



SKILLSOURCE REGIONAL WORKFORCE BOARD



IMPACT REPORT

JULY 2025 - JUNE 2026



LEA ESTE INFORME
EN ESPAÑOL



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Service Area



SkillSource serves the North Central Workforce Development Area, which comprises Adams, Chelan, Douglas, Grant, and Okanogan counties. This makes it one of the largest geographic workforce areas in the state (14,612 square miles), with a combined population of about 300,000.

The NCW region's economic drivers have historically been agriculture, forest management, fisheries, and tourism. More recently, we've seen growth in healthcare, social assistance, and retail trade. The area's hydropower and availability of high-speed fiber broadband internet have resulted in growth in manufacturing, information technology and data centers, and renewable energy.



We respectfully acknowledge that we are on the traditional lands of the Wenatchi, Chelan, Entiat, Methow, Okanogan, and Moses-Columbia peoples, who have been the original stewards of this region since time immemorial. We honor the sovereignty 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

SkillSource is being recognized as a systems leader across Washington.

When our team travels to the state capital, legislators recognize us in the hallways and invite us into their offices. State leaders and regional partners are actively bringing SkillSource to the table to speak on systems-level workforce strategy because the awareness of who we are, what we offer, and the clarity of our mission is sharper than ever.

Businesses, families, and communities across North Central Washington understand that wherever they are starting from, we start there too. This past year we celebrated the tangible outcomes of these investments: *local businesses gaining reliable talent and workers securing quality careers and family wages*. This all happens because of a caring, committed staff, several of whom crossed 20- and 30-year milestones with SkillSource this year.

At our Learning and Career Development Centers, students of all ages earned credentials, developed skills through work-based learning, and stepped directly into essential careers in nursing and medical specialties, electrical trades, carpentry, information, industrial technology, and more.

Staying ahead of systemic change also means leading internally. This year, we became the first workforce board in the state to establish internal AI policies and staff training protocols, ensuring our team stays educated and trained to guide our customers through a rapidly changing labor market.

Every day brings us new opportunities and challenges. I am grateful to be working alongside an incredible staff and remarkable board who ensure our region doesn't just adapt to the future of work, but leads it.

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.



"I've seen how the right support, training, and guidance can open doors for individuals, families, and entire communities. Being part of SkillSource allows me to contribute to something bigger than my day-to-day work — it's a chance to strengthen our region's talent pipeline and support people at every stage of their career journey."

Maritza Enriquez
Joyson Safety Systems

Growing Our Own Workforce

Filling a need takes skill.

SkillSource helps businesses hire, train and retain strong teams. And at the same time, we help people get the education and skills to grow great careers. It's because we partner with both employers and career seekers we make the right connections to resources, training, and often, to each other!



Business

We offer solutions for employee training to improve productivity and resiliency, while saving businesses money.

- Hiring and Layoff Support
- Labor Market Insights
- Employee Skill-Building
- On-the-Job Training
- Apprenticeships
- Paid Internships
- Bilingual Workshops

Career Seeker

Youth (16+) and adults alike gain the education, skills, and credentials needed for employment and career growth.

- Career Exploring & Planning
- Workforce Preparation
- Paid Work Experience
- On-the-Job Training
- Apprenticeships
- College Scholarships
- Support Services

The System at Work

Up Close and Personal

SkillSource connects customer and community voices to decision-makers, helping shape policies that last. We bring customers like Roger Skjelstad – formerly justice-involved and now with a career as a Recovery Counselor – to the State Capitol to share transformative stories that prove time and again: *investing in people works*.

We take an integrated approach that matches Federal and State resources to real needs in our communities. For example, nursing is one of the most in-demand fields in North Central Washington. Through a targeted, systemic approach we are directly filling those roles with skilled local talent, like recent nursing graduate, Sonia Casillas-Villasenor.



Staff and customers share the impact of Community Reinvestment with WA State Department of Commerce.



Senator Keith Goehner heard the impact directly from participant, Roger Skjelstad.

