A staggering array of cranes rises in the midst of Seattle’s skyline. Industries are booming not just in the heart of the city, but across our county. Over the course of **PROGRAM YEAR 2016**, Seattle-King County unemployment fell from 4.1 to 3.6 percent. Though employment growth brings opportunities for many, more than 44,000 people wake up every day without a job—not counting the thousands without a career pathway forward.

Within the last twelve months, as evidenced throughout this report, the programs and initiatives of the Workforce Development Council of Seattle-King County have made measurable impact. Community members are supported in not just finding a job, but developing their vision of the future in a career—including establishing financial self-sufficiency for their families to thrive. Customers not yet employed are hard at work in our programs with readiness training, developing their skills, and preparing for their next conversation with a local business.

Industry is both our partner and our customer—as we create solutions for their needs in highest demand with talent found throughout our programs and our WorkSource Seattle-King County system. Together, we are ensuring that the residents of Seattle-King County are participating in the workforce of the present and the future.

**IMMENSE GRATITUDE** to staff, committee members, and our volunteer board who tirelessly work to make an impact on our region as it continues to grow and thrive.

**OUR 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.
TABLE OF CONTENTS

Impact Overview, Program Year 2016 ...................................................... 4

Sector Strategies ....................................................................................... 6

Sector Strategies Feature: Health Workforce for the Future Project...... 7

WorkSource ......................................................................................... 10

WorkSource Feature: Connection Sites’ Expansion ......................... 12

Youth Education & Employment .............................................................. 14

Youth Education & Employment .............................................................. 16

Research & Innovation .......................................................................... 18

Research & Innovation Feature: Talent Pipeline Application .......... 20

In the News Highlights ........................................................................... 22

Board & Committee Highlights .............................................................. 24
IMPACT OVERVIEW
PROGRAM YEAR 2016
July 1, 2016 – June 30, 2017

52,000
job seekers served

4,160
individuals with disabilities served

3,796
veterans or veteran spouses served

2,184
people experiencing homelessness served

82%
unemployed or with notice of pending termination or military separation

18%
under-employed or part-time employed / earning below a living wage

$12,662,082
allocated to Seattle-King County service providers, serving both community members & industry customers

COMMUNITY MEMBERS AS CUSTOMER

56%
males

44%
females

EDUCATION LEVEL

HIGH SCHOOL / GED 21.0%
BACHELOR’S DEGREE 23.7%
HIGH SCHOOL 23.7%
POST-GRADUATE DEGREE OR CERTIFICATE 12.7%
ASSOCIATE’S DEGREE 8.8%
SOME COLLEGE 18.0%
NOT SPECIFIED 10.5%

Data source: WorkSourceWA.com Efforts To Outcomes (ETO) data, quarterly service provider reports
SUCCESS STORY
Community Member Customer turned Industry Partner & Customer

“I received a few emails from you while I was searching for employment and I found WorkSource to be extremely helpful to me when I needed it most.

I am now employed as a Talent Acquisition Manager and we have a few openings. I would like to speak with someone there to determine how we might be able to get the word out that we are hiring.”

- Talent Acquisition Manager, Financial Group in Seattle-King County

INDUSTRY AS PARTNER & CUSTOMER

5,762 businesses engaged*

4,847 businesses engaged in Focus & Watch Sectors (224% of goal)

1,104 new businesses engaged (215% of goal)

3,999 small businesses (162% of goal)

1,763 large businesses (1,763% of goal)

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

Focus Sectors

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

Watch Sectors

Public Sector (Public Administration)
Transportation & Warehousing including Logistics & Supply Chain Management
Trade including Wholesale & Retail

& More

Services are provided to industry customers in businesses outside of Focus & Watch Sectors when requests are made for positions with strong career pathways.

SUCCE$$ STORY

Community Member Customer turned Industry Partner & Customer

“I received a few emails from you while I was searching for employment and I found WorkSource to be extremely helpful to me when I needed it most.

I am now employed as a Talent Acquisition Manager and we have a few openings. I would like to speak with someone there to determine how we might be able to get the word out that we are hiring.”

