



Retail 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 retail businesses within Snohomish County mentioned.

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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:nalgeeg@everettcc.edu) or Tiffany Williams [twilliams@everettcc.edu](mailto:twilliams@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](mailto:lsamano@esd.wa.gov) (425) 258-6388, [mdwilson@esd.wa.gov](mailto: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](mailto: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](mailto: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](mailto: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

Getting help outreaching for entry level and mid-level opportunities within retail

- The WorkSource Youth Center (aged 16-24) in the Everett Train Station is always looking for opportunities to share with clients that wish to enter into careers. For more information contact Robert Dingethal Robert.Dingethal@rescare.com 425-308-7601.
- Business Solutions Services within the WorkSource works with business to assist with outreach and recruitment of skilled job seekers. Also holds regularly accruing job fairs and mini hiring events across the county to further increase outreach of opportunities. If interested please contact Sam Samoan (425)258-6388 [lsamano@esd.wa.gov](mailto:lsamano@esd.wa.gov)
- Hopeworks/ Housing Hope operates a retail training internship out of the Café Works/ Renew works location. The program has participants that would be likely be interested in post internship opportunities. If interested in outreaching with them please contact Rachel Clifton 425-903-4913 Rachel Clifton Rachelclifton@housinghope.org

Retailer would like help changing the perception of retail from a short term job to a career opportunity



- Housing Hope through community Town Halls and ongoing outreach for retail opportunities. Additionally with partnership with Everett Community College they are offering a Retail Management training. If interested in more information please contact Haley Miller (425-903-4913)
- Workforce Snohomish has a Retail Coordinator that works to develop the retail sector. She engages with business on a continually to help guide services to business and outreach the higher than entry level positions that make retail a career opportunity. If interested in how this might be able to help you please contact Kitty Kitnikone 425.921.3495 [kitty.kitnikone@workforcesnohomish.org](mailto:kitty.kitnikone@workforcesnohomish.org)
- Edmonds Community College offers a retail management certification program which is tailored to train up individuals that wish to make retail their life's career. If you are interested in more information or reaching out to graduates of this program please contact Ann Paulson 425-640-1613 [apaulson@edcc.edu](mailto:apaulson@edcc.edu).
- Edmonds Community College in partnership with WAFC (Western Association of Food Chains) have conducted joint outreach to bring people into retail if this is program that would like to be restarted to help develop the pipeline of retail please contact Ann Paulson 425-640-1613 [apaulson@edcc.edu](mailto:apaulson@edcc.edu).