

SKILLSOURCE REGIONAL
WORKFORCE BOARD

IMPACT REPORT

JULY 2023 - JUNE 2024



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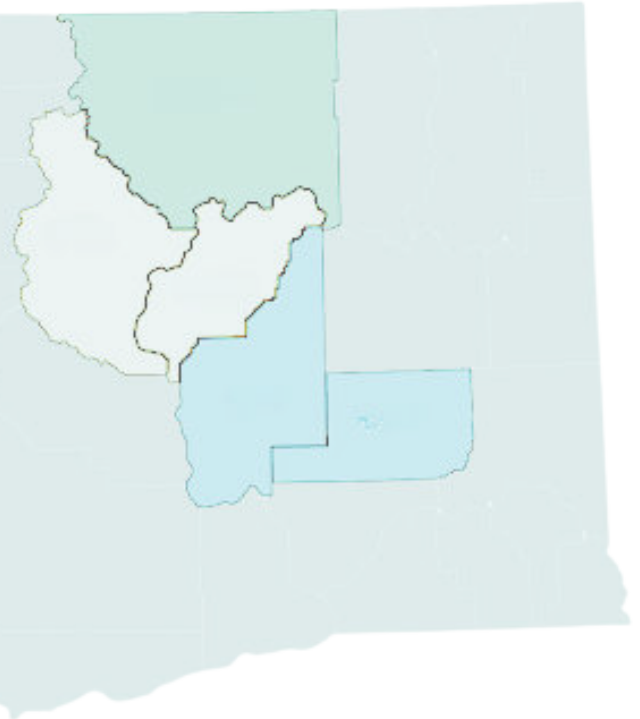
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Business
Partners

Service Area

SkillSource serves the North Central Workforce Development Area, which comprises Adams, Chelan, Douglas, Grant, and Okanogan counties. This makes North Central one of the largest geographic workforce areas in the state (14,612 square miles), with a combined population of just under 290,000. The NCW region's historic economic drivers have been agriculture, forest management, fisheries, tourism, and local government. More recently, the region's hydropower and concentrated availability of high-speed fiber broadband Internet hubs have resulted in significant growth in manufacturing, information technology, and renewable energy technology.

We respectfully acknowledge that we are on the traditional lands of the Wenatchi (Wenatchee), Chelan, Entiat, Methow, Okanogan, and Moses-Columbia peoples, who have been the original stewards of this region since time immemorial. We honor the sovereignty and resilience of the twelve Confederated Tribes of the Colville Reservation and the Confederated Tribes of the Yakama Nation, whose ancestral territories encompass much of North Central Washington.



CEO Reflection

The partnership is working. It's working because of people committed to making a difference.

With new industries and emerging technologies, workforce development is more important than ever. The demand for skilled workers in specialized fields requires dedicated resources targeted to cultivate awareness, passion, and skill to fill those careers.

On the following pages, you'll see examples of the 1350 people educated and trained during the past year. This was accomplished through groups that make the partnership work: private companies and public agencies, schools and colleges, labor and community groups.

The real success is best measured in personal, not statistical terms. Behind every number is the individual story of potential achieved through the partnership advantage. The stories and statistics in this report demonstrate that the strategies are effectively meeting goals and changing lives.

To understand the real story, start with the pictures. They tell of people learning skills, demonstrating confidence, and businesses gaining productive employees and building career pathways for the future.

Whether investments are made to prepare our young people for emerging careers, disconnected workers find new pathways or businesses build strong teams, the desired outcome is always the same ... vibrant, prosperous communities.

Thank you to the countless individuals who have partnered with us to make a real difference today and create new opportunities for tomorrow.

Thank you,



Lisa Romine, CEO
SkillSource Regional Workforce Board

About Our Board

SkillSource Regional Workforce Board

The SkillSource Regional Workforce Board is composed of 21 local leaders in North Central Washington with expertise in business, labor, education, workforce development, and public services. The Board provides oversight and guidance to SkillSource and workforce system partners to ensure high quality services are offered to both business and career seekers.

Our Mission

SkillSource builds workforce skills with business and one-stop partners to increase economic prosperity throughout North Central Washington and the Columbia Basin.



