



King County

Department of Community and Human Services

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IMPLEMENTATION PLAN

2012 – 2017 Veterans and Human Services Levy

Activity 2.6.C Employment and Training: Aerospace & Veterans Employment & Training

1. Goal

Increase self-sufficiency of veterans and vulnerable populations at risk of homelessness.

2. Strategy

Strategy Two of the Veterans and Human Services Levy Service Improvement Plan (SIP) is “Ending Homelessness”.

3. Activity 2.6: Employment and Training

The Aerospace and Veterans Employment and Training activity described below is one of three activities funded under Activity 2.6 Employment and Training.

4. Service Needs, Populations to be Served, and Promotion of Equity and Social Justice

a) *Service Needs*

Veterans are returning home from Iraq and Afghanistan after being out of the civilian labor market for some time. There will be an estimated additional 1000 veterans annually returning to King County as they complete their military service. They need intensive, personalized services to assure that they make a smooth transition to the King County labor market in a self-sufficient career pathway. They are at risk of homelessness for themselves and their families and their spouses may also need career employment services to assure family self-sufficiency. Additionally earlier veterans from the Gulf war and early global war on terror still find themselves with limited employment options. The unemployment rate for Veterans remains higher than the general population, averaging 15.2% nationally in 2011. While the Veterans unemployment rate has been dropping with the overall unemployment rate in 2012, the rate is still high and transitioning into family wage jobs.

Analysis of the King County Veterans Program (KCVP) data showed that 1,929 clients had served in the military since the Gulf War. The average age for these veterans was 37 with 40 percent being between the ages of 35 and 44. Five percent were under 25 years of age and 2 percent were over 55. The majority of these veterans were white (57 percent) with African-Americans another large segment (34 percent). Five percent were Latino. Most in this group are male (85 percent) but females at 15 percent represent a

larger percentage than in earlier war eras. Education levels varied with 27 percent not having gone beyond high school, 46 percent having attended college without attain a degree and 26 percent earning a college degree or professional certificate.

Thirty-three percent of KCVP's Gulf War veterans were homeless at time of intake. Twenty-two percent were employed and another 22 percent were in school. Forty-three percent reported that they were disabled.

The KCVP clients served since 2010 have been administered the KCVP self-sufficiency tool. Of the veterans who had served since the Gulf War, over 85 percent of them were rated as in employment crisis or highly vulnerable to economic crisis (score of 5 or lower on a scale of one to ten.)

Non-veterans also face barriers to employment; 24.5 percent are persons with disabilities. Of the 5,700 served in homeless housing programs not targeting veterans in 2011, 78 percent were unemployed but seeking employment. Sixty-three percent had a high school degree or less. Just twenty-two percent had a degree or a professional certificate. Most clients in the non-veteran programs were people of color (race other than white-59 percent and Latino-11 percent).

The Employment and Education Resources unit is leading the way to ensure that vulnerable clients such as these get more than an entry level job, but in the spirit of the Levy goal, begin a pathway leading to self-sufficiency

Additionally, other priority populations such as younger persons who are homeless, need an opportunity to escape poverty and financial instability for themselves and their families. Other vulnerable populations will need similar services to prepare for these expanding opportunities.

b) *Populations to be Served*

Veterans and other vulnerable populations will be served to assess their interest and aptitude for Aerospace related careers as well as members of the civilian population who are at risk of homelessness. The unemployment rate has remained high in King County throughout the recession and Veterans and their spouses need personalized help to make sure they are knowledgeable and skilled in areas of the economy that are growing. Intensive outreach to Veterans to explain these career opportunities to Veterans will be coordinated by the King County Veterans Program through the network of Veteran services organizations.

c) *Promotion of Equity and Social Justice*

The Equity and Social Justice Ordinance requires King County to consider the impacts of its policies and activities on its efforts to achieve fairness and opportunity for all people, particularly for people of color, low-income communities and people with limited English proficiency. The King County Equity Impact Review Tool available online at: <http://www.kingcounty.gov/exec/equity/toolsandresources.aspx> provides a list of the determinants of equity that may be affected by your activity. Evaluate your activity's impact by responding to the following questions:

i) Will your activity have an impact on equity?

