



**Annual Board Retreat**  
**January 23, 2020**  
**8:00 AM – 4:00 PM | Centralia College**

**Agenda**

- 8:00 Continental Breakfast & Networking**
- 8:30 Welcome & Introductions**
- Joyce Hammer, Vice President of Instruction, Centralia College
- 9:00 2019 In-Review (Section A) (PacMtn Senior Staff)**
- Themes of the Retreat:
    1. Work-Based Learning
    2. Integrated Service Delivery
    3. Career Technical Education in the Community
  - Budget Review: PY18 Final Budget Grant Tracking
  - Program Pages: Review of Highlights from Programs
- 10:30 BREAK**
- 10:45 PY19 Work Plan Connections to Strategic Plan (Section B)**
- 11:30 Program Highlight: OURR Alliance**
- 12:30 Intro Afternoon Activities & LUNCH**
- 1:00 2020 Strategic Planning | Delivering Information (Section C)**
- Regional Strategic Planning Process (TAP Plan & Timeline)
  - Priority Populations Driving Equity – Draft Strategic Plan
  - Industry & Occupation Report (Cluster Study)
- 2:30 BREAK**
- 2:45 Priorities & PY20 Work Plan Development**
- 3:45 Reflection of the Day and Concluding Remarks (All)**

## Workforce Innovation and Opportunity Act (WIOA) “Formula” Grants

### PY18 Youth - Department of Labor WIOA Funds

<b>Project Term:</b>	4/1/2018 – 6/30/2020	<b>Participants:</b>	423 of 424
<b>Carry In Funds:</b>	\$ 195,864.89	<b>Total PY18 Funds:</b> <b>Actual:</b>	\$1,462,537.89 \$1,201,421.86
<b>PY18 Funds:</b>	\$ 1,266,673		
<b>FY19 Funds:</b>	N/A		

**Project Summary:** To enhance youth education, encourage school completion through alternative educational programs, and provide exposure to the world of work through apprenticeship and career exploration.

**Major Partners:** Res Care Services,

**Target Participants:** Young people who are ages 14 through 24, who are low income, and who may need help to complete an educational program or find and hold employment. To be low income, one must be receiving welfare or food stamps, homeless, a foster child, or have a family income that meets specific income guidelines.

### PY18 Adult- Department of Labor WIOA Funds

<b>Project Term:</b>	7/1/2018 – 6/30/2020	<b>Participants:</b>	392 of 293
<b>Carry In Funds:</b>	\$ 298,402.59	<b>Total PY18 Funds:</b> <b>Actual:</b>	\$ 1,566,258.59 \$ 1,256,756.62
<b>PY18 Funds:</b>	\$ 200,978		
<b>FY19 Funds:</b>	\$ 1,066,877		

**Project Summary:** The program goal is to increase employment and employment retention for participants and to provide employers with a skilled workforce and qualified applicants.

**Major Partners:** Career Path Services, Employment Security Department, Training providers

**Target Participant:** People who are 18 years and older, are legally entitled to work in the United States and have met selective service registration requirements.

### PY18 Dislocated Worker - Department of Labor WIOA Funds

<b>Project Term:</b>	7/1/2018 – 6/30/2020	<b>Participants:</b>	320 of 328
<b>Carry In Funds:</b>	\$ 473,898.08	<b>Total PY18 Funds:</b> <b>Actual:</b>	\$ 1,862,271.08 \$ 1,468,556.95
<b>PY18 Funds:</b>	\$ 242,094		
<b>FY19 Funds:</b>	\$ 1,146,279		

**Project Summary:** The program goal is to increase employment and employment retention for its participants and to provide employers with a skilled workforce and qualified applicants.

**Major Partners:** Career Path Services, Employment Security Department, Training Providers

**Target Participants:** Workers who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, it must be unlikely that these dislocated workers will return to their previous employment, and they must be eligible for (or have exhausted) unemployment compensation. Other conditions can lead to eligibility, such as being self-employed (but not working as a result of general economic conditions), or being a displaced homemaker.

<b>PY18 Admin Cost Pool – Department of Labor WIOA Funds</b>			
<b>Project Term:</b>	7/1/2018 – 6/30/2020	<b>Participants:</b>	N/A
<b>Carry In Funds</b>	\$ 427,728.00	<b>Total PY18 Funds:</b>	\$ 831,738.82
<b>PY17 Funds:</b>	\$ 189,970		
<b>FY18 Funds:</b>	\$ 245,906		
<b>Actual:</b> \$ 429,783.02			
<b>Project Summary:</b> Admin costs to support administrative functions of WIOA formula funds.			