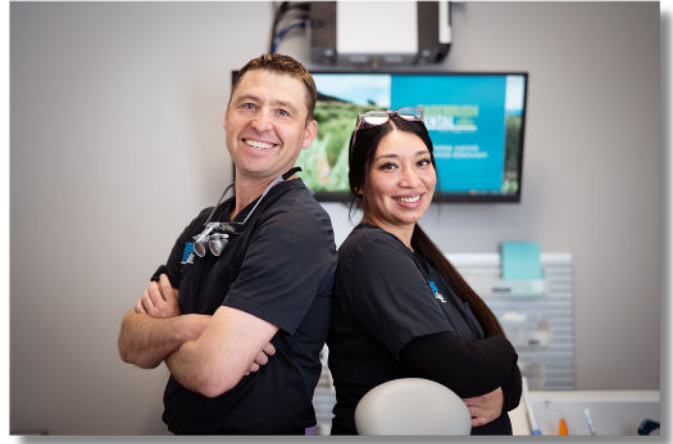
“SkillSource is a game changer, beacon of hope, and invested nonprofit leader who is doing amazing work. It has been an honor and privilege to watch, learn, participate, and contribute to this great work as one of the board members, and as an employer in which SkillSource is involved throughout our region.”

**Famous Harrison, President
Wenatchee Valley College**

Overview of Services

Our Customers, Our Community

SkillSource works with community partners to build workforce skills with career seekers and businesses to increase economic prosperity throughout North Central Washington. We believe every person should have the chance to build a rewarding career and contribute to our community's growth.



Business

Qualifying businesses save money and improve productivity through programs that defray the costs of training new and existing workers.

- Recruitment
- Labor Market Information
- Internship
- Work Experience
- Registered Apprenticeship
- On-The-Job Training
- Incumbent Worker Training

SkillSource helps businesses hire people with potential or upskill current employees, and reimburses part of their wages and training.

Career Seeker

Youth ages 16+ and adult career seekers get the education, credentials and skills needed for employment and a great career.

- Career Counseling
- Support Services
- Partner & Resource Connection
- Resume Assistance
- On-The-Job Training
- Computer Skills
- Vocational Training
- College Scholarships

As a partner in our region's workforce development system, we help career seekers find their next best step toward success.

The Big Picture

Grassroots to the Capitol

In addition to affecting individual lives SkillSource is cultivating systematic change. Through the shared stories of human success and advocacy, workforce development initiatives like Economic Security for All (EcSA) have received bipartisan support to ensure their longevity to meet the ongoing demand of our communities.

Participant, Domenico, was invited to share his story with Senator Judy Warnick at her office in Olympia.

"EcSA allowed me to focus 100% on school without worrying about basic needs. With SkillSource's help, I graduated with honors and a 4.0 GPA."



A Dream Come True

Domenico & Confluence Health

Confluence Health looks to the highly regarded nursing program at Wenatchee Valley College to help find and employ qualified graduates. When Domenico first came to SkillSource on a referral from the college he had already overcome so much as an asylee from Venezuela, including learning a new language. He wanted to make a difference with a career in healthcare. He earned his nursing assistant certificate while learning English, and his high school diploma the same year! SkillSource connected Domenico with career support to complete his education, which included financial incentives that helped him cover life's expenses so he could complete his degree. He graduated with a 4.0 GPA and was awarded the Wenatchee Valley College President's Medal. Today, Domenico is indeed making a difference as an RN in the Intensive Care Unit at Confluence Health in Wenatchee!

"To anyone out there facing their own challenges, always remember that your dreams are within reach. If I can achieve it, so can you."

Domenico Tedeschi, RN
Confluence Health



Results

SkillSource provides career services for residents of all ages and backgrounds. We connect candidates to employment opportunities to help businesses develop strong teams.

PROGRAM	DETAILS
YOUTH	Serving youth 16 – 24 with secondary education & employment readiness training.

361 total youth served	184 in work-based learning	68 earned GED or diplomas
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DISLOCATED WORKERS	Helping those who have lost their jobs retrain for new careers.
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228 dislocated workers served	87 re-entered employment	58 earned degrees or credentials
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ADULTS	Assisting career seekers in training for the jobs that are needed in our communities.
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270 adult career seekers served	84 entered employment	40 earned degrees or credentials
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213