Training An Industry

Sonia & Confluence Health

Nursing is one of the most in-demand fields in our region. In the last five years alone, SkillSource has helped train more than 150 skilled healthcare workers, nearly 120 of them nurses.

When Sonia Casillas-Villasenor completed her nursing degree at Wenatchee Valley College and stepped into her role as an RN at Confluence Health, her annual income increased by \$26,000.

That wage growth creates long-term stability for Sonia and her five kids. Higher earnings remove immediate financial barriers, build household wealth, and increase the local tax base.

Reinvesting in local workers creates compounding returns that extend from individuals, to their families, to the entire regional economy.



"As a first-generation graduate, mother, and healthcare worker, this journey represents more than personal success, it represents hope and opportunity for my family and community."

Sonia Casillas-Villasenor,
R.N. 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.	
259	183	68
total youth served	in work-based learning	earned GED or diplomas
DISLOCATED WORKERS	Helping those who have lost their jobs retrain for new careers.	
141	117	121
dislocated workers served	re-entered employment	upskilled at their current job
ADULTS	Assisting career seekers in training for the jobs that are needed in our communities.	
268	100	58
adult career seekers served	entered employment	earned degrees or credentials

143

Credentials
Earned

227

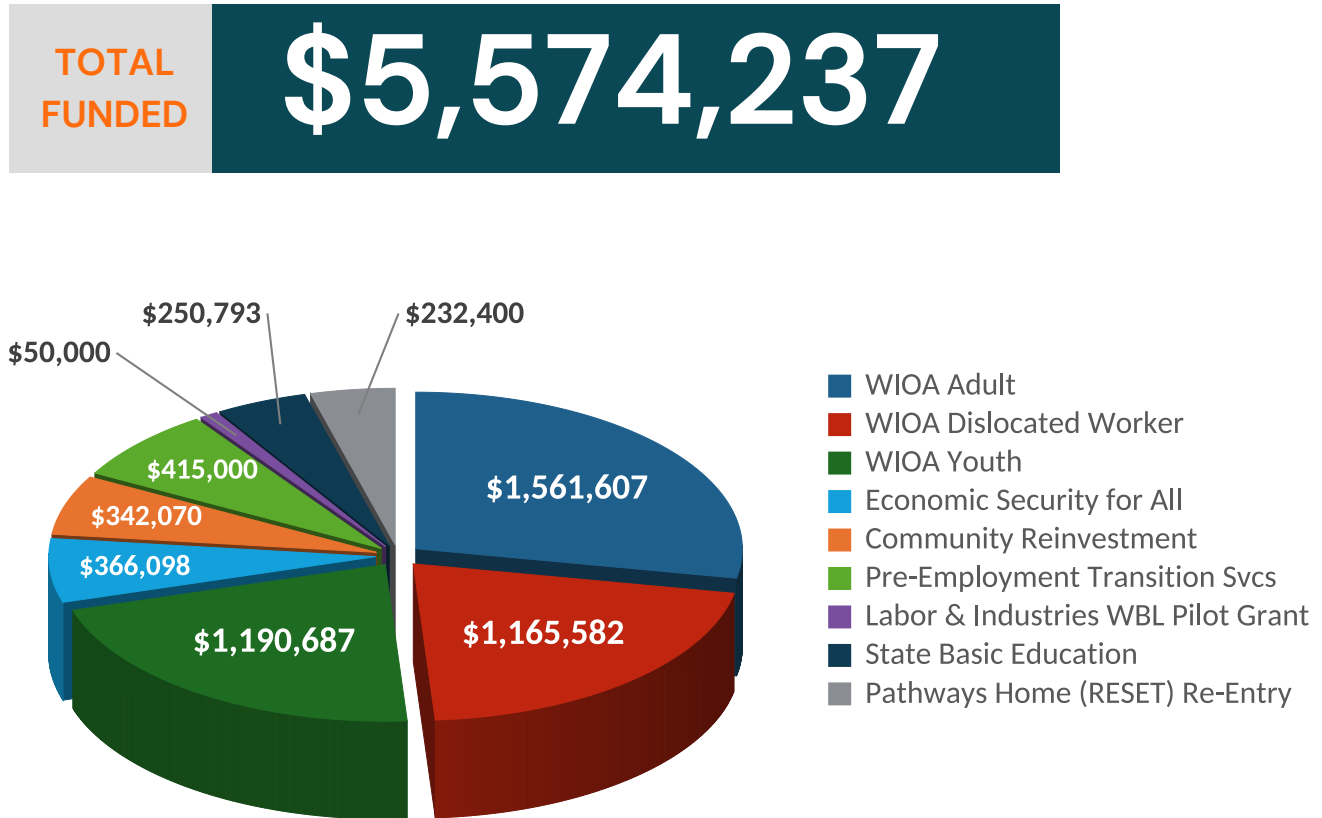
Businesses
Served

260

Career Seekers
Hired

Funding Overview

Federal and other funding sources for program year 2025–2026 are provided as follows, which includes carry forward funding from prior program years.



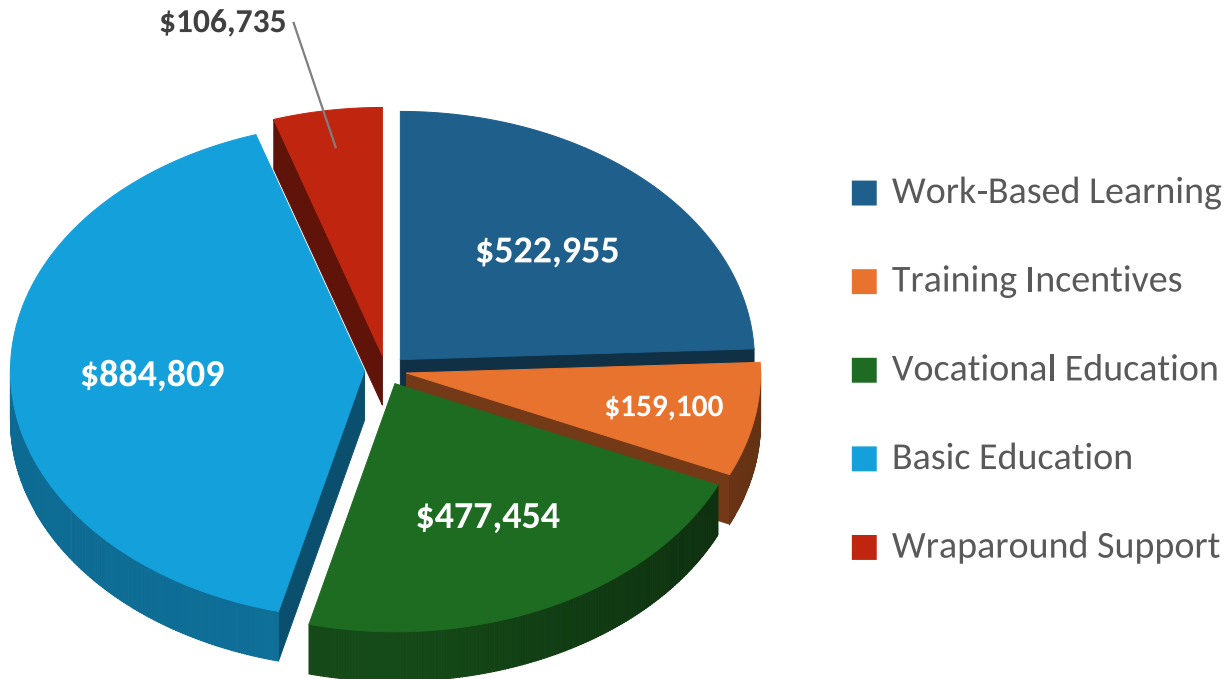
SkillSource programs featured in this report are funded in part by grants from the U.S. Department of Labor and the U.S. Department of Education. To learn more about funding, visit www.SkillSource.org/funding-statement.

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 2025-26.