## Competitive Grants

<b>Camo2Commerce</b>			
<b>Project Term:</b>	1/1/2014 – 12/31/2018 (Total Grant Award \$12,086,385)	<b>Participants:</b>	2100 of 2100
		<b>Total PY18 Funds:</b>	\$1,570,538.16
		<b>Actual:</b>	\$1,288,842.61
<b>Project Summary:</b> Provide assistance for approximately 1350 transitioning service members from Joint Base Lewis-McChord (JBLM). Provide case management, supportive services and training to help them apply the sought after skills they acquired through military service in the civilian workforce.			
<b>Major Partners:</b> WorkForce Central, Thurston County Economic Development Council, Thurston County Chamber, Morningside, Pierce Co Chamber, IDEO, Training Providers			
<b>Target Participants:</b> Transitioning service members taking the next step towards a civilian career.			
<b>OURR-Opioid Use Reduction &amp; Recovery</b>			
<b>Project Term:</b>	08/01/2018 – 6/30/2020	<b>Participants:</b>	78 of 80
		<b>Total PY18 Funds:</b>	\$ 2,400,000.00
		<b>Actual:</b>	\$ 710,087.24
<b>Project Summary:</b> Demonstration project to address the economic and workforce impacts associated with opioid misuse. Provides training and support to job seekers and incumbent workers while building a cadre of skilled workers who can impact the causes and treatment of the opioid crisis.			
<b>Major Partners:</b> Choice Regional Health, Family Education & Support Services, DSHS, Juvenile Rehabilitation, County Health Departments, Behavior Health Resources, City of Olympia, WA Hospitality,			
<b>Target Participants:</b> Dislocated workers and others affected by the opioid crisis			
<b>TAP-Upskill/Backfill Demonstration Project-Healthcare</b>			
<b>Project Term:</b>	07/01/2017 – 3/31/2019	<b>Participants:</b>	129 of 65
		<b>Total PY18 Funds:</b>	\$ 191,591.17
		<b>Actual:</b>	\$ ,156,464.91
<b>Project Summary:</b> To Upskill less-skilled laborer and aide positions in-home and in health care setting to CNA positions in long-term and acute care facilities.			
<b>Major Partners:</b> Centralia College, South Puget Sound CC, Morton General Hospital, Providence, AL TSA			
<b>Target Participants:</b> Entry level healthcare workers			
<b>Rapid Response Increased Employment PY17</b>			

PacMtn PY18 Preliminary Final Budget Grant Tracking

<b>Project Term:</b>	7/1/2017 – 6/30/2019	<b>Participants:</b>	44 of 44
	<b>Total PY18 Funds:</b>	\$ 363,177.60	
	<b>Actual:</b>	\$ 347,289.12	
<b>Project Summary:</b> To increase employment, emphasize process improvement, and layoff aversion strategies amongst DW enrollments.			
<b>Major Partners:</b> Career Path Services, ResCare, Childcare Action Council			
<b>Target Participants:</b> Dislocated Workers			
<b>Rapid Response Increased Employment PY18</b>			
<b>Project Term:</b>	7/1/18-6/30/20	<b>Participants:</b>	89 of 84
	<b>Total PY18 Funds:</b>	\$ 355,564.00	
	<b>Actual:</b>	\$ 112,586.39	
<b>Project Summary:</b> Provide staffing and direct service and support to continue impact at JBLM to serve returning military and spouses.			
<b>Major Partners:</b>			
<b>Target Participants:</b> Transitioning military and spouses			
<b>Career Connect WA</b>			
<b>Project Term:</b>	1/1/2018 – 12/31/2019	<b>Participants:</b>	50 of 50
	<b>Total PY18 Funds:</b>	\$ 955,086.62	
	<b>Actual:</b>	\$ 543,663.68	
<b>Project Summary:</b> Increase youth participation in high-impact, comprehensive Career Connected Learning Experiences and support the expansion of registered apprenticeships for you and/or adults.			
<b>Major Partners:</b> AJAC, Career Path Services, ResCare, ESD 113, Timberland Library, PEI,			
<b>Target Participants:</b> Adults and Youth			

## WorkFirst Grants

### Department of Commerce – Work First PY18

<b>Project Term:</b>	07/01/2018 - 06/30/2019	<b>Participants:</b>	822 of 900
	<b>Total PY18 Funds:</b>	\$ 1,362,463.00	
	<b>Actual:</b>	\$ 1,201,538.24	
<b>Project Summary:</b> A multi county WorkFirst Program which provides opportunities for participants to learn and develop marketable employment skills, gain work experience as well as confidence.			
<b>Major Partners:</b> DSHS, Employment Security Department, and Community Colleges in Thurston, Mason and Lewis counties.			
<b>Target Participants:</b> WorkFirst parents are those receiving temporary aid to needy families and referral from DSHS in Thurston, Mason and Lewis counties.			