Credentials
Earned

497

Businesses
Served

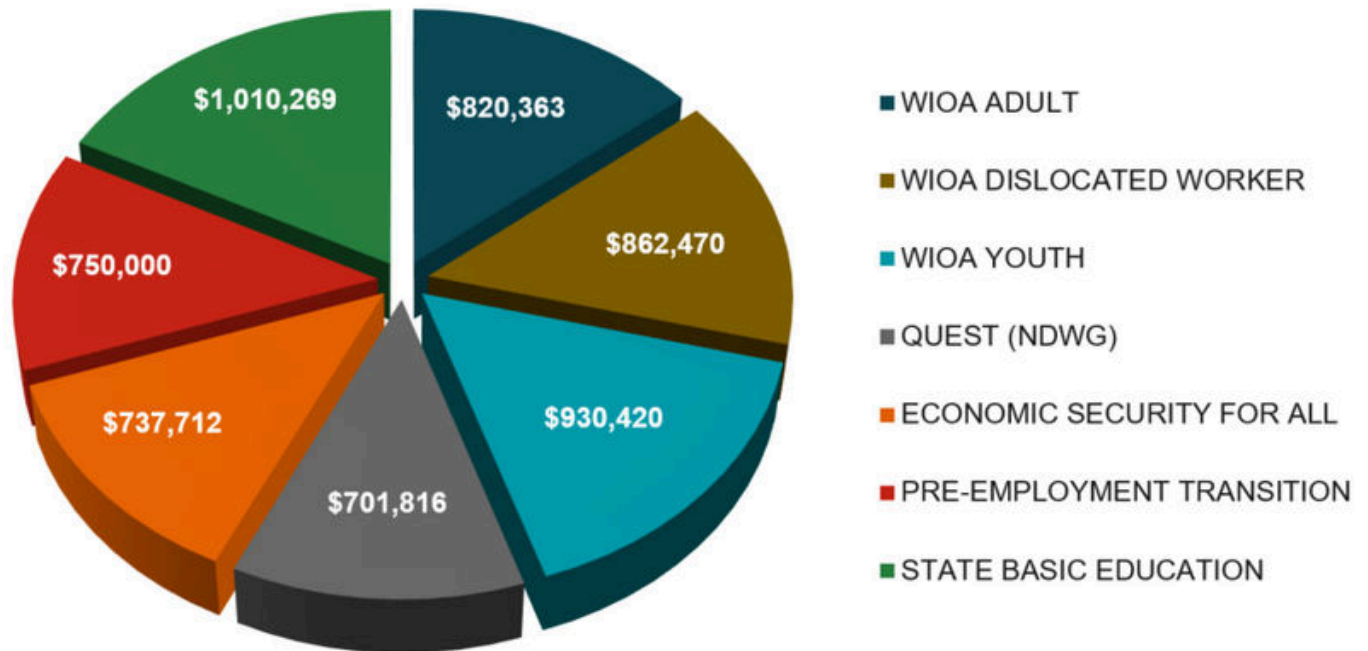
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Career Seekers
Hired

Funding Overview

Federal and other funding sources for program year 2023–2024 are provided as follows, which includes carry forward funding from prior program years.