- Talent Acquisition Manager, Financial Group in Seattle-King County

BY SIZE

S 0-99 employees
M 100-249 employees
L 250+ employees

BY LOCATION

in King County

41% Seattle Metro
27% South King County
17% East King County
12% North King County
3% Outside of King County

BY SECTOR

- Construction – 6%
- Manufacturing – 11%
- Trade (Wholesale & Retail) – 19%
- Transportation & Logistics - 9%
- Information Technology – 5%
- Professional, Scientific, & Technical Services – 12%
- Healthcare – 12%
- Other
  • Accommodation & Food Services – 7%
  • Administrative & Support & Waste Management & Remediation Services – 8%
  • Public Administration – 7%
  • Misc. – 4%

4,847 businesses engaged in Focus & Watch Sectors

1,104 new businesses engaged

3,999 small businesses

1,763 large businesses

51%
26%
23%

4,847 businesses engaged in Focus & Watch Sectors

1,104 new businesses engaged

3,999 small businesses

1,763 large businesses

51%
26%
23%
## WorkSource Business Services, Workforce Innovation & Opportunity Act (WIOA)

<table>
<thead>
<tr>
<th>Events</th>
<th>Employer Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>94%</td>
</tr>
<tr>
<td>(171% of goal)</td>
<td></td>
</tr>
</tbody>
</table>

The B2B Database system was acquired and launched in Program Year 2016 to track business outreach, internal team collaboration, engagement, and services provided by the Workforce Innovation & Opportunity Act Business Services team.

### Business Engagement Convening

Once a quarter, the Workforce Development Council of Seattle-King County convenes staff from organizations that engage employers on their workforce needs. The goals of the convening include working toward an ideal system of collaboration, streamlining efforts, identifying gaps, and creating working groups to address gaps as needed. In addition to Business Services with WorkSource Seattle-King County, the convening consistently includes National Emergency Grant, Sector Based Partnership.

<table>
<thead>
<tr>
<th>National Emergency Grant, Jobs Driven Longterm Unemployment</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% of those who exited (221 people) were employed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>National Emergency Grant, Sector Based Partnership</th>
</tr>
</thead>
<tbody>
<tr>
<td>41 participants in apprenticeship, customized cohorts &amp; training</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Services, Rapid Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>36 unique companies served via layoffs or Worker Adjustment &amp; Retraining Notification (WARN) notice</td>
</tr>
</tbody>
</table>

| 5,234 people served, impacted by layoffs & WARN notices |

| 1,824 attendees at 56 presentations |

<table>
<thead>
<tr>
<th>SkillUp Washington</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port of Seattle</td>
</tr>
<tr>
<td>City of Seattle</td>
</tr>
<tr>
<td>FARESTART</td>
</tr>
<tr>
<td>Seattle Regional Partnership</td>
</tr>
</tbody>
</table>

$57,075 average annual wage of $27.44/hour for 272 people who received training
American Apprenticeship Initiative
Facilitated collaboration of navigators with WorkSource Seattle-King County’s Business Services team to advance apprenticeships and provide access to a shared database for referrals.

WorkStart
273 training completions in Manufacturing, Travel Services, and Professional Services within 3 project divisions via partnerships with Booking.com, Orion Industries, and Skills, Inc.

MANUFACTURING, AEROSPACE

Aerospace Sector Panel
Including representation from Boeing, Orion, Multi Axis, Hexcel, Fatigue Tech, Thyssen Krupp, Skills Inc, and Pioneer Human Services

Outcomes:
Report & Microsite

King County Aerospace Alliance
Convening & Staffing Participants from
• King County
• 10 Cities
• 3 Nonprofits / Agencies
• 5 Chambers
• 3 Labor Entities
• 8 Education & Training Providers
• 1 Port of Seattle

HEALTHCARE

Healthcare Career Pathways, EvergreenHealth Medical Center
80 employees served on-site for career advancement & wage growth

Health Workforce for the Future
turn the page for more!
SECTOR STRATEGIES FEATURE:
HEALTH WORKFORCE FOR THE FUTURE

$1,880,039 investment in Seattle-King County’s future healthcare workforce, including augmented and strengthened partnerships

As a part of a $10,022,000 investment in Seattle-King County, 2010-2020

175 newly enrolled participants (110% of goal)

130 customers in training for healthcare occupations (110% of goal)

85 completed healthcare training as nurses, nursing assistants, medical assistants, phlebotomists, and medical office administrators

60 employed in new healthcare jobs

109 | WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY
FUNDING

The Health Workforce for the Future project is funded by Health Professions Opportunity Grants (HPOG) from the Administration for Children & Families within the United States Department of Health & Human Services.