## Other Grants

Thurston County Jail Pre-Employment Skills			
<b>Project Term:</b>	01/01/2018 -12/31/2018	<b>Participants:</b>	112 of 100
		<b>Total PY18 Funds:</b>	\$ 59,540.01
		<b>Actual:</b>	\$ 54,297.42
<b>Funding Note:</b> 2018 funding of \$119,343			
<b>Project Summary:</b> Pre-employment skills training workshops for the Drug Court population and job search services for Work Release inmates referred to Thurston County WorkSource.			
<b>Major Partners:</b> Thurston County Sheriff's Office and Employment Securities Department			
<b>Target Participants:</b> Offenders who are preparing for release or who are in work release and housed in Thurston County Jail.			
MyJOB Juvenile Rehabilitation (JRA) Employment Pathway Program			
<b>Project Term:</b>	05/01/2016 – 07/15/2019 (Total Grant Award \$ 3,450,000.00)	<b>Participants:</b>	1100 of 1350
		<b>Total PY18 Funds:</b>	\$ 1,374,369.00
		<b>Actual:</b>	\$ 909,712.80
<b>Project Summary:</b> To better prepare youth, ranging from ages 13 to 21, for a pathway to employment in RA's juvenile institutions and community facilities.			
<b>Major Partners:</b> DSHS, DVR, Green Hill School, Naselle Youth Camp, Echo Glen Children's Center			
<b>Target Participants:</b> Youth within juvenile institutions and community facilities			
DVR Pre-Employment Skills Training			
<b>Project Term:</b>	03/16/2018 – 03/15/2020 (Total Grant Award \$ 496,000.50)	<b>Participants:</b>	90 of 90
		<b>Total PY18 Funds:</b>	\$ 466,667.53
		<b>Actual:</b>	\$ 206,693.32
<b>Project Summary:</b> Pre-employment transition services to students with disabilities ranging from 16 to 21, who have Individualized Educational Programs (IEPs) or 504 Plans, or disabilities that qualify students for special education under the Individuals with Disabilities Education Act (IDEA) or accommodations under Section 504 of the Rehabilitation Act of 1973, as amended.			
<b>Major Partners:</b> DSHS; Morningside, ARC of Grays Harbor, and Grays Harbor Youth Works			
<b>Target Participants:</b> Students with disabilities ranging from 16 to 21 with IEP or 504 plans.			
Saltchuk			
<b>Project Term:</b>	No End Date (Total contribution of \$27,500)	<b>Participants:</b>	N/A
		<b>Total PY18 Funds:</b>	\$ 4,900.89
		<b>Actual:</b>	963.38
<b>Project Summary:</b> Support for networking and hiring events and scholarship fund			
<b>Major Partners:</b> Interstate, Saltchuk			
<b>Target Participants:</b> Transitioning service members			
Grays Harbor Foundation Grant*			

PacMtn PY18 Preliminary Final Budget Grant Tracking

<b>Project Term:</b>	No End Date (Total Grant Award \$ 76,500)	<b>Participants:</b>	N/A
		<b>Total PY18 Funds:</b>	\$ 1,556.59
		<b>Actual</b>	\$ 1,512.94
<b>Project Summary:</b> Provide support services for dislocated workers in Grays Harbor.			
<b>Major Partners:</b> Dr. Mandich Foundation			
<b>Target Participants:</b> Dislocated Workers in Grays Harbor.			
<b>Boeing</b>			
<b>Project Term:</b>	No end date	<b>Participants</b>	N/A
		<b>Total PY18 Funds:</b>	\$150,000.00
		<b>Actual:</b>	40,212.59
<b>Project Summary:</b> Provide training for transitioning military at JBLM			
<b>Major Partners:</b>			
<b>Target Participants:</b> Transitioning military members			
<b>Pierce County Career Days</b>			
<b>Project Term:</b>	No end date	<b>Participants</b>	N/A
		<b>Total PY18 Funds:</b>	\$27,500.00
		<b>Actual:</b>	30,430.39
<b>Project Summary:</b> Supports construction career exploration for youth in regions school districts			
<b>Major Partners:</b> Rescare, Workforce Central, local construction companies and unions			
<b>Target Participants:</b> In School Youth			
<b>Dawkins Trust</b>			
<b>Project Term:</b>	No End Date (Total Grant Award \$ 24,000)	<b>Participants:</b>	N/A
		<b>Total PY18 Funds:</b>	\$ 17,336.61
		<b>Actual:</b>	\$ 6,312.34
<b>Project Summary:</b> Provide funds for Youth Uplift! support and supplies			
<b>Major Partners:</b>			
<b>Target Participants:</b> Youth			

	Funding	Participants
<b>Total PY18 Funds and Participants Served</b>	<b>\$ 15,023,097.56</b>	<b>5,749 of</b>
<b>Actual</b>	<b>9,967,125.82</b>	<b>5,908</b>



### Success Story

Through a partnership with the Aerospace Joint Apprenticeship Committee (AJAC) & Juvenile Rehabilitation (JR), PacMtn was able to continue to fund 10 students through Uplift! in coordination with the 12-week Manufacturing Academy (MA) and with an additional 10-week Manufacturing Internship at Berry Plastic Global and Creative Castings.

These 10 youth were able to utilize their manufacturing skills and soft skills learned in the MyJOB Uplift! program and completed an internship where they rotated to learn all aspects of the manufacturing plant. After the internship, 6 of the 10 youth were hired at manufacturing plants. All 10 found employment and 8 out of the 10 are still currently employed and one student is in full time college classes.

The success of the program has continued to the current cohort at AJAC and additional partnerships are being built to sustain a full internship at the end of their MA program.