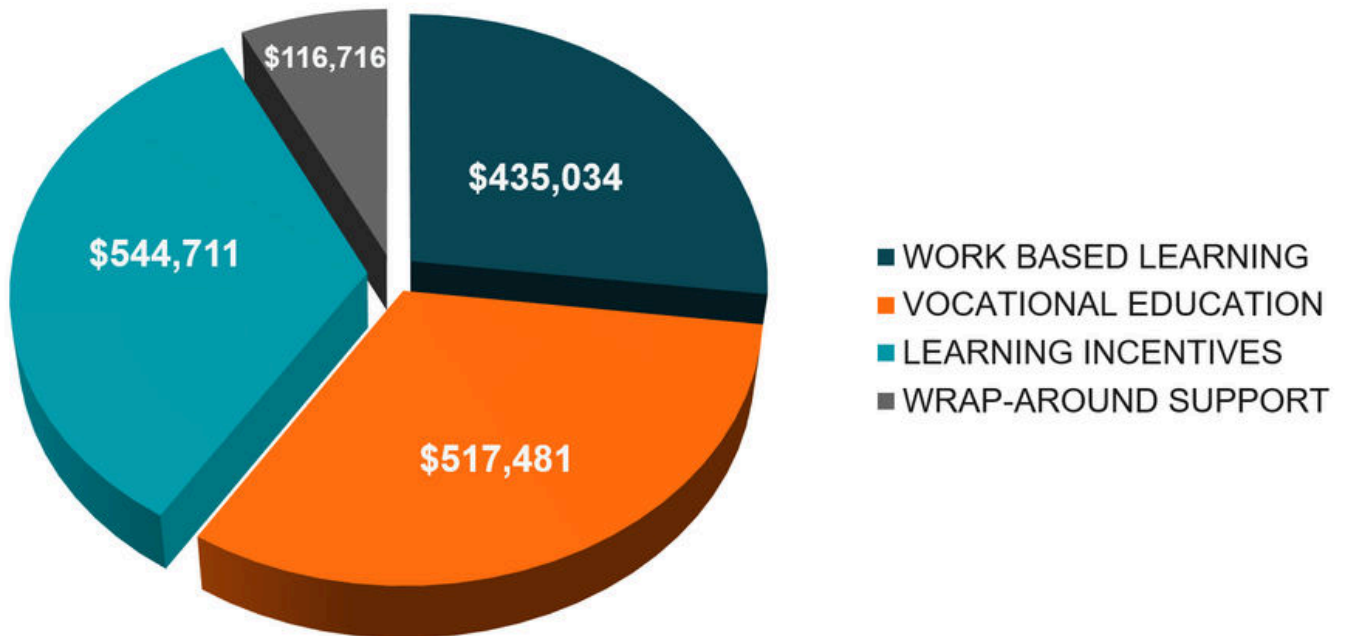
TOTAL FUNDED **\$5,813,050**



Training Investments

SkillSource utilizes State and Federal funds to invest in people and businesses in a variety of ways that alleviate poverty and create economic viability. These amounts are for **Direct Training & Support Investments** from PY 2023-24.

**TOTAL
INVESTED
TRAINING** **\$1,613,942**





Return on Investment

SkillSource is charged by Congress to achieve a measurable return on investment in human capital. Through multiple programs, \$1.6 million was invested training and supporting youth and adults to enter or re-enter the workforce.

With the 228 career seekers employed now paying a combined estimated \$1.81 million of income tax on their earnings, the workforce investment is more than refunded. And since 107 of those career seekers received public assistance or unemployment payments averaging \$654 per month before training (total \$839,736 per year), there would be a federal budget savings of **\$1.04 million** after just one year of employment.

Investing in Community

New Resources

SkillSource received \$1.3 million in Community Reinvestment Funds through the Washington State Department of Commerce. These funds are allocated to enhance equity and inclusion efforts, bolstering workforce development initiatives with a focus on Black, Latine, and Tribal-owned and operated businesses, and supporting career seekers through education and training programs.

The Community Reinvestment impact thus far in our region includes:

- Sponsored Cultural Events: La Terraza, Cinco de Mayo, and the Paschal Sherman Indian School Sunflower Festival
- Thirteen small businesses awarded investment grants up to \$15k
- Eight small businesses awarded upskill training contracts
- Over \$173k in learning and retention incentives earned by 91 career seekers
- New staff members dedicated to outreach & engagement with focused populations



CUSTOMER SUCCESS

Success happens when credentials are achieved, skills are acquired, and people find meaningful employment with the businesses who need them.

A photograph of a young woman with long brown hair, smiling warmly. She is holding a baby who is wearing a pink lace dress and a white bow in her hair. The baby has a green pacifier in its mouth. They are in a busy indoor setting, likely a career fair or job expo, with other people and tables visible in the blurred background.

**The return on investment
means *lives changed.***

Internship Works

Rebekah & North Cascades Law

In a small town like Tonasket it can be a struggle for a business to find and retain local talent. A paid internship allows someone to gain critical skills and confidence and the business benefits with an invested, qualified employee.

Dale Crandall needed someone who was committed to growth and could keep up with the demands of his busy law firm. Rebecka was a teen mom who came to the Learning Center in Omak looking to complete her high school education, and needed help finding a career path that could support her family. Her career counselor made the connection to Dale Crandall, who enthusiastically brought Rebecka on in an internship as a receptionist. Today, Rebecka has successfully earned her high school diploma and has completed her internship with North Cascades Law Group. After completing her internship, Rebecka went on to earn her paralegal degree and has been promoted to legal assistant within the firm!



“Sometimes, it’s not enough to look for a person with the degree or certifications, especially in a small town that struggles to retain talent. We have to be willing to think outside the box and be willing to work with quality PEOPLE.”

