



## Chelan/Douglas Quarterly Performance Report July 1, 2019 - March 31, 2020

### “Just Do It”

Michael came to SkillSource in September 2017. He was 59 years old and had just laid off after 20 years at Pizza Hut. His previous employment consisted of various odd jobs. Michael dropped out of school in the 11th grade and his goals were to earn his high school diploma and improve his computer skills.

After the assessment and career planning workshop, Michael started working on his computer skills at SkillSource. He also connected with instructor Joanne Roberts to enroll in the HS21+ program. For the next 8 months, Michael plugged away, slowly increasing his basic and computer skills. He prepared his résumé with the help of SkillSource Training Assistant, Lorrie Duncan, and started looking for part-time work.

In June 2018, Michael, with the help of Trainer, Jim Adamson, was offered a job as helper clerk at Safeway in East Wenatchee. He worked 24 hours a week, while putting in time in the classroom to keep up on his computer skills. SkillSource supported him through on-the-job training (OJT) and purchased work shoes and shirts for him. Michael continued to work at Safeway until an accident away from work prohibited him from doing any physical labor. He was also not able to attend the classroom for some time.

In February 2019, Michael returned to work at Safeway and the classroom. Over the next few months his scheduled hours continued to decrease and with less desirable shifts. Eventually, he left Safeway and started applying for other jobs. He was consistent in coming to the classroom for computer work.

By September, Michael had applied for several jobs and realized that not having a HS diploma was keeping him from those jobs. He resumed HS 21+ classes and completed his diploma. He continued to look for work, and obtained his forklift operator certificate in late January.

The turning point for Michael came in March 2020, when Visconti’s Hospitality Group offered him a job as a packaging specialist and approached SkillSource about OJT. Michael began working 30 hours a week and successfully completed the OJT in June. Since then he has been promoted and given a raise.

Michael loves his job at Visconti’s and the people who work with him, and has no desire to work anywhere else. General Manager Nicole Brunner says, “Michael is a wonderful addition to the Visconti’s Hospitality Group. He is a hard worker and continues to learn new skills. He recently took on a leadership role and is managing labeling and lot codes. He is a pleasure to work with and we are so proud that he is a part of our team”. In the words of the office manager, he is the “cat’s meow”.

Michael attributes his success to his attitude and decision to “just do it”. He has been dedicated to self-improvement and reaching his goals. Michael also said that the help SkillSource provided made this all possible. His message to others is that help and resources are there – you just need to ask.





## Registration & Exit

	YTD Actual	Annual Goal
<b>Total Served</b>	<b>486</b>	<b>710</b>
<b>Adults</b>		
Registered	85	70
Placement Rate (% employed at exit)	88%	70%
Credential Rate (% trained in voc ed who earn a credential)	73%	63%
<b>Dislocated Workers (Regular &amp; Discretionary)</b>		
Registered	86	83
Placement Rate (% employed at exit)	95%	87%
Credential Rate (% trained in voc ed who earn a credential)	95%	67%
<b>Youth</b>		
Registered	50	83
Placement Rate (% of youth employed or in post sec ed)	83%	67%
Credential Rate (% youth who achieved a HSD or GED)	78%	53%



Participants in Occupational Education	19-20 Students (YTD)				18-19 Students (YTD)			
	Big Bend	WVC	WVC Omak	Other	Big Bend	WVC	WVC Omak	Other
Health Care	17	26	8	7	16	26	12	23
Office	22	3	1	1	12	4	2	7
Industrial & Technical	23	1	1	25	25	7	2	48



Workforce Investment Fiscal	Budget	Expenditures	Expenditure Rate	Obligation Rate
<b>Career Services</b>	<b>906,207</b>	<b>675,095</b>	<b>74%</b>	<b>99%</b>
Basic		172,532		
Individual		502,563		
<b>Employer Based Training</b>				
On-The-Job / Incumbent Worker Training	85,475	26,819	31%	76%
Work Experiences / Project Learning	167,759	89,916	54%	69%
<b>Occupational Education</b>	<b>130,668</b>	<b>112,251</b>	<b>86%</b>	<b>95%</b>
Healthcare		40,771		
Office		11,310		
Industrial/Technical		60,170		
<b>Basic Education</b>				
Secondary Education	368,893	242,106	66%	88%
Computer Basics	95,568	69,269	72%	97%
<b>Support and Incentives</b>	<b>59,383</b>	<b>22,944</b>	<b>39%</b>	<b>53%</b>
<b>Total</b>	<b>1,813,951</b>	<b>1,238,400</b>	<b>68%</b>	<b>91%</b>