A self-sufficient career is central to real Equity and Social Justice in order to assure that people are not living in poverty. This project will assist Veterans, their spouses and other citizens in need of employment services prepare for and obtain career pathway employment that provides health care and a living wage appropriate to the size of their family.

- ii) What population groups are likely to be affected by the proposal? How will communities of color, low-income communities or limited English proficiency communities be impacted?

Veterans are a central focus of this employment project. There are Vietnam Veterans still struggling with homelessness that can benefit from these services. Additionally, there are significant numbers of Post 9/11 Veterans now returning from Iraq and Afghanistan who need these services to prevent homelessness. Many of these Veterans are from communities of color.

- iii) What actions will be taken to enhance likely positive impacts on these communities and mitigate possible negative impacts?

There will be no negative impacts from this proposal. By integrating the most up to date information and preparation for Aerospace related training and employment opportunities in a one stop service hub, access to these opportunities will become more accessible to individuals interested in them.

5. Activity Description

The Aerospace and Veterans Employment and Training Initiative will integrate services for education and employment in aerospace related careers at WorkSource Renton and Worksource Downtown Affiliate. The direct service staff added in this initiative will provide the capacity to provide quality services to expedite access and preparation for these quality career opportunities that lead to self-sufficiency.

Aerospace Career Counselors will provide professional career planning services that help each customer examine their interests, aptitudes, experience, transferable skills and educational background to develop a career pathway to self-sufficiency. Educational navigators from the community and technical colleges will provide on-site up to date information on available training opportunities. A case manager will assist in preparing a final aid package tailored to individual needs that includes Veterans benefits and other resources as necessary. The computer lab instructor will provide personalized instruction and coaching on technology and other on-line courses that will help each person become ready for success in obtaining credentials in their chosen career path. Business partners in the industry will provide assistance in preparing resumes and practicing interviews. Specific job interviews will be made available when an individual is ready for a job.

This system integration at one hub site at WorkSource Renton will make these services easily accessible and understandable in a timely way to Veterans and other vulnerable populations. This service integration at a one stop employment and education site will substantially reduce the time delays and frustrations that could result if a person had to navigate all these different resources in different locations.

This initiative will bring together resources from King County, the Workforce Development Council, Community and Technical Colleges, Employment Security Department and community based organizations who are partners at Worksource Renton to create an Aerospace employment and training service hub. Services will also be provided at the YWCA WorkSource Affiliate Downtown which is close to the downtown King County Veterans Program and serves homeless Veterans through a variety of housing and social service programs.

There are two main policy objectives:

- Support the King County Aerospace Alliance by training the next generation of aerospace workers with the skills necessary to fill the dramatic hiring demands for 5000 people annually for aerospace related companies in King County.
- To coordinate priority access and preparation for aerospace related, self-sufficient careers for Veterans and other vulnerable populations at risk of homelessness by WorkSource Renton as an integrated service hub across systems..

Several positive variables have converged to create the opportunity for an Aerospace and Veterans employment and training hub at WorkSource Renton, which is managed by King County:

- Boeing has record airplane orders and needs to dramatically expand its workforce in King County. A historic labor agreement has been reached and Boeing has multiple orders for 737s, 767s, 787s, 777s and several military aircraft. Boeing plans to achieve record production rates of 42 737s per month at Renton. Plans for 737 MAX production in Renton will continue to create a range of employment opportunities from assembly to engineers with both Boeing and over 400 suppliers in King County.
- The King County Executive's provided the leadership in creating the King County Aerospace Alliance to respond to the rapidly expanding workforce hiring needs of Boeing and its suppliers in order to help our region's economy grow and thrive with family wage jobs.
- The federally-funded Air Washington Grant to the State's Community and Technical Colleges will expand training capacity in aerospace manufacturing related occupations.
- The directive to the Department of Labor by President Obama requiring One Stop Employment Centers, including WorkSource Renton, to respond to the employment needs of returning Post 9/11 Veterans by creating "Veterans Gold Card Employment Services" to assure a smooth transition to civilian employment.
- Microsoft's donated of 1000 Elevate America on-line IT training vouchers to returning Veterans through the Seattle-King County WorkSource system.
- King County Veterans Program has a history and track record of providing Veterans services through the Veterans Relief Fund and the Veterans and Human Services Levy. King County Veterans Program offices are located at WorkSource Renton and close to the YWCA Worksource Affiliate Downtown.
- The Workforce Development Council received over \$800,000 in funding from the Governor to help expand Aerospace related training courses in the Community and