ABOUT THE PROGRAM

Health Workforce for the Future links Seattle-King County residents to training opportunities for healthcare occupations within nursing, medical administration, and diagnostic/therapeutic roles, with placements based on individual interest and labor market demand. This nationally recognized program designs and tests new instructional approaches and training models.

PROGRAM STORY:
Connecting Getachew to Nursing

Getachew Haile immigrated to the United States from Ethiopia, where he had practiced as a nurse, and was referred to the program by staff at the Puget Sound Welcome Back Center. Thanks to the support of his program navigator, Getachew enrolled in Nursing Assistant (NAC) training which he completed in May. By the end of June, he had taken and passed the NAC licensing exam, and received his license to work from the state. Getachew connected with the WorkSource Seattle-King County’s Business Services representative for healthcare to identify and begin applying for available jobs in the area. In July, Getachew began working as a Nursing Assistant at Aegis Living.

What’s next for Getachew?
Once the credential evaluation process is complete, Getachew will be eligible to sit for the national nursing credentialing exam (NCLEX). His program navigator has assisted Getachew in enrolling in an NCLEX prep course at Highline College. With both counseling and financial support from the program, Getachew aims to serve Washington state and Seattle-King County as a licensed, registered nurse by the end of the 2017 calendar year.

SERVICE PROVIDERS

Many thanks to our service provider partners and collaborating teams that assist in this great work!

TRAC ASSOCIATES
With subcontractors Neighborhood House & Pacific Associates

PROGRAM YEAR 2016
= YEAR 2 OF 5 in a second round of grant funding,
with recognized performance within the first 5 years,
consistently surpassing performance goals

CONGRATULATIONS
TO OUR 2017 CLASS OF 85 GRADUATES

2016 ANNUAL REPORT | 9
WORKSOURCE

WORKSOURCE

WorkSource Center

WorkSource Affiliates

WorkSource Connection Site*

KIRKLAND

REDMOND

CARNATION

SEATTLE

BELLEVUE

RENTON

DES MOINES

KENT

FEDERAL WAY

AUBURN

*Connection Sites are located in "catchment areas" in proximity to a WorkSource Center or Affiliate

BUILT ON THE PRINCIPLES OF:

Universal Access
Integration
Performance & Accountability
Customer Choice
Continuous Quality Improvement
Located within a justice facility, the Maleng Regional Justice Center houses a unique American Job Center and WorkSource Seattle-King County site. This effort launched at the end of Program Year 2016 and will serve 120 men with pre-release and post-release employment services and wrap-around career development.

CUSTOMER SUCCESS: Theo

Theo grew up in gangs, lived in and out of justice institutions, and was separated from his 4 children before entering the LEAP2WIN program. Theo explored values such as honesty, friendship, care, responsibility, tolerance, and accountability. He learned to use goal-setting tools to map out plans for change and action. Though Theo was already a skilled and experienced electrician, he learned and developed skills covering resume formatting, job applications, and interviewing. Throughout the process, Theo said that he felt like he was getting to know a complete stranger for the first time, and ultimately that he learned more about himself in the three weeks of the program than in 35 years of life. He said the LEAP2WIN program armed him with the skills needed to confront and defeat life problems that had cyclically presented barriers to his success.

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

Located within a justice facility, the Maleng Regional Justice Center houses a unique American Job Center and WorkSource Seattle-King County site. This effort launched at the end of Program Year 2016 and will serve 120 men with pre-release and post-release employment services and wrap-around career development.

CUSTOMER SUCCESS: Theo

Theo grew up in gangs, lived in and out of justice institutions, and was separated from his 4 children before entering the LEAP2WIN program. Theo explored values such as honesty, friendship, care, responsibility, tolerance, and accountability. He learned to use goal-setting tools to map out plans for change and action. Though Theo was already a skilled and experienced electrician, he learned and developed skills covering resume formatting, job applications, and interviewing. Throughout the process, Theo said that he felt like he was getting to know a complete stranger for the first time, and ultimately that he learned more about himself in the three weeks of the program than in 35 years of life. He said the LEAP2WIN program armed him with the skills needed to confront and defeat life problems that had cyclically presented barriers to his success.