Dale Crandall
North Cascades
Law

A New Way Forward

Darlene & Armada Corp

Darlene is a single mother of two who needed a good job in which she could grow. She attended a Job Fair and learned that SkillSource partners with local businesses for on-the-job training opportunities. Armada Corp, a local collection agency, had an opening that seemed just right for Darlene. SkillSource connected her to Armada Corp for on-the-job training and also to additional support services. Thanks to a generous used vehicle donation from a community member, SkillSource used supportive service funds to get it road-ready for Darlene, who lacked transportation to get to work and training, and to take care of life's basic necessities.

Since being hired by Armada Corp Darlene has gained invaluable skills and is building a promising career, and Armada has gained a high-quality employee. Darlene's manager even asked if SkillSource had "more candidates like Darlene" to send their way. Darlene now has a car, new skills, and a new way forward on the road to success!



Federal Performance Measures

SkillSource achieved an average of 116% against federal targets

		ACTUAL	TARGET
✓ MEDIAN WAGES	YOUTH WAGE EARNERS	\$6155	\$3395
	ADULT CAREER SEEKERS	\$9692	\$6442
	DISLOCATED WORKERS	\$12024	\$8458
✓ SKILLS GAINED	YOUTH	47%	56%
	ADULT CAREER SEEKERS	62%	65%
	DISLOCATED WORKERS	77%	53%
✓ CREDENTIAL RATE	YOUTH	51%	50%
	ADULT CAREER SEEKERS	83%	83%
	DISLOCATED WORKERS	91%	85%
✓ EMPLOYED ONE YEAR LATER	YOUTH*	68%	63%
	ADULT CAREER SEEKERS	81%	71%
	DISLOCATED WORKERS	84%	81%

*OR ENROLLED IN POST-SECONDARY EDUCATION

Getting Ready for the Real World

Work-Based Learning

One hundred and eighty youth in Moses Lake, Othello, Omak, and Wenatchee participated in a program that let them explore a variety of interesting jobs and meet with employers at different jobsites. The program is part of Pre-Employment Transition Services (Pre-ETS) offered in partnership with local schools, DSHS – Division of Vocational Rehabilitation, and area businesses.

Pre-ETS is a year-round opportunity for students with disabilities. In addition to workplace tours, students also attend workshops where they learn more about their interests, aptitudes, and future goals, and gain tools for self-advocacy to help them flourish in everyday life. One hundred students participated in paid work experiences with businesses, so they could earn while they learn!



On Their Own Right Path

Antonio & Estephan Walgreens

Antonio and his brother, Estephan had dropped out of high school and were not working. Antonio was experiencing homelessness. Through the SkillSource youth program, Antonio completed his high school education, participated in pre-employment training workshops and two work experiences, and was inspired to pursue a career path in Pharmacy Education.

The manager of Walgreens in Moses Lake depends on SkillSource to recommend qualified, career-minded participants. SkillSource connected her to Antonio and she brought him on in a customer service position, where he could also train to become a pharmacy technician. Antonio completed on-the-job training and earned a certification as a technician assistant, and then enrolled in and completed the Pharmacy Assistant program! His success inspired his younger brother, Estephan, who also took advantage of SkillSource youth services. Today they both have their diploma or GED, and are working full-time in promising careers with Walgreens!



Trailblazing

Registered Apprenticeships

SkillSource played a pivotal role in helping develop two registered apprenticeship programs to create new career pathways and systemic opportunity.

A pioneering apprenticeship program for Licensed Veterinary Technician and Assistant occupations was launched in partnership with Cascade Veterinary Clinics, the first program of its kind in Washington State or the nation.

The Computer Tech I apprenticeship with Wenatchee School District is now an excellent example of how local businesses can grow and retain talent in our community to build a dedicated workforce.

“Through this partnership with our Youth Apprentice program, the candidate gains the skills they need to be successful in the future, and the Wenatchee School District improves as our technicians are engaged with mentoring candidates. In addition, work by the Apprentice staff is invaluable in providing the level of support our staff, students, and parents expect.”

**Ron Brown, Executive Director
Technology, Wenatchee School District**



Collaboration

Partnerships at Work

The impact of this work relies on the strength of our partnerships. SkillSource is a partner in our state's WorkSource System, often referred to as the One-Stop System. Each partner has a unique way of serving and supporting the various aspects of what people need — health and education resources, job skills for career seekers, services for businesses, support for food and housing, and more.