Technical Colleges in King County. These expanded training classes will include CNC Machining, Composite Manufacturing and Manufacturing Assembly.

- King County's Employment and Education Resources Program manages WorkSource Renton and has a proven track record of providing award winning Best Practice employment and training services in partnership with businesses and multiple community partners. WorkSource Renton is the only One Stop Center in the Seattle-King County WorkSource system and has excellent partnerships with the Workforce Development Council, the community and technical colleges in King County and local aerospace manufacturers through the Manufacturing Industrial Council.

Benefits to Job Seekers:

- Personalized career assessment, exploration, planning and coaching services, including analysis of transferable skills, access to post-secondary training, apprenticeships and credentials and assistance in preparing resumes, honing interview skills, job search assistance using social media and direct access to aerospace related employers hiring workers in family wage jobs.
- Assistance in navigating, accessing and financing training specific to aerospace careers.
- Direct instruction and personalized coaching in IT and other on-line coursework.
- Job placement, retention and career progression assistance.

Benefits to Aerospace Employers:

- Coordinated access to trained and job ready applicants
- Customized assistance in matching applicants with specific employer needs
- A clearinghouse for accurate information on available employer resources and services

The integrated employment and education services provided will include:

- Comprehensive Assessment and Career Planning
- Career Exploration
- Disability Accommodation
- Transferable Skills Analysis
- Navigation of Job and Training Options to Achieve Self-Sufficiency
- Coordination of Financial Resources to Support Needed Training
- Access to Microsoft Elevate America On-line IT Training Vouchers
- Personalized Coaching and Training in a Computer Lab
- On-line Job Search Assistance and Coaching in Social Networking Tools
- Industry Recognized College Credentials to Increase Earnings
- Interviews with Aerospace Related Employers
- Family Wage Jobs

- Case Management Support to Assure Success in Education and Employment
- Support Services to Support Education and Employment Success
- Follow Up and Job Retention Support
- Assistance in Career pathway progress to Self-Sufficiency.

6. Funds Available

An estimated special allocation of 2006-2011 Veterans and Human Services Levy fund balance in the amount of \$4,640,064 could be allocated for 2012-2017 for Activity 2.6 C Aerospace and Veterans Employment Training. The following is a preliminary estimate of the funds that are likely to be needed if this activity is funded for the length of the Levy. There is sufficient fund balance available if this activity is prioritized.

	2012	2013	2014	2015	2016	2017
Veterans Levy	\$281,216	\$562,432	\$562,432	\$562,432	\$562,432	\$561,432
Human Services Levy	\$140,608	\$281,216	281,216	\$281,216	\$281,216	\$281,216
Total	\$421,824	\$843,648	\$843,648	\$843,648	\$843,648	\$843,648

See Attachment A for draft startup budget.

7. Evidence-based or Promising Practices

King County Employment and Education Resources Program received Governor's Awards for Best Practices in Workforce and Economic Development for both 2010 and 2011. These awards were based on innovative partnerships with the Workforce Development Council, Manufacturing Industrial Council, Community and Technical Colleges, and the integrated One Stop Employment Center services offered at WorkSource Renton in partnership with thirteen organizations. This proposal builds on these strengths and integrates the King County Veterans Program into accessing the aerospace career opportunities in King County. The Boeing Company projects hiring 5000 workers annually in King County and is dramatically increasing the demand for workers in the over 400 companies in its supply chain. This significant increase in manufacturing production demand is opening a wide range of career opportunities from assembly to engineering at Boeing and its suppliers. The proposed service integration model will result in self-sufficient employment with benefits for Veterans, their families and other vulnerable populations at risk of homelessness.