**Ticket to Work**

- **56** people developed and maintained an Individual Work Plan (IWP)*
- *total time period is December 2015 through June 2017

**Seattle Housing Authority, Yesler Terrace**

- **151** job placements*
- *total time period is December 2015 through June 2017

**Disability Employment Initiative**

- **198** people served*
- *total time period is December 2015 through June 2017

---

**Adapted from 2016 ANNUAL REPORT | 11**
WORKSOURCE FEATURE

CONNECTION SITES’ EXPANSION

OVER 800 workshops, average of 233 each quarter

OVER 400 direct referrals to staff at WorkSource center & affiliate sites

OVER 36,000 job seekers served, average of 9,400 each quarter

40,000 job seeker visits
ABOUT THE MODEL

Increasing access to all individuals in their own neighborhoods—meeting people where they are geographically, culturally and socially to offer a WorkSource Connection Site in every King County neighborhood for universal, equitable access for all people

Started in 2007 with 4 Connection Sites (Bellevue College, Highline College, Seattle Central College, Shoreline Community College) and growing the most significantly year-to-year in Program Year 2016

Moving from 22 to 31 sites in Program Year 2016 while maintaining a scalable, productive system with board leadership, signage, technical assistance, onboarding and guidance, training and other personalized support

COMMUNITY MEMBERS SERVED*" as identified / self-reported by Connection Site organizations

- Youth, ages 16-24
- Mature workers
- Customers identifying as homeless
- Food stamp recipients
- Veterans
- English-language learners
- Immigrants
- Refugees
- Customers with ethnically diverse backgrounds
- Customers with disabilities
- Housing authority residents
- Educational attainment range, including customers who have an 8th-grade education, some college, or an AA degree
- Customers on Medicaid and/or Medicare
- Customers falling below 200% of the federal poverty level

WHAT’S NEXT?

PROACTIVE OUTREACH to underserved geographic areas and communities

CONTINUED PARTNERSHIP with systems (including housing authorities and library systems) to reach as many community members as possible
YOUTH EDUCATION & EMPLOYMENT

2,240 youth served

795 businesses engaged to build opportunity pathways for youth

310% of goal

51% FEMALE

45% MALE

4% unspecified

ETHNIC & RACIAL DIVERSITY

19% Hispanic
28% African-American / Black
7% Asian
1% Native American
4% Pacific Islander

31% Caucasian / White
9% Identifying with two or more ethnicities/racial identities
20% Not specified

AGE

EDUCATION LEVEL

54% 16-18
35% 19-21
11% 22-24

< HIGH SCHOOL / GED
85%

SOME COLLEGE
1%

NOT SPECIFIED
5%

BACHELOR’S DEGREE
<1%

HIGH SCHOOL / GED
9%
In-School & Out-of-School Youth Services,
Workforce Innovation & Opportunity Act (WIOA)

546 participants
153 program completions with credentials
169 youth employed / advancing in employment

YouthWorks, Workforce Innovation & Opportunity Act (WIOA)

1,800 participants receiving comprehensive career guidance (145% of goal)

YouthWorks funds a full-time instructor/career educator to implement the Career Choices curriculum. Additionally, eleven other school-based staff ensure that high school students across Highline Public Schools receive Career Guidance lessons. With this integration and partnership the following students have completed career-focused lessons:

768 9th graders (60% of entire district population)
450 11th graders (38% of entire district population)
456 10th graders (38% of entire district population)

By integrating job and internship searches into the Career Choices mentorship class, staff not only help students work on their career-readiness skills, job application materials, and interviewing skills but prepare them for actual employment and internships.

105 employment placements (150% of goal)

Seeking employment can be frustrating, especially for students who have never looked for jobs. However, through this mentorship program, students always had mentors around to advise them through the process every step of the way.