# MyJOB Year End Update

**JULY 2018 THROUGH JUNE 2019**

## Program Overview

Preparing justice involved youth in the care of Juvenile Rehabilitation (ranging from ages 14 to 21) to remove barriers to employment that include mental strength, self-esteem and transitions. Offered at Echo Glen (King Co.), Green Hill School, and Naselle Youth Camp, Touchstone Community Facility (Olympia) and Oakridge Community Facility (Tacoma) employment preparedness services that include group and individual services and are provided by onsite counselors.

## Key Deliverables/Data Points

- ✓ From July 2018 through June 2019, the MyJOB program has served 244 – students:
  - Conducted: 27 – Uplift! classes
  - Speaker Events: 24 – Events
  - Mock Interviews: 30 – Sessions
  - Services provided: – 1,590 Services
- ✓ The MyJOB program streamlined services to Non – 504 & IEP students, which are called EYF.
- ✓ Through the Career Connect Learning grant, PacMtn has funded 32 students to attend the AJAC Manufacturing Academy
- ✓ Through Career Connect Learning and Youth WIOA, PacMtn has funded 10 students with an additional internship after the AJAC Manufacturing Academy.

## Upcoming in 2019

- The My JOB program will work with JR to build WBL experiences at the sites with an emphasis on Training, Application and Practice (TAP).
- By July of 2020, all My JOB participants will be enrolled into the WA State participant management system to assist students when they transition with a continuity of care.
- JR legislation increases the age range for JR youth to 25 years of age. We will increase WBL experiences and opportunities for education within the facilities.



# Workforce System Year End Report

**JULY 2018-JUNE 2019**

## **WorkSource Standards of Excellence**

PacMtn WorkSource System strives to create a culture of service excellence through our attitudes, beliefs and behaviors. We commit to work with our customers and each other in the following ways:

- **Teamwork**-Operating as a single WorkSource Team. When a customer walks through the door, they can't tell what organization we represent. They just know we are helpful and here to serve.
- **Dependability and Accountability**-We rely on each other to complete tasks. Being dependable and accountable helps us achieve our vision.
- **Communication**-We know that listening and sharing information is vital for our success.
- **Respect**-We treat others as equals. Respect for diversity, equity and inclusion is key to fulfilling our mission.

## **Program Overview**

PacMtn is serious about the opportunity and requirements to design a service delivery system that does better for ALL customers. PacMtn WorkSource fundamentals are strong and customers are being served, but quality improvement is both a requirement and a way we keep services meaningful. Improvements happen when staff put customer needs at the center and they are well trained to integrate and align program services that help the business **and** job/career seeking customer.

Quality improvement initiatives were:

### **Integration and the Welcome, Triage process changes**

Service Integration has improved considerably and staff from various partners are spending more time working together on common issues and challenges.

WorkSource staff have been focused on making the customer flow process more welcoming and integrated. WorkSource launched a new check-in system called Tables Ready. Staff are working to identify improvements that need to be made to increase consistent use of the system.

### **Professional Development**

Daily investments in professional development, customer informed improvement activates, and integration are needed. The Collaborative confirmed the value of adequate time for these investments, and reduced hours open to the public by 1 hr. a day. Staff and Core Onsite Partners use the time to train, network and plan the projects that will improve customer experience and outcomes.

### **Customer Satisfaction/Voice of Customer**

Since October of 2019, we have received 512 surveys from our WorkSource Customers. The results continue to be consistently good. The WorkSource Operations team review on a weekly basis and discuss option to increase response



## Certification

The PacMtn region conducted a WorkSource certification process in 2019 that built upon the previous provisional certification established by the Board in 2017. Similar to 2017, the process was intended to provide an honest reflection of the current state and ideas about how to move forward. In spring of 2019, a team reviewed materials and visited sites using a new certification tool designed to better integrate site certification with the continuous improvement efforts. The certification process achieved the goal of staff engagement and staff evaluation of current status. The result of the process was a full certification of all WorkSource sites across the region. All PacMtn WorkSource Sites commit to work on continuous improvement as recommended by the Certification Process. Site leadership, at the direction of the Collaborative and the WorkSource Project Director, will identify actions and timelines to meet the request of the review committee.

## WorkSource Operations Regional Collaborative

Under contract to the Board as the One-Stop Operator, the Collaborative oversees the functionality, improvements and priorities of the system. In 2019, The Collaborative hired the Director of the PacMtn WorkSource System. It was important to hire a contractor with considerable abilities and experience in project design and management. In August of 2019, Agnes Balassa was hired as the project director and has led the system in a variety of quality improvement initiatives.

volume. The survey asks customers a variety of different questions including:

- Were you greeted in a warm, respectful and professional manner?
- Were various options discussed in order to help meet your needs?
- How would you rate our courtesy and professionalism?
- How well do you think the services you received today helped or will help you?
- Which Services did you use today?

### Business Services Quality Improvement Initiative

WIOA has given us the opportunity to emphasize business solutions like never before, as the authorization explicitly requires that business not only be engaged, but also seen as a customer. This has already shown itself in the PacMtn region, as all core partners are focusing their resources to assist both the job seeker and business as a customer.

