



## **Grant/Adams Quarterly Performance Report** July 1, 2017 – September 30, 2017

### **MAKING IT HAPPEN!**

Following a job loss in 2015, Nichole realized that she needed updated skills to develop a career that would increase her chance of finding good work with a wage strong enough to help support her family. A married mother of two, Nichole's biggest challenge was where she lived. Jobs are scarce near her home in Coulee City and she knew that a lengthy commute is a reality for her.

After considering her options and attending career workshops in the WorkSource center, Nichole made the choice to return to school. With assistance from SkillSource staff, she applied for and received Commissioner Approved Training and Training Benefits, allowing her to receive Unemployment Benefits for the first year of her schooling. She was also happy to get help from SkillSource and Worker Retraining to help with the costs of tuition, books and fees for her office classes.

School at Big Bend Community College wasn't always easy. Personal and academic issues arose but Nichole always overcame her challenges. The winter of 2016 was especially difficult with multiple ice storms making her 120 mile daily commute treacherous. Yet she persisted and completed TWO degrees in Administrative Professional Services and Business Medical Office and Billing with a 3.40 GPA.

Her next challenge was to find full-time employment. Nichole looked for work for months before making a successful connection with Samaritan Physicians in Moses Lake. As previous On-the-Job Training employers, Samaritan Physicians were eager to again connect with SkillSource to ensure successful training for a new hire.

Nichole joined the staff as an Entry Clerk and is doing well. Support services of gas and clothing ensured that her first few weeks on the job went smoothly. Now through initial training, Nichole is assisting with billing duties, filing, greeting patients and providing excellent customer service. She is a great addition to the Samaritan Physician's family and they are happy to have her as part of the team.





| <b>Registration &amp; Exit</b>                                       | <b>GA YTD</b> | <b>Annual Goal</b> |
|--|---------------|--------------------|
| <b>Total Served</b>  | <b>180</b>    | <b>776</b>         |
| <b>Adults</b>  |               |                    |
| Registered   | 21            | 54                 |
| Placement Rate ( <i>% employed at exit</i> )                         | 78%           | 80%                |
| Credential Rate ( <i>% trained in voc ed who earn a credential</i> ) | 100%          | NA                 |
| Average Wage at Placement  | \$16.39       | NA                 |
| <b>Dislocated Workers (Regular &amp; Discretionary)</b>              |               |                    |
| Registered   | 29            | 103                |
| Placement Rate ( <i>% employed at exit</i> )                         | 100%          | 88%                |
| Credential Rate ( <i>% trained in voc ed who earn a credential</i> ) | 100%          | NA                 |
| Average Wage at Placement  | \$17.26       | NA                 |
| <b>Youth</b>   |               |                    |
| Registered   | 49            | 87                 |
| Placement Rate ( <i>% of youth employed or in post sec ed</i> )      | 0%            | 58%                |
| Credential Rate ( <i>% youth who achieved a HSD or GED</i> )         | 67%           | 62%                |
| Average Wage at Placement  | NA            | NA                 |



| <b>Participants at Local Community Colleges</b> | <b>17 - 18 Students (YTD)</b> |            |                 | <b>16 - 17 Students</b> |            |                 |
|---|-------------------------------|------------|-----------------|-------------------------|------------|-----------------|
|   | <b>Big Bend</b>               | <b>WVC</b> | <b>WVC Omak</b> | <b>Big Bend</b>         | <b>WVC</b> | <b>WVC Omak</b> |
| Health Care                                     | 9                             | 15         | 11              | 5                       | 17         | 16              |
| Office  | 5                             | 5          | 1               | 5                       | 13         | 1               |
| Industrial & Technical                          | 7                             | 2          | 1               | 25                      | 23         | 0               |
| Other   | 1                             | 0          | 1               | 0                       | 0          | 3               |



| <b>Workforce Investment Fiscal</b> | <b>Budget</b>    | <b>Expenditures</b> | <b>Expenditure Rate</b> | <b>Obligation Rate</b> |
|------------------------------------|------------------|---------------------|-------------------------|------------------------|
| SkillSource:                       |                  |                     |                         |                        |
| Human Resources                    | 930,295          | 205,403             | 224%                    |                        |
| Physical Resources                 | 270,286          | 74,145              | 27%                     |                        |
| Employer Based                     | 217,479          | 31,172              | 14%                     | 24%                    |
| Vocational Institutions/Colleges   | 160,938          | 7,161               | 4%                      | 21%                    |
| Support and Incentives             | 35,547           | 3,552               | 10%                     |                        |
| <b>Total</b>                       | <b>1,614,545</b> | <b>321,433</b>      | <b>20%</b>              |                        |