YOUTH SUCCESS: Tina
The In-School Youth Services, Workforce Innovation & Opportunity Act (WIOA) program has been working with an amazing student who has persevered through many challenges to achieve her goals. When her case manager met her, Tina was living with her mom in a dysfunctional environment. She shared that she had a history of special education, and struggled with mental health issues including the need for hospitalization at one time. Tina wanted to finish high school and go on to college, but she knew she could not do that in her current situation. She chose to move out at the end of her junior year with friends over 25 miles away from her high school. She did not want to leave high school where she was doing well, so her case manager was able to assist Tina with a connection to McKinney Vento services to receive free cab service to/from school every day. While in the program, Tina needed to gain work experience and money to help pay her basic needs, so she was placed in an internship at St. Francis Hospital. Tina is now interested in becoming a nurse. She completed financial aid and applied for housing at Green River College. Her case manager took her on a campus tour with a previous program participant, who was also homeless at one time and is now living on campus. Tina’s case manager had the honor of attending her high school graduation. On June 20th, Tina moved into her new campus apartment. Her case manager will continue to support Tina in meeting her goal to go to college.
Performance Partnership Pilots forDisconnected Youth (P3), Seattle-King County Partnership to Reconnect

PILOT BEST PRACTICES IN PROGRAM YEAR 2016:

- Bringing 6 federal agencies together to align services, funding streams, and accessibility of services for opportunity youth
- Utilizing peer outreach to develop a regional strategy for reaching the hardest-to-serve youth and developing the peer-to-peer ambassador model
- Advancing efforts toward a shared data system and common intake process across Seattle-King County
- Testing and piloting a new flow of services for customers that opens up new funding streams, and an order of services that serves young people best

The use of incentives has emerged as a best practice for enrolling and retaining participants. The incentives used during the pilot leveraged Seattle Goodwill’s participation by offering Goodwill gift cards. These incentives were implemented halfway through the program year. Enrollment had been lagging, and after the introduction of the incentives for this hard-to-reach population, enrollments increased by 150% in one quarter. The alignment of the incentive to the values of the pilot was key: participants could use the skills they were learning to land a job and the incentive of gift cards to purchase clothes for interviews or work, which led to increased efficacy and confidence of the participants.

INCENTIVE MATRIX CRITERIA: The following progressive benchmarks must be met by the Youth Pilot Program participants to receive the incentives:

1. The participant attends his/her scheduled 1-on-1 Meeting with the Youth Pilot Career Specialist, Youth Pilot Business Liaison, Senior Employment Specialist of Goodwill, and prescribed Community Employment Resources, and completes assigned tasks (for example: submitting resume or cover letter information)
2. The participant attends his/her scheduled Group/Job Club Meetings at the Rainier Community Services Office.
3. The participant completes his/her Weekly Job Log documenting the various jobs that were applied for within that given week and submits the document to the Career Specialist.
4. The participant attends a community and/or organizationsponsored employment-related event (for example: job fairs, DSHS job events, Goodwill “Dress for Success” events, or Goodwill “Meet the Employer” events)
5. The participant makes progress as measured toward a customized Education/Training Plan, by achieving a specific goal
6. The participant gains employment
7. The participant enrolls in a training program

The use of incentives has emerged as a best practice for enrolling and retaining participants. The incentives used during the pilot leveraged Seattle Goodwill’s participation by offering Goodwill gift cards. These incentives were implemented halfway through the program year. Enrollment had been lagging, and after the introduction of the incentives for this hard-to-reach population, enrollments increased by 150% in one quarter. The alignment of the incentive to the values of the pilot was key: participants could use the skills they were learning to land a job and the incentive of gift cards to purchase clothes for interviews or work, which led to increased efficacy and confidence of the participants.
Seattle-King County Pre-Employment Transition Services (PETS)

This pilot program provides pre-employment transition services to students with disabilities ranging from AGES 16-21.

The program focuses on secondary school students who have Individualized Education Plans, 504 Plans, or disabilities that qualify them for special education under the Individuals with Disabilities Education Act (IDEA). In partnership with DSHS’s Division of Vocation Rehabilitation, the IKRON case manager focuses on job exploration, work-based learning, workplace readiness training, self-advocacy instruction, and post-secondary instruction for 27 YOUNG PEOPLE.

Additionally, this project was undertaken to inform best practices to sustain this work within the youth workforce system.

During the course of the program year, 81 WORKPLACE READINESS CLASSES – including job exploration, interviewing skills, financial management, budgeting, employer expectations, reasonable accommodations, and work values – were delivered to a total of 57 STUDENTS.