TOTAL
INVESTED
TRAINING

\$2,151,053





Return on Investment

SkillSource is charged by Congress to achieve a measurable return on investment in human capital. Through multiple programs, \$2.15 million was invested training and supporting youth and adults to enter or re-enter the workforce.

The 260 career seekers now employed will pay an estimated \$5.71 million in income and sales tax each year. About one third of them received public assistance or unemployment payments averaging \$654 per month before training, so their employment saves roughly \$680,000 a year. Together, that's \$6.39 million in annual benefit, nearly \$3 returned for every \$1 invested, with the full investment paid back in about four months.

Investing in Community

Stability & Scalability

Community reinvestment initiatives — including Economic Security for All (EcSA), Matched Investment Savings Accounts (MISAs), and small business grants — remove friction points that hold Washingtonians back. For every dollar that is invested to remove barriers, we see a significant and measurable return. The math doesn't just add up, *it multiplies*.



REGIONAL INVESTMENTS

★ \$87,400 Equity Building



Through career training incentives, **54 Matched Savings Accounts** (MISA) directly grew equity and long-term stability for local families.

★ \$87,235 Business Investment



Direct growth capital invested into **17 local businesses** to strengthen the regional economy.

★ 89% Employed



Participants entering the workforce earn an average of **\$28.10/hour** (\$58,448 annualized), meeting and exceeding adult employment targets.

"As a family business, this support inspires us to continue creating opportunities and making a positive impact on our city."
– Yazir Nieto, business owner



see more

CUSTOMER SUCCESS

Investments in training, skill-building, and removing barriers for individuals and businesses leads to stronger families and resilient communities.



**When we invest in people,
*we all win.***

A Neighborhood Saved

Four Bearz Contracting Nespelem, WA

Corby Turner, owner/operator of Four Bearz Contracting in Nespelem had recently purchased a nimble skid steer with a Community Reinvestment grant through SkillSource. The skid steer was ready to go when a recent fire raced across the grassy hills and threatened homes, including Corby's and those of several family members.

With the right tools and training they moved people to safety, and expertly coordinated a fire response. Four Bearz Contracting is preparing for the future through teaching and on-the-job training. "Our training program serves our community members and gives young adults and youth the opportunity at gaining experience at building trades."

Sometimes the return on an investment can take months or years to be earned, but in this case, it was an immediate return that showed up as an entire neighborhood saved.



"We appreciate SkillSource's dedication to our growing community and small business owners."

**Corby Turner,
owner/operator
Four Bearz Contracting**

Training The Trades

Josiah & Firouzi Construction

Moses Lake needs more homes, and homes need builders. Those skills have to come from somewhere, and they're best learned the way the trades have always taught them: hands-on, on the job.

When Josiah came to SkillSource to earn his GED, he already knew he wanted to get to work in construction. His education and his career could move forward together. SkillSource connected him to a paid work experience with Firouzi Construction. Each task built on the last, and then they hired him as a permanent team member. Today he's still at work in the trades, helping Moses Lake grow.

When a young person gets a head start on a career, the returns don't stop at a paycheck. A local employer gains a skilled worker it helped train, families find places to live, and the whole community grows stronger, from the ground up.

Josiah received recognition at the SkillSource Awards Banquet in March.



Federal Performance Measures

SkillSource achieved an average of 109% against federal targets

		ACTUAL TARGET
✓ MEDIAN QUARTERLY EARNINGS	YOUTH WAGE EARNERS	\$4,979 \$4,876
	ADULT CAREER SEEKERS	\$12,605 \$9,429
	DISLOCATED WORKERS	\$15,184 \$11,610
✓ SKILLS GAINED	YOUTH	56% 50%
	ADULT CAREER SEEKERS	67% 59%
	DISLOCATED WORKERS	80% 65%
✓ CREDENTIAL RATE	YOUTH	52% 51%
	ADULT CAREER SEEKERS	90% 82%
	DISLOCATED WORKERS	86% 81%
✓ EMPLOYED ONE YEAR LATER	YOUTH*	63% 62%
	ADULT CAREER SEEKERS	80% 71%
	DISLOCATED WORKERS	91% 77%

*OR ENROLLED IN POST-SECONDARY EDUCATION

Building Skills For Life

Preparing Our Future Workforce

Curiosity about how a community functions becomes a plan for how to build it. Exploration, education, project-based learning, plus personalized guidance and support makes the plan successful.