## 2018-2019 Key Activities for the System

1. **The use of customer focused processes such as integrated and expert welcoming and intake for all customers who enter the WorkSource**
  - Based on work that was initiated last year, staff from across the partnership are using Human Centered Design principles to develop a common, consistent approach to welcoming and triaging job seeker and business customers. A work plan is currently in development to complete this process.
2. **Cross-training from differing programs to share expertise about integrated customer flow, needs of specific populations, business engagement expertise and understanding of different programs offered at the Worksource**
  - The system-wide Business Services Training that was delivered last year is an example of how expertise across different programs was used to create a more consistent approach to meeting the needs of business customers.
3. **Professional development of staff**
  - All of the partners manage staff development within their own silos. Over the last year, a matrix was developed to identify all of the training taking place in the region and start the process of planning what training was needed.
4. **Staff work across programs on similar functions**
  - The work on Welcome, triage and Business Services functions is intended to increase the ability for staff with similar functions to work together.



# Feature Topic: Youth & Special Populations

JULY 2018 THROUGH JUNE 2019

## Success Stories

### **PREP**

I met a young man while facilitating PREP classes that didn't want to be in the class. He shared his discontent with the program. I challenged him to give it a chance to see if he felt different after a few classes. The next class he informed me he didn't like reading out loud in front of other people. I told him if attend the full 10 classes he wouldn't have to read in front of his peers. More and more he was starting to give input and joining in tough conversations. During the 7<sup>th</sup> class, he asked if he could read. Different students began to assist him in his reading.

Other students reminded him of the challenge to the class - help your person to the left and to the right of you. Everyone's success looks different.

He went on to successfully complete the program in its entirety. He told me that he has never completed anything before that moment.

## **Program Overview**

### PREP - Preparation for Reentry to Employment (PREP) Program

PREP provides pre-employment skills training workshops at the Thurston County Correctional Facility for those in the Chemical Dependency Program and Work Release. Individuals are assisted with pre-employment services while in detention with job search, placement and retention services after release.

### ResCare Youth Services (WIOA Youth Program Services)

Within our WIOA youth programs we serve in and out of school youth between the ages of 14-24. Youth within this program are provided case management services to assist the youth or young adult with guidance around their education and training needs. Youth are provided Workplace Readiness skills training individually utilizing ResCare Career Development tools and in groups through our Uplift! Workplace Readiness course. Youth are also assisted with barrier identification and removal, job search activities, career exploration, educational support, post-secondary education planning and placement into Work Based Learning/Work Experience opportunities to gain direct connections to the labor market and career pathways.

### Summer Youth Internship Project

This is a project funded by Dept. of Vocational Rehabilitation, and contracted with the Arc of Grays Harbor and Morningside, to assist in school youth between the ages of 16-21 who have Individual Educational Plans or 504 Plans with Workforce Development Services. Through this project youth will participate in a 32 hour Uplift! Workplace Readiness course and then be placed into a 55 hour Work Based Learning/Internship opportunity within their community to assist them in gaining direct connections to the labor market, explore career pathways and gain valuable workplace skills. Youth in Thurston Grays Harbor and Mason County participated.

## **Success Stories**

### **ResCare Youth Services**

A youth working towards her GED at Gravity began services with ResCare because she wanted to help support her mother and grandmother with what they needed. She turned 18 while in the program and wanted to become a roofer. ResCare helped her with a job search, a resume and assistance in submitting and maintaining job application submissions with the help of co enrollment in CCL.

After completing a mock interview, she got an interview with a roofing company. Due to some circumstances with the company, she was back with ResCare working on workshops and entrepreneurship industry tours that has allowed her to think about working for herself one day.

She has applied for Job Corps and is waiting to hear back to begin her studies with JobCorps in the near future. She has passed two sections of her GED and is working to complete all 4 of them in the next few months while with JobCorps.

This success story is how each individual person has a path and a journey we get to share in and support.

### **High Impact Community Grant**

The High Impact Community Grant is funded annually to provide services to youth and young adults in rural/highly remote areas of the PacMtn Region. The goal is to provide resources for projects and activities that support career connected learning experiences contributing to youth and young adult employment preparation.

### **Career Connect Washington Grant**

The intent of the Career Connect Washington Grant is to carry out innovative projects that enhance the ability to put more youth and young adults to work through work readiness training and enhancements in pre-apprenticeship and apprenticeship programming with the overarching goal of connecting youth with opportunities that prepare them for high-demand, high wage jobs. This contract is vital to the development of a regional Career Connected Learning partnership.

### **AmeriCorps**

AmeriCorps provides opportunities for youth and those with a heart for service to volunteer by providing direct service to their communities. PacMtn currently has 4 AmeriCorps Members that assist our WIOA Youth and transitioning programs (MyJOB, WING, GADGET) and are trained in Uplift! Workplace Readiness Class Facilitators, as well as recruiting and training youth in the PacMtn region. AmeriCorps is a great way to engage the community to support PacMtn region and address our most pressing needs.