These classes represent a collaboration between DVR, IKRON, three different alternative high schools, and special education educators. At the time of last reporting (March 2017), 12 STUDENTS HAD ENTERED INTO EMPLOYMENT OR INTERNSHIPS WHILE STILL ATTENDING HIGH SCHOOL.

Summer Youth Employment, Funded by Bank of America

53 internships for youth throughout King County

YOUTH SUCCESS: Arayanna

Aryanna is a 19-year-old female participant in the Out-of-School Youth Services, Workforce Innovation & Opportunity Act (WIOA) program. Arayanna stopped attending school at age 16 and had been unsuccessful maintaining employment. Neither Arayanna’s mother nor two siblings graduated from high school nor were employed. Arayanna struggled with managing anger and her personal relationships, as well as attendance at YouthSource while working on her GED. She worked with her case manager to identify her education and employment goals. Arayanna’s main goal at the time was to be able to participate in the Renton Technical College graduation ceremony in June 2017. She developed an attendance agreement with the YouthSource manager to encourage consistency and support her with her goal. As Arayanna’s attendance became more consistent, she began to pass her GED tests. In addition to the goal of completing her GED, she requested an opportunity to work as a receptionist. The YouthSource manager told Arayanna that she would be eligible to work at the front desk in an internship if she continued to maintain regular attendance at YouthSource. After the agreed upon time, Arayanna was offered an internship opportunity as a receptionist and flourished in this role. Many customers often complimented her ability to make people feel welcomed and cared for. Arayanna’s time in the position was a success and she completed her commitment.

Arayanna was offered and accepted a position with American Medical Response as a Non-Emergency Dispatcher and will be working full-time. Arayanna continues to work with her case manager and is also working with Seattle Education Access on post-secondary planning. She has applied for financial aid and is enrolled at Bellevue College to pursue a degree in Communications and Ultra Sound Technician which begins Fall 2017.
### Convening of Youth-Serving Organizations, Seattle-King County

- Quarterly
- Seattle-King County public & private organizations serving youth
- Workgroups to address:
  1) Job readiness training
  2) Employer engagement
  3) Career pathways

### Untapped Talent, Youth & Adult Programs

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult participants</td>
<td>313</td>
<td>Youth participants</td>
</tr>
<tr>
<td>Youth participants</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>Adults with job readiness training</td>
<td>165</td>
<td></td>
</tr>
<tr>
<td>Youth internship and/or subsidized employment completions</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>Adults with unsubsidized employment at exit</td>
<td>135</td>
<td></td>
</tr>
<tr>
<td>Youth with post-secondary education and/or employment at exit</td>
<td>26</td>
<td></td>
</tr>
</tbody>
</table>

### Highlights:

- **El Centro de La Raza**: pilot for “MyPath” financial literacy curriculum for youth
- **YouthCare**: Barista training
- **YWCA**: Employment navigators for people experiencing homelessness
- **Asian Counseling Referral Service (ACRS)**: WorkSource-based, bilingual job search workshops, evening “ready-to-work” English as a second language classes, and digital literacy training for healthcare providers with limited English language proficiency

### Council for Adult & Experiential Learning (CAEL), Linking Workforce Systems & Community Colleges through Prior Learning Assessment Strategies

Outcome:
First ever joint “process map”/flow chart that specifically connects WorkSource to the Seattle College system to easily facilitate referrals and make the process of earning credit for prior learning or work experience more efficient and effective for the WorkSource system, the college, the customer, and industry partners.
**Integrated Service Delivery**

All WorkSource center and affiliate sites, including WorkSource Auburn in particular, are restructuring their customer flow processes and office arrangements to better serve customers in a timely, warm, seamless and creative way.

**Self-Sufficiency Standard & Calculator**

Washington State Self-Sufficiency Standard Report & Data Update

TheCalculator.org updated for Seattle-King County residents & program staff use

**Self-Sufficiency Calculator**

- Case Management Reports on Customer Progress
- Adult & Dislocated Worker Programs only, Workforce Innovation & Opportunity Act (WIOA) with wages benchmarked at the beginning of the program, and measured again at the exit.