Youth
Services



SkillSource students explore the trades through Job Corps and apprenticeship opportunities that lead to stable, rewarding careers.



Pre-Employment Transition Services workshops and a paid work experience offered Monse the skills to grow. She is now a Youth Art Program Assistant with C.A.F.E.



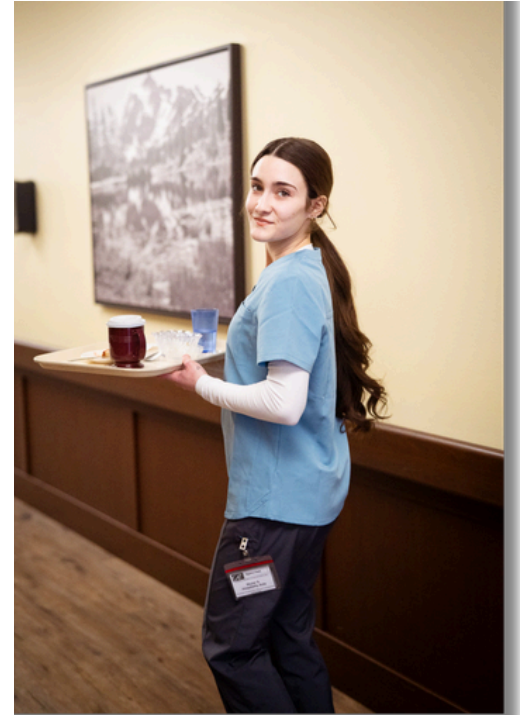
There is a demand for skilled electricians in Okanogan. Open Doors graduate, Sterling, is now earning his electrician license in Twisp, helping fill that critical need.

From Classroom to Career

Skylar & Regency Omak

In rural communities, the people caring for residents at a nursing center are often their neighbors. Filling those roles with people who bring consistency, kindness, and dignity to the work is a constant need, and some of the best candidates are young people.

Skylar came to Open Doors Youth Re-Engagement at WorkSource Okanogan after facing significant obstacles. SkillSource met her where she was, supporting her return to school while helping her discover the kind of work that fit her.



Ana from SkillSource, Lisa from F.Y.R.E., and awardees Skylar and her supervisor, Corinne from Regency Omak.

That led to a work experience at Regency Omak Rehabilitation and Nursing Center where she quickly earned the trust of residents and staff, and then a permanent job. Soon her name was all over the center's wall of kudos. As she grows in her healthcare career, so will the gratitude from the community who needs her.

Workforce Champions

Celebrating Our Partnerships

At the SkillSource Recognition and Awards Banquet, the inaugural Workforce Champion Award was presented to the Wenatchee, Othello, and Okanogan School Districts for their commitment to innovative partnership through Open Doors Youth Re-Engagement, a program that moves beyond traditional roles and expands meaningful pathways to students.



Kory Kalahar of Wenatchee School District with Susan Adams from SkillSource



Josh Tovar of Othello School District with Jacob Gama from SkillSource.



Roy Johnson of Okanogan School District with Erin DeLude from SkillSource.



SkillSource partners with the Wenatchee Valley and Greater Othello Chambers of Commerce to co-host Business is Brewing and Conexión, offering networking and essential resources in English and Spanish to local business owners.

Invitations & Innovation

Learning, Leading, & Leaning In.

SkillSource is increasingly invited to state, regional, and national forums to share expertise on workforce innovation.

Our leaders actively advise state agencies and cross-sector partners on youth career pathways, work-based training, and proactive technology adoption that helps local employers navigate change.

This past year, SkillSource became the first workforce board in Washington state to implement an organizational AI policy, setting standards for ethical staff use and mindful customer service.



