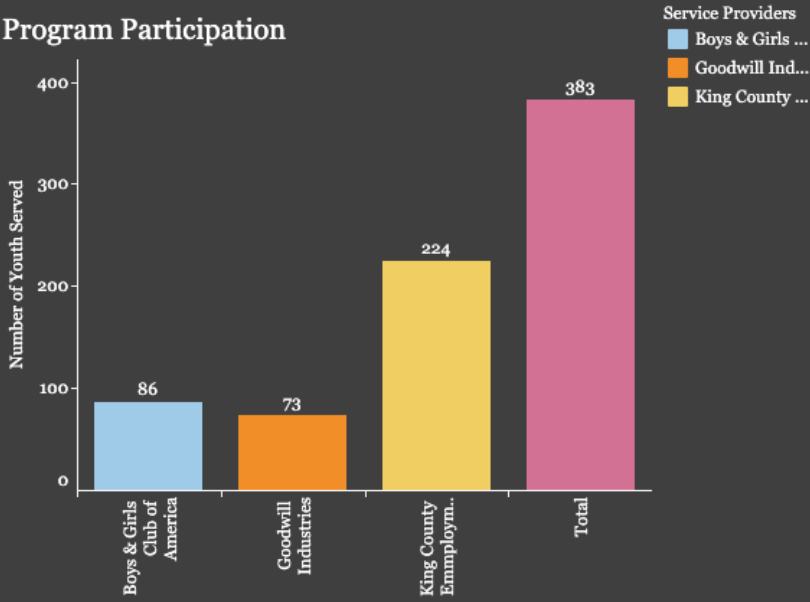


## Race

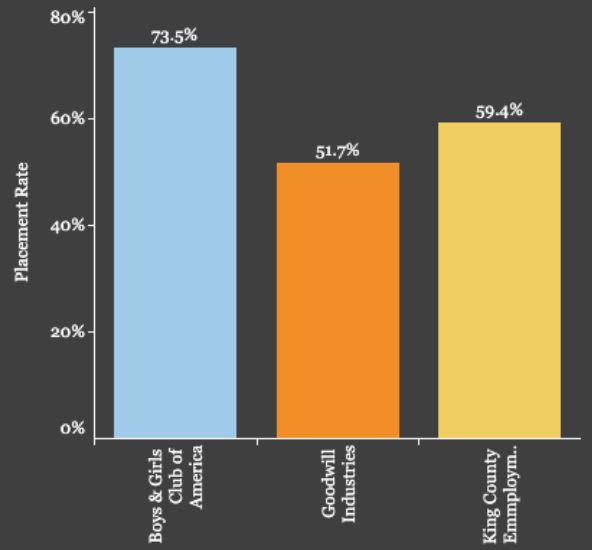


# WIOA YOUTH

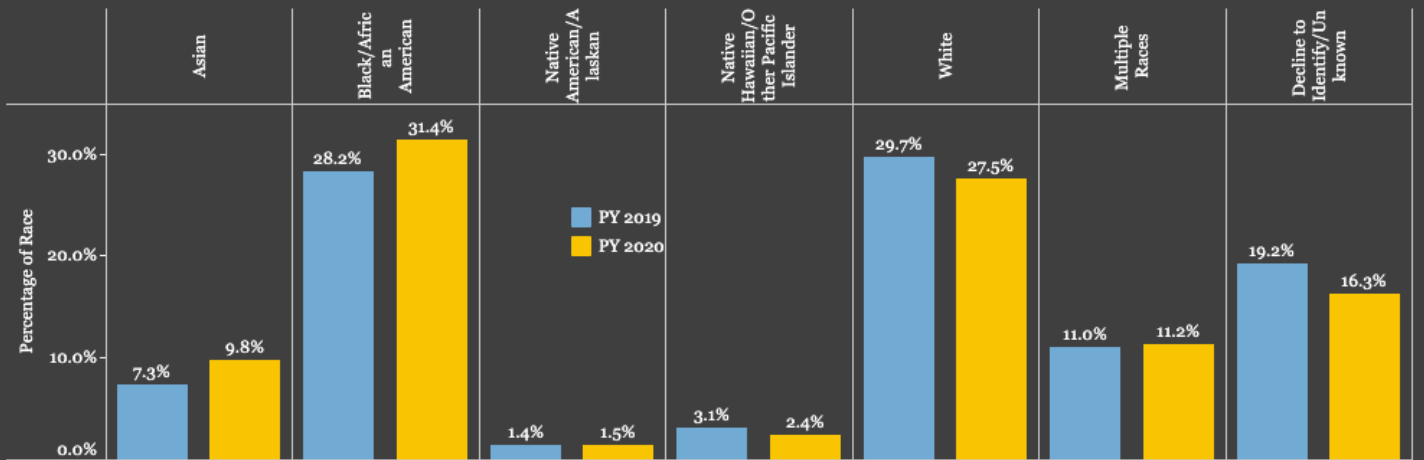
## Program Participation



## Placement Rate



## Race



# WITH THANKS

## PARTNERS

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

## 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.

## STAFF

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

## ANNUAL REPORT ARCHIVE

View annual reports from 2016-2021. Also see Tax Form 990s and audit financial reports.

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

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