## **Key Deliverables/Data Points**

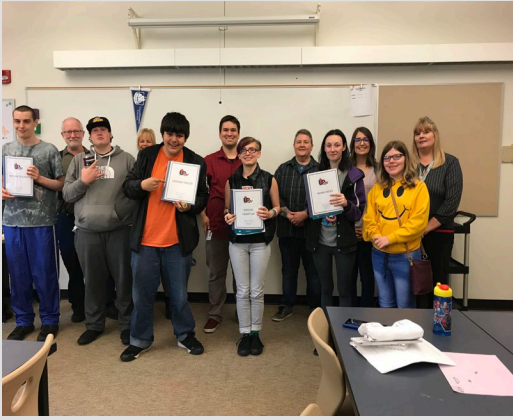
### **PREP:**

- ✓ 67 job seekers were placed into employment within 90 days of their release
- ✓ 116 participants participated in pre-employment skill building services

### **ResCare Youth Services:**

- ✓ 423 Youth were served in the program.
- ✓ 112 Youth were placed in a Work Based Learning/Work Experience opportunity with local employers
- ✓ 78 Youth earned Credentials
- ✓ 126 youth were placed into Employment or Post-Secondary Education
- ✓ 129 Youth had Measurable Skill Gains for Workforce Preparation

## **Uplift! Workplace Readiness Initiative**



### Summer Youth Internship Project:

- ✓ 53 Youth Participated – Doubled from last year!
- ✓ Youth completed 32 hours of the Uplift! Workplace Excellence Series training and 55 hours Internship with a local employer.

### High Impact Community Grant/CCL:

- ✓ 748 Youth were served throughout our PacMtn Region
- ✓ Experiences included career exploration field trips, Career Exposure to STEM career pathways, Career Connected Learning Activities and Workplace Readiness Skills training.

### AmeriCorps

- ✓ Job and Other Skill Training & Development Services
- ✓ Uplift! Workplace Readiness Class Facilitation
- ✓ Academic and Career Planning
- ✓ Financial Literacy Training
- ✓ Job Search Training and Support

## **Upcoming in 2019**

### PREP

The PREP program will be expanding with additional services in Thurston County and potentially into the Department of Corrections facilities with an additional focus on transitioning out of facilities towards employment opportunities.

### ResCare Youth Services

PacMtn and ResCare have a long standing relationship that allows us to continue to use integrated service delivery to support the region. We plan to continue working with ResCare to develop established relationships with other organizations and businesses that support Work Based Learning opportunities for our youth – in an intentional way of assisting in services for priority populations.

### High Impact Community Grant

The High Impact Community Grant will assist in Career & Technical Education in the Community with a focus on developing added funding that will support the Perkins Grants in the regional school districts to assist in creating robust Work Based Learning programs in schools.





# WIOA Title 1 Adult & Dislocated Worker Year End Update

**JULY 2018-JUNE 2019**

A Dislocated worker, referred from a WorkSource partner. He was laid off from a company where he was performing data entry, validation and quality assurance work. He exhausted his unemployment and in need of stop-gap employment of any kind, but preferably in the computer/data entry, market research and analysis area. He was enrolled into the Dislocated Worker program and received coaching on resume, interviewing and job search strategies. A WEX was arranged with the Economic Development Council. They were interested in using his market analysis strengths. Using his job search techniques and his newly created resume he continued to search for employment but was anxious to begin his newly developed work experience. Just prior to starting with the Economic Development Council he was contacted by Mt. Adams Orchard Corporation (a company he had applied with recently). He interviewed very well and was hired, making \$55,000 a year. He was thrilled and very thankful for all the assistance he received from Career Path Services.

## Program Overview

This fund's program goal is to increase employment and employment retention for participants and to provide employers with a skilled workforce and qualified applicants. Participants include those 18 years and older, legally entitled to work in the United States and have met selective service registration requirements. Also, those workers who lost jobs due to closures, downsizing, or some other significant change in market conditions.

## Key Deliverables:

- For the Adult Basic Program, 4117 job seekers were served, 1035 adults obtained unsubsidized employment.
- For Adult Specialized, At the end of the contract year (6/30/2019), there were 194 participants placed into unsubsidized employment, or 127% of target. The placement rate is 70% with median wages of \$14.21/hour. Fifty-five participants have completed work-based learning opportunities and 29 participants completed training earning a degree and/or industry recognized certificate or license.
- At the end of last contract year (6/30/2019), there were 176 dislocated worker participants placed into unsubsidized employment, 104% of the target. The placement rate is 74% with median wages of \$17.00/hour. Forty-two participants have completed work-based learning opportunities and 27 participants completed training earning a degree and/or industry recognized certificate or license.

## Upcoming in 2020

- Greater alignment and co-enrollment with and priority populations
- Participate in Rolling Rapid Response Events for Ostroms Mushroom Farm. Provide WIOA Case Management Services for those impacted by the Ostroms Layoff.
- Support System Integration Activities by participating in system workgroups and involvement in center and system leadership.



