



Healthcare employer have identified multiple issues that they are facing within their workforce. The workforce partner community will continue to realign the community resources to address the deeper and more systemic issues facing the pipeline, retention, and develop of the retail workforce. While solutions are being developed and implemented the community of partners wished to make sure that current solutions to many of the issues raised do currently existed and may help the businesses that wish to engage with them. Following are solutions to issues Healthcare businesses within Snohomish County mentioned. Strategic Partner Planning for Sector Development

Work ethic of new hired individuals seems undeveloped.

- The Youth Center at the Everett train station provides coaching and mentorship for youths (under 25) in work ethic, its focus is to increase interpersonal communication and knowledge of how work culture operates. Also the center offers on the job work experience (WEX) internships to close the gap with entry level placement and mentoring on how to grow with the company and move up in their career. This can be done with career coaching, training, and understand the success ladder. If you would like more information or would like to offer opportunity to young adults that have received these training please contact Rachel Gehrmen rgehrman@esd.wa.gov 425-374-8351
- Worksource provides a program called Work Experience is designed to provide workers with on the job experience while allowing employers to not risk losing the investment in wages during the program as the participant are paid for as the participant will be paid for by another organization to allow the business to have them for 90 hours and see if the individual is right for their business before hiring them. If you would like more information or see if this program would work for you please contact Sam Samano LSamano@esd.wa.gov (425) 258-6388
- Housing Hope provides internship to individuals if interested in providing internships or looking to find those that have gone through an internship please contact Rachel Clifton RachelClifton@housinghope.org 425-903-4913
- Housing Hope jointly with Edmonds Community College provides Transition Life skills a two-week course that provides training on dealing with change, time management, goal setting, and workplace strategies. If you would like more information please contact Jan Strand jstrand@edcc.edu 425.640.1008
- Edmonds Community College works to imbed soft skills learning within their classes and workshops through the career action center. If you have any questions or comments about the skills being imbedded in the training please contact Anne Penny apenny@email.edcc.edu 425-640-1694
- Everett Community College offers multiple soft and basic skills workshops. If you are interested in these programs or would like to reach out to students taking these programs please contact Nidia Algeeg nalgeeg@everettcc.edu or Tiffany Williams tidwilliams@everettcc.edu

New hires seem to not understand work culture (expectations on site, career paths, miss-placed entitlement ideas)



- WorkSource offers workshops on and off site for employees about expectation within working culture. If interested please contact Sam Samano lsamano@esd.wa.gov (425) 258-6388, mdwilson@esd.wa.gov 425-258-6362
- Everett Community College offers site visits to companies to talk with their HR personnel about the issues they are facing. If interested please contact Laura Baker, lbaker@everettcc.edu
- Good Will offers multiple Work Ready and Succeeding on the Job skill workshops/classes. If interested in learning more or reaching out to participants please contact Tania Siler tania.siler@seattlegoodwill.org 360-657-441

Many of the staff seem to lack interpersonal communication ability (interviews, to leadership, to customers)

- WorkSource offers workshops and one on one guidance for on how to interview and developing customer services at multiple locations. Also regularly has mock interview training. With the Business Solutions team willing to work on site with businesses. To learn more or seek training opportunities contact Sam Samano lsamano@esd.wa.gov (425) 258-6388 or Michelle Wilson 425-258-6362
- The WorkSource Youth Center (aged 16-24) in the Everett Train Station helps youth with their interviewing skills. For more information contact Robert Dingethal Robert.Dingethal@rescare.com 425-308-7601
- Everett Community College Job Fairs offer interview preparation on main campus. Also offer workshops on interviewing. If interest in more information please contact Nidia Algeeg nalgeeg@everettcc.edu or Tiffany Williams tidwilliams@everettcc.edu
- Edmonds Community College Career Action Center offers workshops on interviewing. If you would like more information please contact Anne Penny apenny@email.edcc.edu 425-640-1694
- Goodwill offers courses on Social Etiquette targeted at improving individuals' professional communication. If you would like more information please contact Tania Siler tania.siler@seattlegoodwill.org 360-657-441

Healthcare is becoming so overregulated that it is strangling the size of the workforce pipeline, limiting the upward mobility pathways within the industry.

- Being that this will be an ongoing concern with no short term solutions both Everett Community College's Dean of Health Sciences & Public Safety Division Jason Smith jsmith@everettcc.edu 425-388-9142 and Edmonds Community College's Coordinator Elizabeth Patterson elizabeth.patterson@edcc.edu 425.640.1061 would like to work with you and try to find how as a community trainers and business can best work through the ever increasing regulations.

Outreach for the opportunities within clinical and non-clinical locations throughout Healthcare.

- I-CATCH (Innovations in Creating Access to Careers in Health Care) provides the local healthcare industry with additional well-trained workers to meet labor shortages and high demand



occupations. Through reaching out to non-traditional healthcare workers. If interested in more details please contact Jared Schapiro jared.schapiro@workforcesnohomish.org 425-921-3469.

- WorkSources Business Solutions will help outreach and conduct hiring events. For more information please contact Sam Samano lsamano@esd.wa.gov (425) 258-6388.
- Edmonds Community College would like to hold hiring events and conduct outreach for the industry. To outreach with Edmond Community College please contact Elizabeth Patterson elizabeth.patterson@edcc.edu 425.640.1061
- Everett Community College would like to hold hiring events and conduct outreach for the industry. To outreach with Everett Community College please contact Jason Smith jsmith@everettcc.edu 425-388-9142