SkillSource collaborated with partners to support and participate in several Workforce Collaboration Summits in Omak, Moses Lake, and Wenatchee, as well as multiple hiring events & career fairs at high schools, colleges, and local centers, and other community resource opportunities.

"If you want to go fast, go alone. If you want to go far, go together." – African proverb



Vision Forward + Strategic Goals

By 2030, the region will have an informed, productive workforce sustained by a collaborative workforce development system leading to a middle-class standard of living.

GOAL ONE: Proactively engage with companies, economic development agencies, education and training providers, and nonprofit organizations to develop strategic and working partnerships for increased growth, competitiveness and workforce success.

GOAL TWO: Older teens and young adults understand the qualifications necessary to succeed in the workplace and how to make informed career pathway choices.

GOAL THREE: Equip and support all career seekers throughout the region to obtain in-demand, industry-recognized skills and credentials for competitive occupations.

GOAL FOUR: Use data for continuous improvement and increased customer knowledge & access of One-Stop programs.

The future is bright ...

The future of North Central Washington is bright with possibility. Our organization stands at the forefront of a transformative era in workforce development, ready to unlock the full potential of our community's talent and fuel economic growth for years to come.

This year's achievements have been remarkable. We've seen individuals gain new skills and secure meaningful employment with local businesses, uplifting lives, and fortifying our economy. These successes highlight the resilience of our community and the commitment of our staff and partners.

Our vision for the future is clear: a thriving North Central Washington where everyone has the opportunity to build a fulfilling career, small businesses prosper, and our communities grow stronger by working together.

Here's to another year of growth, opportunity, and shared success.

Thank you,



Zach Williams, Board Chair
SkillSource Regional Workforce Board

Board Members

Zach Williams, Chair
Stemilt Growers

Michelle Price, Vice-Chair
North Central Educational Service District

Tom Legel, Treasurer
Confluence Health

Ryan Beebout
Sabey Data Centers

Randy Curry
IBEW Local Union #191

Crystal Gage
Confluence Health Omak Clinic

Augustine Gallegos
Teamsters 760

Faimous Harrison
Wenatchee Valley College

Annette Herup
Genie Industries

Julie Helligso
Cascade Vet Clinics

Tad Hildebrand
Pilot Rock Consulting

Roni Holder-Diefenbach
Okanogan Economic Alliance

Ken Johnson
Johnson's Glass & More

Nate Mack
LiUNA Local 348

Brant Mayo
Grant County Economic Development
Council

Kyle Niehenke
Adams County Development Council

Irasema Ortiz-Elizalde
Department of Social & Human Services

Anthony Popelier
Oroville Reman/Reload

Sara Thompson Tweedy
Big Bend Community College

Pablo Villareal
Division of Vocational Rehabilitation

Todd Wurl
Employment Security Department

Forum of County Commissioners

Jay Weise, Adams County

Tiffany Gering, Chelan County

Dan Sutton, Douglas County

Danny Stone, Grant County

Chris Branch, Okanogan County



left to right: Dale Crandall (North Cascades Law), Gabriela Perky (SkillSource), Rebecka Allen (North Cascades Law), Anthony Popelier (Oroville Reman/Roload), Chris Branch (Okanogan County Commissioner)

Business Partners

Thank you to all the area businesses who trained on-the-job and hired SkillSource graduates.

CHELAN - DOUGLAS

ARMADA CORP
CAMP FIRE NCW
CHELAN DOUGLAS COMMUNITY ACTION COUNCIL
CITY OF EAST WENATCHEE
CITY OF WENATCHEE
COUNTRY FINANCIAL
EAST WENATCHEE WATER DISTRICT
GARDEN TERRACE SENIOR LIVING
GOODWILL, EAST WENATCHEE
GTC TECHNICAL SUPPORT
LILIES OF THE VALLEY
MOUNTAIN SPROUTS CHILDREN'S COMMUNITY
NCW TECH ALLIANCE
NORTH CENTRAL REGIONAL LIBRARY
OHANA OCCUPATIONAL THERAPY
OHME GARDENS COUNTY PARK
OWL SODA FOUNTAIN AND GIFTS
SEEDS LEARNING CENTER ACADEMY
STARLITE GROOMING
STEMILT GROWERS
THE CREPE HOUSE
TRAINING EDUCATING & MENTORING SERVICES
VANITY STUDIO
VISION SOURCE OF WENATCHEE
WENATCHEE PARKS AND RECREATION
WENATCHEE VALLEY CHAMBER
WENATCHEE VALLEY MUSEUM
WENATCHEE VALLEY YMCA
WENATCHEE WIND
WORKSOURCE CHELAN/GRANT COUNTY
WSU CHELAN COUNTY EXTENSION
YWCA
ZULLY'S ROLLED ICE CREAM