# B2B Year End Update

**JANUARY THROUGH DECEMBER 2019**

## Success Story

In August, PacMtn WDC, Thurston EDC, City of Lacey, Thurston Chamber of Commerce, and Intercity Transit partnered to support Pallet Services as they consolidated its Tacoma and Burlington operations and moved to a new home in Thurston County. The partnership provided workforce and economic development planning, transportation solutions for existing employees, workforce recruitment, and opportunities to upskill their current workers. The products and services that they provide are a necessary piece of the supply chain for many of our goods and services, and growing warehouse, distribution, agriculture, and manufacturing sectors in our entire region.

As an employer, Pallet Services provides training and supports for its workers, some of whom might struggle to find jobs. They are a 'second chance' employer, "we're very proud to be a second chance employer," Paul Humphries, owner. Many employees are English Language Learners, and Pallet Services is looking forward to providing on-site ESL classes with a local eligible training provider in the future.

## Program Overview

Business2Business (B2B) services are an essential conduit between the public workforce system partners, stakeholders and the business community. B2B assists in identifying workforce needs in the region and navigates businesses to available resources to meet those needs. They focus on building tools for businesses that will help create long term sustainable solutions. The B2B staff are also critical in training all WorkSource staff to understand the requirements of business and industry. Their guidance is key to ensuring we create maintain and continuously improve services in a demand driven workforce system.

## Key Deliverables/Data Points

- ✓ Total Businesses Served: 1939
- ✓ Total New Businesses Served: 481
- ✓ Total Services Provided: 3020
- ✓ Total Business Focused Workshops, January-December: 15
  - Unlocking the Hidden Talent Pipeline
  - Hire Right Series
  - The Skills Revolution: Are you ready?
  - Paid Family Medical Leave
- ✓ Talent Magnet continues to provide tools for the business customer. The podcast focuses on recruitment, training, and retention best practices. With more than 25,000 downloads to date, each episode is filled with a variety of information and interviews with experts in the workforce.





## Upcoming in 2020





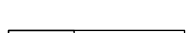

- Continue to provide *system training development and delivery* to support the business customer, including WorkSourceWA and ETO TouchPoint refreshers and launching, How We Serve the Business Customer in the PacMtn Region.
- *Integration of the Business Solutions Quality Improvement* initiatives into WorkSource System Operations and rolling out *common performance management dashboards*.
- Assisting in the reveal of the *demand occupation data*.
- Building more and better *industry sector partnerships* with regional business leaders.

## PY19 Work Plan Connections to Strategic Plan

**Update** As of December 31, 2019

Progress Scale: Approximate % completed or achievement progress based on 4 year timeline





Momentum scale:   Current work in progress  Some work, slow and steady or starting up  Little or no work in progress or needed at this time





Strategic Plan-Goals and Objectives	Progress & Momentum	Status	Link to required Board Functions
<b>Goal 1: Develop regional sector partnerships with target industry clusters: Strong emphasis on all manufacturing</b>			
<b>Objective 1:</b> <i>Engage partners and stakeholders to analyze and better understand actual employer needs and projected openings within targeted clusters.</i>	 	Completed Industry & Occupation Cluster Study; partnered with employers at City & County for WING WEXs; Cultivating employer engagement at County Ports, Marine Lumber, Retail and Restaurant Associations, and increased outreach to multiple sectors.	2, 3, 4
<b>Objective 2:</b> <i>Develop a 2016-2020 Work Plan based on identified employer needs and priorities, with an emphasis on opportunities to place job-seekers in high-wage jobs and/or high-wage career path opportunities</i>	 	New policies and procedures for incumbent worker training; started the Future of Work program for upskilling and wage progression.	2, 4, 5, 6, 11, 12, 13
<b>Objective 3:</b> <i>Support career pathways that breakdown barriers and provide opportunities for job seekers to succeed in their chosen in-demand fields while also meeting basic job skills as well as key reading, math, science, technology, and engineering workplace standards.</i>	 	Partnered with CTE & ABE training providers more extensively; concluded Career Connected Learning program; utilized UpLift training; provided ESL in Rapid Response to Ostrom’s employees.	2, 3, 4, 5, 6, 7, 8, 13,

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

<p><b>Objective 4:</b> <i>Provide support for pre-apprenticeship and apprenticeship pathways.</i></p>	 	<p>Partnered with AJAC for pre-apprenticeship; increased training at GreenHill through OURR funding; dedicated 1 FTE to Senior Program Coordinator to support work-based learning; CCL and high-impact community grants dedicated to work-based learning; partnered with GRUB for agriculture/urban gardening apprenticeship; developing new apprenticeship pathways.</p>	<p>3, 5</p>
<p><b>Objective 5:</b> <i>Periodically evaluate and update target clusters and supplement or amend to ensure success in all communities served</i></p>	 	<p>Industry &amp; Occupational Cluster Study completed; regional and county-level synthesis provided and utilized for partners and Board.</p>	<p>2, 3, 8</p>
<p><b>Goal 2:</b> <i>Develop the “PacMtn and WorkSource Brands” focused on mission, services and results seen as adding value to the community and opening doors to new funding sources and partnerships.</i></p>			






