



Board Meeting
Via Zoom
Tuesday, November 30
5:30 pm

Okanogan Quarterly Performance Report

July 1, 2021 – September 30, 2021

From Helped to Helper

WorkSource Okanogan prides itself on providing the absolute best customer service to all who contact them seeking career services. In late 2019, the Center saw a great amount of growth and therefore high turnover, as many employees were promoted and assigned to new positions. This left a vacancy within the Basic Food Employment and Training (BFET) program that needed to be filled. Little did they know that one of their previous customers would fill that empty space.

Marisela came to WorkSource in 2014 with previous work experience in cashiering and sorting and packing fruit. Her biggest obstacles to finding employment were a lack of job skills and no résumé. Through Title I services, she received Computer Basic Skills training and résumé writing assistance. With the encouragement and support of her case manager, Monica Garza, she applied for and was offered the Support Service Substitute position at the Okanogan County Child Development Association, the local Head Start agency. She was also attending college full time in the evenings, and soon found that full time work and school was too much on top of caring for her family, so she left her job to focus on school. Eighteen months later, Marisela was ready to return to work and she knew where to turn for help—WorkSource. After participating in the BFET program and also working with OIC of Washington, she landed a temporary position with DSHS. It was during that time she learned of the position opening with the BFET team at WorkSource Okanogan.

Marisela was a desirable candidate for the position as demonstrated by her willingness to attend work readiness workshops and continually seek professional development opportunities. She began her new position in March of 2020 as a BFET Case Manager. This crucial position helps job seekers to overcome barriers to education and employment through planning and supportive services. According to her supervisor Becky Day, “she is a very kind, companionate person and is able to easily connect with customers from diverse backgrounds.” BFET Case Managers have a goal to ensure they connect with clients at least monthly to make progress checks. Marisela’s mentor Brenda Jones stated that the team met with 100% of their clients 12 months in a row during the pandemic due to “the close partnership of our excellent team member Marisela.”



When asked what she likes about her job, Marisela said, “I love to see participants overcome their barriers and successfully meet their employment goals.” Marisela assists others with compassion in the same way she received support and acceptance.

Thank you Marisela, for helping others in the same way you were once helped!



Registration & Exit

	YTD Actual	Annual Goal
Total Served	127	321
Adults		
Registered	17	48
Placement Rate (% employed at exit)	62%	70%
Credential Rate (% trained in voc ed who earn a credential)	75%	63%
Dislocated Workers (Regular & Discretionary)		
Registered	18	68
Placement Rate (% employed at exit)	87%	87%
Credential Rate (% trained in voc ed who earn a credential)	92%	67%
Youth		
Registered	13	39
Placement Rate (% of youth employed or in post sec ed)	72%	68%
Credential Rate (% youth who achieved a HSD or GED)	75%	53%



Participants in Occupational Education	21-22 Students (YTD)				20-21 Students (YTD)			
	Big Bend	WVC	WVC Omak	Other	Big Bend	WVC	WVC Omak	Other
Health Care	6	20	2	6	13	27	4	15
Office	10	5	1	11	12	13	4	14
Industrial & Technical	5	0	0	14	13	1	1	61



Workforce Investment Fiscal	Budget	Expenditures	Expenditure Rate	Obligation Rate
Career Services (Basic & Individual)	499,323	108,301	22%	89%
Work Based Training				
On-The-Job/Incumbent Worker Training	60,671	0	0%	18%
Work Experiences/Project Learning	81,670	14,608	18%	27%
Occupational Education	68,931	4,550	7%	11%
Healthcare		0		
Office		0		
Industrial/Technical		4,550		
Basic Education				
Secondary Education	115,474	24,520	21%	85%
Computer Basics	56,612	4,968	9%	35%
Support and Incentives	39,009	5,156	13%	53%
Total	921,690	162,103	18%	68%