- Outcomes in Program Year 2016 alone:

**ON ENTRY:**

83% of customers were between 0-50% self-sufficiency with

60% of those customers as unemployed with zero income

**ON EXIT:**

20% were below 50% self-sufficiency

---

**The Seattle Times,**

Newspapers in Education

**New WorkSource**

Facebook Page for Outreach

facebook.com/worksourceskc

**Map Your Career:**

- Microsite & Booklet

5,000 print copies to WorkSource Seattle-King County customers, YouthSource, Seattle Goodwill, 3 school districts, 4 high schools, South Seattle College, Seattle Colleges, and more

45,000 MapYourCareer.org microsite users

---

$40,000 invested in updating the standard data for Washington State

- 4 Sundays in May, “Map Your Career” print features distributed to 808,200 print subscribers
- Sponsorship of additional access to The Seattle Times for schools & educational institutions throughout Seattle-King County

83% of customers were between 0-50% self-sufficiency with

20% were below 50% self-sufficiency

---

2016 ANNUAL REPORT | 19
In the fall of 2016, the Workforce Development Council of Seattle-King County was thrilled to introduce an interactive, self-serve resource with important data and information around work opportunities, educational requirements, and forecasted occupations—all specific to Seattle-King County. For almost two decades, sector-specific and labor market reports have been funded and released, and now all data is available at our customers’ and partners’ fingertips year-round.

This open access resource is invaluable to job seekers, employers, educators, career counselors and coaches, and community members.
Over 30 community and industry partners joined two virtual showcase events, featuring some of the app’s most useful capabilities!

**WATCH**
the recorded Talent Pipeline Application “Resource Showcase” webinar online here: youtu.be/wCPiyNQeGA8

---

**USER REVIEW**
Anneliese Vance-Sherman, Ph.D.
Regional Labor Economist
Washington State Employment Security Department

This new Talent Pipeline Application effectively creates visual cues to help users explore occupations and industries by variables including wage, education, supply, and demand. Because of the interactive nature, users can customize their analysis to the variables that are the most meaningful for their search.

As a frequent data user, I especially appreciate the methods section. Data sources are clearly described (including limitations), referenced, and linked to the original source where possible. This level of transparency addresses key questions about what the data actually tell the user and gives me confidence in the data underlying the tool.

I look forward to learning how our colleagues and partners put this new tool to good use!

---

Dr. Anneliese Vance-Sherman has served as a regional labor economist for the Washington State Employment Security Department for over six years. She covers Island, King, San Juan, Skagit, Snohomish and Whatcom counties. Anneliese works closely with economic and workforce development partners, and serves as a board member of the Pacific Northwest Regional Economic Conference. Prior to state service, she was a visiting fellow at the Border Policy Research Institute at Western Washington University. Anneliese has a Ph.D. in economic geography and a master’s degree in economics both from the State University of New York at Buffalo.

Our staff as well as our partners at Community Attributes, Inc. put together a few tips for using this new resource from a variety of use case standpoints, here: seakingwdc.org/latest-news/2016/10/6/tips-for-using-the-new-talent-pipeline-application-seakingwdcapp
IN THE NEWS HIGHLIGHTS

1. United States Department of Labor blog feature of Deputy Secretary of Labor Chris Lu’s visit to discuss Seattle-King County workforce development and improvements made to Washington state’s unemployment insurance system.

2. Senator Patty Murray makes visits to Redmond WorkSource, EvergreenHealth Kirkland, and South Seattle College to discuss the implementation of the Workforce Innovation & Opportunity Act across sectors.

3. A NPR / KUOW Radio feature on WorkSource Seattle-King County services for mature workers, including a customer interview.


5. WorkSource Seattle-King County outreach thanks to funding and placements by Washington Employment Security Department.


7. KIRO Radio’s Dave Ross tapes a live Ross Files episode, interviewing customers in a job club at WorkSource Kenton.

8. United States Department of Health & Human Services social media and website feature of Workforce Development of Seattle-King County’s Health Workforce for the Future success (see page 8-9 of this booklet for project feature).