GRANT - ADAMS

ADAMS COUNTY PET RESCUE
AIM SCHOOL AND GYMNASTICS
BAYMONT BY WYNDAM
BECK N CALL
BIG BEND COMMUNITY COLLEGE
BOYS & GIRLS CLUB
CARPET CARROUSEL OF OTHELLO INC
CENTRAL MACHINERY SALES
CHAR-GLO SCHOOL OF BEAUTY
CHECO'S MEXICAN CUISINE
CITY OF MOSES LAKE
CITY OF OTHELLO
CLASSIC GRILL'N
CLOUDVIEW FARM
COBIES FINE DRY CLEANING
COLUMBIA BASIN HOSPITAL
COLUMBIA BASIN JOB CORPS
COLVILLE FUELS
COMMUNITY SERVICES OF MOSES LAKE
CONNELL GRANGE SUPPLY
CONNELL'S SMALL MALL
CORNER STREET DONUTS
COUNTRY FABRIC
CULLIGAN WATERS
DESERT OASIS MANUFACTURED HOME COMMUNITY
EARL & EDWARDS PLLC
EPHRATA SENIOR CENTER THRIFT STORE
EXPRESS BUILDING SUPPLY INC
FIROUZI CONSTRUCTION
GENIE INDUSTRIES
GRANT COUNTY ANIMAL OUTREACH
GRANT COUNTY FAIRGROUNDS
GROCERY OUTLET, MOSES LAKE

GRANT - ADAMS

GROCERY OUTLET, EPHRATA
HAWLEY'S COLLISION REPAIR
INTEGRITY WEALTH ADVISORS
IRONWORKS CAFE
J&G ADVENTURES LLC
JAB FITNESS
JESSICA LYNN COX
KAFFRIN'S COFFEE
LIGHTHOUSE CAFE
LITTLE BLESSINGS CHILDCARE
LITTLE SUNSHINE CHILDCARE CENTER
MAGGIE'S KITCHEN
MONROE HOUSE RETIREMENT & CARE CENTER
MOORE FURNITURE EPHRATA
MOSES LAKE MARKET
MOSES LAKE MUSEUM & ART CENTER
NEW HOPE
OKANAGAN SPECIALTY FRUIT
OLD HOTEL ART GALLERY
OTHELLO DENTAL ARTS
OTHELLO FOOD BANK
PARADISE NUTRITION
PEACEFUL MEADOWS ADULT FAMILY HOME
POPPING PEARLS BOBA SHOP
PURE COUNTRY HARVEST
PURPLE COYOTE PRINTING
RASMUSSEN INSURANCE LLC
RED DOOR CAFE
SAGE ACADEMY OF MASSAGE
SCOTTY'S AUTO REPAIR
SENIOR CENTER THRIFT STORE
SKYVIEW DENTAL
SMULLIGAN'S PIZZA & BBQ
SUMMERWOOD
THE FAVORED FARMHOUSE COFFEE
THE HOME CENTER
YA BARBER

OKANOGAN

AERO METHOW RESCUE SERVICE
APPLE SPRINGS
BEST WESTERN - OMAK PEPPERTREE
BREADLINE CAFE
BREWSTER MARKETPLACE
BRIGHT STAR SERVICES
CASO'S COUNTRY FOODS
CITY OF OMAK
COUNTRY FINANCIAL, OMAK
DAILY BLISS CAFE
DR GLASS WORKS
ECONOMIC ALLIANCE
EL PATRON
FOUNDATION FOR YOUTH RESILIENCY
MID VALLEY HOSPITAL
NORTH CASCADES LAW GROUP, PLLC
OKANOGAN COMMUNITY ACTION COUNCIL
OKANOGAN MARKET
OKANOGAN VALLEY GOLF CLUB
OMAK MIRAGE
OMAK PUBLIC LIBRARY
PAWS AND PETALS
PINE CREEK PACK
RE+ACTIVE REHAB
RITE AID
SUNRISE CHEVROLET INC
TONASKET TATTOO
WORKSOURCE OKANOGAN COUNTY



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www.SkillSource.org

SkillSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay 711.