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

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	<p><b>Objective 1:</b> <i>Develop a 2016 – 2020 Regional Communications Plan.</i></p>		<p>Working with State Branding Committee; continuing to redesign strategy for social media outreach through website, LinkedIn, Instagram – utilizing HootSuite and video to improve visibility; review and re-work of website to better highlight programs and achievement, as well as accessibility.</p>	<p>2, 3, 4, 11</p>
	<p><b>Objective 2:</b> <i>Develop and distribute annual collective impact report, annual report and quarterly report to partners, stakeholders and employers.</i></p>		<p>Turn-over in Associate Director position waylaid 2019 production of updated Collective Impact Report; in-process to update.</p>	<p>1, 2, 3, 4, 11</p>
	<p><b>Objective 3:</b> <i>Provide real-time labor market information to partners, stakeholders and employers, including quarterly supplements on cost-of-living assessments, education and training opportunities, workforce housing affordability and other topics of interest.</i></p>		<p>Dedicated staff has presented system-wide, as well as to EDCs, and partners such as Chambers on relevant data to region and county-level analysis; creating system data dashboards and ongoing reports; developed wage analysis reports for employers.</p>	<p>2, 3, 5, 7, 8</p>
<p><b>Goal 3: Develop strategic partnerships and collaborations that expand the PacMtn mission and facilitate Board Member leadership in regional economic success.</b></p>				

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<p><b>Objective 1:</b> <i>Strengthen engagement with businesses by establishing sector ambassadors and communicating the value proposition for the work that we do via hosted employer workshops on shared issues and goals.</i></p>	 	<p>Employer meetings; employer led Board.</p>	<p>3, 4, 6,</p>
<p><b>Objective 2:</b> <i>Strengthen engagement with service partners to braid, weave and leverage efforts, stimulate information-sharing and enhance cross-training that improves customer outcomes and provides a continuum of care and wrap-around services.</i></p>	 	<p>Expand WorkSource services through new AJC vision; community engagement meetings and VOC surveys; BEdA alignment; refined integrated service delivery model and submitted Support to Communities Grant to ESD to further braid and leverage funding.</p>	<p>1, 3, 8, 9, 10, 11, 12, 13,</p>
<p><b>Objective 3:</b> <i>Collaborate with stakeholders and partners to provide specific training, education, skill panel and technical assistance opportunities.</i></p>	 	<p>Increased system training of staff and implemented dedicated professional development; provided AmeriCorps support; continued system navigation work to increase customer flow of targeted populations - including to LTU - and connected WEX opportunities; OURR Alliance training to BH and treatment case managers increased access to opioid-impacted participants.</p>	<p>1, 3, 8, 9, 11, 12, 13,</p>

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

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<p><b>Objective 4:</b> <i>Enlist the support of business associations to build relationships with area employers and facilitate shared information sessions and business development strategies.</i></p>	 	<p>Contracts with Chambers and EDC's; project with WA Hospitality Assoc and Retail Assoc. slated for 2020 for increased alignment in training; met with Olympia Master Builders Assoc. – included in Support to Communities Grant; planned increased in outreach to growth industry employers.</p>	<p>2, 3, 4, 6</p>
<p><b>Goal 4: Develop programming and innovate solutions to assist designated special and targeted populations, enhance job skills, and secure and maintain employment.</b></p>			
<p><b>Objective 1:</b> <i>Develop primary career pathway education and training programs to help criminal justice involved individuals build skills and find employment upon transition.</i></p>	 	<p>MyJOB, PREP, OURR Alliance, WING, GADGET, community court, and Rapid Reentry projects.</p>	<p>3, 4, 5, 6, 8, 13</p>
<p><b>Objective 2:</b> <i>Develop and implement transition training programs focused on criminal justice involved adults and youth, the long-term unemployed and other WIOA targeted populations.</i></p>	 	<p>Additional funding for individuals with disabilities for PRE-ETs training; AJAC Manufacturing Academy; developing potential training pipelines in Home-Care Aides, Child Care, Restaurant &amp; Hospitality; Customer Service &amp; Retail; Health Sectors.</p>	<p>3, 4, 5, 8,</p>

## 4 Year Strategic Plan Goals and Objectives PY16 – PY20

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<p><b>Objective 3:</b> <i>Work with service delivery partners to streamline employment, education, training enrollment and job placement for individuals with disabilities, including youth and veterans.</i></p>		<p>Received double the amount of dollars to support DVR-PETS Summer Internships; Supported development of JBLM – WorkSource; DVR/WorkSource – Order of Selection Support</p>	<p>3, 4, 5, 7, 8, 11, 12, 13</p>
<p><b>Objective 4:</b> <i>Work with service delivery partners to provide job and skill training information to other WIOA special and targeted populations and build upon federal and state strategies designed to place long term unemployed workers into training and stable employment.</i></p>			

hospitality training program in partnership with JR.