Aaron Parrott presents on technology integration and workforce change alongside regional leaders at the NCW Tech Alliance AI Summit.



Lisa Romine brings the workforce perspective on turning deconstruction waste into a pipeline of steady, lasting jobs.

What's Ahead

Change is the one constant, so we're preparing our workforce for shifts in policy, technology innovations, and making sure everyone has a chance to succeed.

- **Advocating for Funding**

Ongoing advocacy to reauthorize and fully fund the public workforce system.

- **Policy & Work Requirements (HR1)**

Proactively guiding workers through shifting SNAP and Medicaid regulations.

- **Responsible AI Integration**

Positioned as a regional leader in ethical AI training; upskilling staff and navigating tools and technology with our customers.

- **Access & Inclusion**

Striving to provide access to career and business resources in every corner of North Central Washington.

Committed to Connection.

The workforce of tomorrow looks different from the one we planned for yesterday. And our communities deserve a workforce development system that stays curious and committed to connecting people to the pathways that lead to success.

Human connection is why we're all here. I see it all the time. People thrive when they know someone has their back. When career trainers, support staff, and business services teams say, "I see you" and invest the tools and resources to meet people where they are and help them take the next best step, the results are resounding. Connections lead to connections. Success leads to more success.

It's because of the legacy of this relational work that I am optimistic about the road ahead. New board members are bringing fresh perspectives. Youth voices are getting a seat at the table. Partnerships are growing stronger. And the word is out louder than ever that SkillSource is doing the dedicated, connective work that moves us forward.

I am honored to serve as Board Chair, and deeply grateful to the people at SkillSource who are committed to this work, every day.



Tad Hildebrand, Board Chair
SkillSource Regional Workforce Board

SkillSource Board Members

Tad Hildebrand, Chair Pilot Rock Consulting	Faimous Harrison Wenatchee Valley College	Irasema Ortiz-Elizalde Department of Social & Human Services
Ryan Beebout, Vice-Chair Sabey Data Centers	Julie Helligso Cascade Vet Clinics	Anthony Popelier Oroville Reman/Reload
Michelle Price, Secretary North Central Educational Service District	Heidi Huddle Allstate Insurance	Lindsay Prows Johnsons Glass & More
Randy Curry IBEW Local Union #191	Savannah Knowlton Welcome Home Care	Sara Thompson Tweedy Big Bend Community College
Maritza Enriquez Joyson Safety Systems	Nate Mack LiUNA Local 348	Pablo Villareal Division of Vocational Rehabilitation
Crystal Gage Confluence Health Omak Clinic	Brant Mayo Grant County Economic Development Council	Zach Williams Stemilt Growers
Augustine Gallegos Teamsters 760	Kyle Niehenke Adams County Development Council	Todd Wurl Employment Security Department

Forum of County Commissioners

Jay Weise Adams County	Brad Hawkins Chelan County	Dan Sutton Douglas County	Kevin Burgess Grant County	Nick Timm Okanogan County
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Business Partners

CHELAN - DOUGLAS

AAA READY MIX
ABC EARLY LEARNING ACADEMY
ALANO CLUB OF WENATCHEE
ALL WAYS CARING HOMECARE
AMG ALUMINUM NORTH AMERICA
ATS AUTOMATION
BIGFOOT HOME INSPECTIONS LLC
BOB'S APPLE BARREL BARK
BURLINGTON COAT FACTORY
BUZZ INN
C.A.F.E.
CASA HERRADURAS/CARNICERIA
CASCADIA PBA
CASCADIAN APARTMENTS
CASHMERE VALLEY BANK
CENTRAL WASHINGTON HOSPITAL
CD COMMUNITY ACTION COUNCIL
COLONIAL VISTA CARE
COLUMBIA FRUIT PACKERS
CVCH
CONFLUENCE HEALTH
CRUMBL COOKIES
CRUNCH PAK
DEPT OF TRANSPORTATION
DIAMOND FOUNDRY
DOLLAR TREE
DSHS

