



Board Meeting
Via Zoom
Tuesday, September 28
5:30 pm

Chelan/Douglas Year-End Performance Report

July 1, 2020 - June 30, 2021

A Blooming New Career

Loves Me Flowers, a floral shop in Cashmere, was receiving more orders than they could handle. The owner Kendra handled everything herself, from ordering and arranging to selling and accounting. SkillSource Managing Director Lisa Romine, a customer, observed how swamped she was and offered to assist Kendra find extra help. Kendra had reservations about training an employee, as she didn't know how business would go due to the pandemic. Youth staff Christy followed up, discussed the employer responsibilities, explained Kendra's role as a job instructor, and that Christy would support the business and trainee through the process. Kendra agreed.

Tatyanna came to SkillSource in 2019 as a young parent working towards high school graduation. Her assessments showed interests in customer service and business as well as an enterprising and artistic personality. Despite her limited work history, she seemed like a good fit for the floral shop position.

In November 2020, Tatyanna began a Work Experience as a Floral Shop Assistant. She learned about merchandising the gift shop, floral and plant care, preparing orders for delivery, and assisting with design basics by making wreaths and centerpieces. SkillSource supported her with appropriate work clothing and gas to get to work. In December Kendra commented, "Tatyanna has been a nice fit for my business that I didn't know I needed".

Through Kendra's training and mentoring, Tatyanna excelled in the position. Kendra said, "Valentine's Day was a true test for us. We are a great team!" Tatyanna demonstrated positive work habits with perfect scores. She loved the variety and learned something new everyday.

Kendra wanted to keep training Tatyanna in more aspects of the floral design business, but Tatyanna struggled to find consistent childcare. SkillSource helped her enroll her son into a daycare program for the first time. She continued to work on her studies and earned her high school equivalency certificate in May 2021.

Tatyanna and Loves Me Flowers continue to blossom. She earns \$15 per hour, works a consistent schedule, is responsible for creating wedding boutonnieres, opening and closing the shop, and helping train new part time floral designers in the business's operations. It's exciting to watch them grow together!





Registration & Exit

| | Actual | Annual Goal |
|---|------------|-------------|
| Total Served | 505 | 611 |
| Adults | | |
| Registered | 83 | 94 |
| Placement Rate (% employed at exit) | 86% | 70% |
| Credential Rate (% trained in voc ed who earn a credential) | 83% | 63% |
| Dislocated Workers (Regular & Discretionary) | | |
| Registered | 100 | 119 |
| Placement Rate (% employed at exit) | 85% | 87% |
| Credential Rate (% trained in voc ed who earn a credential) | 71% | 67% |
| Youth | | |
| Registered | 78 | 81 |
| Placement Rate (% of youth employed or in post sec ed) | 72% | 67% |
| Credential Rate (% youth who achieved a HSD or GED) | 56% | 53% |



| Participants in Occupational Education | 20-21 Students (YTD) | | | | 19-20 Students (Year Total) | | | |
|--|----------------------|-----|----------|-------|-----------------------------|-----|----------|-------|
| | Big Bend | WVC | WVC Omak | Other | Big Bend | WVC | WVC Omak | Other |
| Health Care | 13 | 27 | 4 | 15 | 17 | 33 | 8 | 7 |
| Office | 12 | 13 | 4 | 14 | 22 | 7 | 2 | 8 |
| Industrial & Technical | 13 | 1 | 1 | 61 | 23 | 4 | 1 | 59 |



| Workforce Investment Fiscal | Budget | Expenditures | Expenditure Rate |
|--|------------------|------------------|------------------|
| Career Services | 955,434 | 860,043 | 90% |
| Basic | | 187,514 | |
| Individual | | 672,529 | |
| Employer Based Training | | | |
| On-The-Job / Incumbent Worker Training | 175,299 | 60,138 | 34% |
| Work Experiences / Project Learning | 174,636 | 140,573 | 80% |
| Occupational Education | 199,346 | 156,299 | 78% |
| Healthcare | | 39,702 | |
| Office | | 28,966 | |
| Industrial/Technical | | 87,631 | |
| Basic Education | | | |
| Secondary Education | 355,834 | 408,027 | 115% |
| Computer Basics | 102,476 | 96,470 | 94% |
| Support and Incentives | 60,180 | 42,503 | 71% |
| Total | 2,023,205 | 1,764,053 | 87% |