8. Service Partnerships

WorkSource Renton is a One Stop integrated services employment and education hub managed by King County Employment and Education Resources. The current partners, besides King County's internal programs (King County Veterans Program, Career Connections for Homeless Families and Veterans, King County Jobs Initiative, Dislocated Worker Program, YouthSource), include the Workforce Development Council of Seattle-King County, Manufacturing Industrial Council, Renton Technical College, Employment Security Department, Pacific Associates, TRAC and Associates, AARP, Neighborhood House, Asian Counseling and Referral, Job Corps, Labor and Industries, Multi-service Center, YWCA and CARES of Washington. Additional Veterans and homeless service partners contracted through the Levy will be part of the integrated comprehensive service mix. The YWCA

Downtown WorkSource Affiliate also has multiple partners and has direct access to YWCA homeless housing and other programs.

9. Performance Measures

The high visibility of this project is providing an opportunity and initiative to build a robust evaluation structure that will measure the major milestones and attainments of the clients along the career pathway towards self-sufficiency. The levy evaluation unit will work closely with the project using a developmental evaluation approach, wherein lessons learned will be used to continually improve and tailor the services to ensure long term targets and goals will be met.

In developing the evaluation structure, levy evaluation staff worked with EER staff in developing the milestones and targets – consistent with established measurement strategies in the employment and education field. The project will report semi-annually on progress and analysis conducted on lessons learned – which will be incorporated into overall Levy performance reporting. The following are initially estimates of performance and evaluation assumptions for the 5 ½ year life of the project.

July 2012 – December 2017		
Milestones.....Activities	Observations/Assumptions	Targets
Assessment (Risk Factors) Self-sufficiency	2/3rds of those assessed will be enrolled	1300
Enroll in project and develop career plans	Includes new enrollees and reenrollment. About 30 percent will fast track to job readiness and 70 percent will need some education prior to securing job	900
Enroll in coursework	Combination of remedial, industrial skills and credential programs. Some specialty courses towards aerospace	630
Achieve short term certificates	Industry specific	536
Achieve 40 quarter credits	Tipping point	200
Achieve credential (1-2 years)	Credential	150
Achieve Job readiness credential	Complete class curriculum	806
Job search assistance	Personalized assistance	806
Exit outcomes and evaluation measurement		
Job placement	90 percent of fast track and 85 percent of education track	780
Achieve self-sufficiency at exit	Assess for self-sufficiency using WDC calculator. Track type of and quality of job	85 %
90 day retention	95 percent	744

Attachment A

Aerospace/Veterans Employment Training Initiative

DRAFT 6-month Budget for July-December 2012

	King County Funds (2/3 Vets Levy, 1/3 HS Levy) (6-mo period July – Dec)	Proposed Funding Leverage/ Partnerships
2 Aerospace Career Counselors 1 at WorkSource Renton 1 at YWCA WorkSource Downtown	\$109,108	Access to WorkSource Partner Services
1 Business Specialist	\$72,608	WorkSource Business Services
IT Computer Lab Instructor	\$67,608	\$60,000 WDC Feb – Aug 2012
1000 “Elevate America” IT on-line training vouchers for veterans		\$125,000 in vouchers from Microsoft to WDC for WorkSource System
.5 Aerospace Navigator		\$50,000 RTC Air Washington grant
1 Veterans Navigator		(\$109,108) proposed WDC’s RFP
Training in Aerospace careers at community and technical colleges, tutoring	\$50,000	Specific college aerospace training courses (\$810,000 committed by WDC to colleges), AIT Washington cohorts and Dislocated Worker
Paid Internships with Businesses	\$35,000	Work with MIC to explore leveraging other fund contributions from business community
Computer Lab/Classrooms	\$87,500	
TOTAL, July – Dec 2012	\$421,824	