EMPLOYMENT SECURITY DEPT
FARMERS INSURANCE
GATEWAY CINEMA
GODFATHER'S PIZZA
GTC TECHNICAL SUPPORT
IN HOME CARE OF CENTRAL WA
IPRO BUILDING SERVICES
IREPAIR-IT
KENWORTH SALES COMPANY
L-BOW GREASE
LAWN RANGERS
LILIES OF THE VALLEY
LINK TRANSIT
MACFAMILY INC
MCDONALD'S
MELROSE MASSAGE
MOON BEAN COFFEE
MOUNTAIN SPROUTS
OHANA OCCUPATIONAL THERAPY
OHME GARDENS COUNTY PARK
OSORIO'S LANDSCAPING
PARADISE NUTRITION
PAT ARMSTRONG FORD
RIVERWAY CONTRACTORS INC
SAFEWAY INC
SAVMART GARDEN CENTER

SMALL MIRACLES
STEMILT GROWERS INC
SWIRE COCA-COLA
TAYLOR ORCHARDS LLC
THE CENTER FOR ALCOHOL &
DRUG TREATMENT
THE LITTLE PINEAPPLE
TRAINING, EDUCATING &
MENTORING
TREE TOP INC - WENATCHEE
TVETEN DENTAL CARE
UNWIND MASSAGE THERAPY
USDA FOREST SERVICE
VERN FONK
VIVA CREATIVE STUDIO
WALMART
WEINSTEIN BEVERAGE
WENATCHEE COMPUTER
WENATCHEE PUBLIC LIBRARY
WENATCHEE SCHOOL DISTRICT
WENATCHEE HUMANE SOCIETY
WENATCHEE VALLEY MUSEUM
WENATCHEE VALLEY YWCA
WORKSOURCE
WSU CHELAN CO EXTENSION
YWCA THRIFT STORE
ZULLY'S ROLLED ICE CREAM

GRANT - ADAMS

AAA READY MIX
ADAMS COUNTY PET RESCUE
AGB TRUCKING LLC
AGRI FIX TOWING & TRACTOR
ALL SEASON LAWN CARE
AMAZON
ANYTIME FITNESS OTHELLO
ASSURED HOME HEALTH
ASTAREAL INC
BASIC AMERICAN FOODS
BDR TRUCKING LLC
BEST BUY AUTO SALES
BOYS & GIRLS CLUB
BROOKDALE HEARTHSTONE
CENTRAL MACHINERY SALES, INC
CENTRAL WASHINGTON ASPHALT
CHANDLER INSURANCE SOLUTIONS
CITY OF MOSES LAKE
CITY OF OTHELLO
COBIES FINE DRY CLEANING
COLUMBIA BASIN HEALTH ASSN
COLVILLE FUELS
COMMUNITY SERVICES OF ML
CORNER STREET DONUTS
DESERT OASIS COMMUNITY
DESERT SUN LANDSCAPING
DOWNTOWN MOSES LAKE
ASSOCIATION
ELIO EXPRESS INC
EMPLOYMENT SECURITY DEPT
EPHRATA SENIOR CENTER THRIFT
FAIRCHILD CINEMAS

FAMILY RESOURCE HOME CARE
FAMOUS FOOTWEAR
FEDEX GROUND
FH TRUCKING
FIROUZI CONSTRUCTION
FREEWIND MARTIAL ARTS
GENIE INDUSTRIES
GRANT CO. ANIMAL OUTREACH
GRANT COUNTY TRANSIT
GROCERY OUTLET
GROUP14 TECHNOLOGIES
HARLE'S BEAUTY INSTITUTE, LLC
HELLO NATURE
HOME DEPOT
HORNING BROTHERS LLC
INLAND TARP & COVER INC
INSPIRE DEVELOPMENT CENTERS
INTEGRITY WEALTH ADVISORS
IRONWORKS CAFE
J & S TIRES
J R SIMPLOT CO
JOHNSONS GLASS & MORE
JOYSON SAFETY SYSTEMS
LAKESIDE DISPOSAL
LEP-RE-KON HARVEST
LINEAGE LOGISTICS
LIVE NATION ENTERTAINMENT
LOLORAE ESTHETICS
LONESTAR XPRESS LLC
MAGGIES KITCHEN
MASON'S PLACE LLC