Full-Board meetings within Program Year 2016 were themed according to Focus Areas’ concentration, with the Research & Innovation Focus Area highlighted in each gathering:

- **October:** WorkSource Seattle-King County
- **February:** Youth Education & Employment
- **June:** Sector Strategies

The board’s committees include a Youth Committee comprising of majority community members, the Industry & Employment Committee, and an Executive Committee which absorbed the Finance Committee as of January 2016.
THANKS TO OUR HARDWORKING, PASSIONATE, AND COMMITTED BOARD, COMMITTEE MEMBERS, STAFF, AND CHIEF LOCAL Elected Officials

BOARD MEMBERS
David Allen, Ex-Officio Executive VP of Corporate Communications McKinstry Company
Princess Ayers, Youth Committee Co-Chair Chief, Workforce Diversity & Inclusion Seattle Children’s Hospital
Matt Bench Northwest Regional Director Washington State Employment Security Department
John Bowers Dean, Basic & Transitional Studies South Seattle College
Larry Brown Legislative & Political Director Aerospace Machinists 751
Daryl Campbell President & CEO Seattle Goodwill
Scott Craig Director, Marine Development & Compliance Crowley Maritime
Deborah Doyle Program Integrity Director Washington State Department of Social & Health Services, Economic Services Administration
Todd Dunnington Chief Executive Officer Skills Inc.
Berit Eriksson Director of Workforce Development Sailors Union of the Pacific
Dan Johnson, Industry & Employment Committee Chair Human Resource Director Fatigue Technology, A PCC Company
Ethan Kelly General Sales Manager KIRO & KTTH Radio Bonnville Media Group
Wendy Law, PhD, Board Secretary/Treasurer Administrator
Fred Hutchinson/University of Washington Cancer Consortium
Lee Newgent, Youth Committee Chair Executive Secretary
Washington State Building & Construction Trades Council AFL-CIO
Tom Peterson, Board Chair VP & General Manager Hoffman Construction Company
Cheryl Roberts, EdD President Shoreline Community College
Josh Swanson Political & Communications Representative International Union of Operating Engineers Local 302
Ron Wright, Board Vice Chair Owner
Ron Wright & Associates

COMMUNITY MEMBERS ON BOARD COMMITTEES
Andrew Lofston Executive Director Seattle Housing Authority
Juan Cotto Community Outreach Manager Fred Hutchinson Cancer Research Center
Ken Colling Retired, Chief Executive Officer Seattle Goodwill
Mary Keene Outreach & Admissions Manager
Hiro House
Verne Rainey Retired, Judge Representing Juvenile Court
Lenora Turner Supervisor, Global Training & Personnel Development Expeditors International
Nicole Yohalem Director, Road Map Project Community Center for Education Results

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

Funded Service Providers
Accelerator YMCA Aerospace Joint Apprenticeship Committee Asian Counseling & Referral Service Bellevue College Booking.com City of Seattle El Centro de la Raza Highline College Highline School District IKRON
Juma Ventures King County Employment & Education Resources King County Superior Court Lake Washington Institute of Technology Neighborhood House North Seattle College Orion Industries Pacific Associates Pioneer Human Services Renton Technical College Seattle Central College Seattle Goodwill Industries Seattle Vocational Institute

STAFF
Dot Fallhime Interim Chief Executive Officer
Min Song Interim Chief Operating Officer
Marcelle Wellington Chief Administrative Officer & Local EKO Officer
Radhika Baliga Accountant
Beth Blanchard WorkSource System Director
Trinity Chandler Project Manager
Mike Davie Director of Youth & Special Initiatives
Marta Kidane Executive Assistant
Amy Lechner Policy & Contracts Manager
Seanna Melchiior Rovkun Project Manager
Hannah Mello Strategic Communications Manager
Sean Morrin Project Manager
Kay Neill Data Analyst WorkSource/WA Training Coordinator
Bryan Pannell Director of Performance & Sector Partnerships
Jason Petaei Project Manager
Suzanne Ramage Human Resources / Monitoring Manager
Liesel Schlipenrot Project Manager
Heidi Seveska Data Analyst
Jeff Sikora Budget Manager
Joe Taylor Communications Coordinator
Carby Wacker Executive Assistant

WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE - KING COUNTY
2003 Western Ave, Suite 250
Seattle, WA 98121-2162
206.448.0474
info@seakingwdc.org

The Workforce Development Council of Seattle-King County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711 seakingwdc.org