MCPARTLAND LAW
MICROSOFT
MONROE HOUSE RETIREMENT
MOORE FURNITURE INC
MOSES LAKE CHAMBER
MOSES LAKE INDUSTRIES
MOSES LAKE MUSIC, INC
NORCO INC
OLD HOTEL ART GALLERY
OTHELLO DENTAL ARTS
OTHELLO FOOD BANK
OTHELLO HOSPITAL
OTHELLO SCHOOL DISTRICT
PACIFIC NORTHWEST MECHANICAL
PALOUSE POWER, LLC
QUINCY HOSPITAL
RED DOOR CAFE
SAFEWAY INC
SAGE ACADEMY OF MASSAGE
SAMARITAN HOSPITAL
SHANNON GILBERT INSURANCE
SKYVIEW DENTAL
SMULLIGAN'S PIZZA & BBQ
SUBWAY SANDWICH SHOP –
OTHELLO
SUMMER WOOD CARE CENTER
SYSTEMS TRANSPORTATION
THE BRIAN GENTRY TEAM RE/MAX
TLC CUSTOM MEATS INC
WALMART
WARDEN SCHOOL DISTRICT
WORKSOURCE

OKANOGAN

12 TRIBES CASINO
24-7 PROPERTY MAINTENANCE
ALPINE VETERINARY CLINIC
AMERICAN BEHAVIORAL HEALTH
ANDREWJESKI LIVESTOCK INC
ANIMAL HOSPITAL OF OMAK
APPLE HOUSE WAREHOUSE
BENEFICIAL IN HOME CARE
BLACK ROCK CONSTRUCTION
BREWSTER MARKETPLACE
CASCADE MULCHING PROS
CATE AND ERBS, INC.
CHELLE'S LLC
CHESAW TAVERN
CITY OF OKANOGAN
CITY OF OMAK
CONFLUENCE HEALTH
CONSUMER DIRECT CARE
NETWORK WASHINGTON
DOLLAR GENERAL
DOMINO'S PIZZA
EMPLOYMENT SECURITY DEPT

EXXON
FAMILY HEALTH CENTER
F.Y.R.E.
GOLDEN YEARS – RIVERSIDE
GROCERY OUTLET
IN HOME CARE OF CENTRAL WA
JAMIE'S PLACE
LAVISH LOOKS LLC
LONE MOUNTAIN TRANSPORT
LULO & LATTE
MID VALLEY HOSPITAL
MILSTEADT ELECTRIC INC
MORGAN & SON SEPTIC SERVICE
MVM EXCAVATING LLC
NORTH CASCADES ATHLETIC CLUB
NORTH CASCADES LANDSCAPING
NORTH VALLEY EXTENDED CARE
NUTRIEN AG SOLUTIONS
OKANOGAN CO CHILD DEV ASSN
OKANOGAN CONSERVATION DIST.
OKANOGAN COUNTY CLERK
OKANOGAN MARKET

OKANOGAN SPECIALTY FRUIT
OMAK MIRAGE
OMAK PUBLIC LIBRARY
OMAK RENT-ALL INC
OMAK SENIOR CENTER
PAPE MACHINERY
QUIK E MART
REGENCY OMAK LLC
REHAB VISIONS
SAFEWAY INC
SUNRISE CHEVROLET INC
SUNRISE DISPOSAL INC
THREE RIVERS DENTAL
THREE RIVERS HOSPITAL
TONASKET SCHOOL DISTRICT
UPPER VALLEY DISPOSAL
WALMART
WAREHOUSE THRIFT
WELCOME HOME CARE LLC
WHEATLAND BANK
WORKSOURCE

*Thank you to all the local businesses
who trained on-the-job, and hired
SkillSource graduates!*



CONTACT US ✨

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**126 South Main St.
Omak, WA 98841
(509) 826-7310**

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.