



**Workforce Snohomish, in collaboration with Snohomish County and Economic Alliance Snohomish County**, has been convening industry-focused employer roundtables to learn more about our region's workforce and economic growth challenges. Tourism and Hospitality **Employers** met on January 25, 2017 and identified multiple issues that they are facing within their workforce.

The **Workforce community partners** listed below were convened on April 5, 2017 to help identify immediate solutions to the issues raised by the employers and **can help businesses connect to current job seekers, graduates, and programs.** Our goal is to proceed with convening both employers and partners to continue the conversations about addressing the workforce issues and identifying long-term solutions.

**Workforce Issues Raised by the Tourism and Hospitality Employers and Solutions Identified by the Workforce Community Partners**

**Finding those with Hospitality and Customer Services**

- **Edmonds Community College Hospitality and Tourism Program.** To recruit from the nationally known training program, contact Anne Penny at 425.640.1694 or [apenny@edcc.edu](mailto:apenny@edcc.edu).
- **Edmonds Community College and Everett Community College** both have their own career and job centers that support businesses and students. For more information, please contact Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694 or Jill Warton at [jwarton@everettcc.edu](mailto:jwarton@everettcc.edu).
- **Hopeworks / Housing Hope** operates a retail training internship out of the **Café Works & Renew Works** location. The program has participants that would likely be interested in post internship opportunities. If interested in outreaching with them please contact Rachel Clifton at 425-903-4913 or [Rachelclifton@housinghope.org](mailto:Rachelclifton@housinghope.org).
- **Snohomish County YouthWorks** is a new **Snohomish STEM Network** and **Workforce Snohomish** resource that connects employers to all youth who are interested in employer-driven internships, employment, career mentorships, job opportunities, and other resources. These connection opportunities support both the employers who are recruiting talent and the youth who are searching for work-based career pathway experiences. The partnerships include **Cocoon House, Everett Community College** and **WorkSource**. Log in now to <http://www.snocoyouthworks.org/> to begin posting opportunities for youth. For more information, please contact Ton Nguyen at 425-921-3445 or [ton.nguyen@workforcesnohomish.org](mailto:ton.nguyen@workforcesnohomish.org) or Kandace Barnes at [kandaceb@snohomishstem.org](mailto:kandaceb@snohomishstem.org) or 206-755-7417.
- **Workforce Snohomish** offers navigation services to link businesses to job seekers who have disabilities, homeless veterans and youth. For more information, please contact Elizabeth Gordon at [Elizabeth.gordon@workforcesnohomish.org](mailto:Elizabeth.gordon@workforcesnohomish.org).
- **WorkSource Business Solutions** works with businesses to assist with outreach and recruitment of skilled job seekers. They also hold recruiting job fairs and mini-hiring events across the county to further increase outreach of opportunities. If interested please contact Sam Samano at 425-258-6388 or [Isamano@esd.wa.gov](mailto:Isamano@esd.wa.gov).
- **WorksourceWA.com** is a Monster-based statewide system that connects businesses to job seekers. Log in to <https://www.worksourcewa.com/> to post any job openings. For more information, contact Sam Samano at 425-258-6388 or [Isamano@esd.wa.gov](mailto:Isamano@esd.wa.gov) or Michelle Wilson at 425-258-6362.



- **The WorkSource Youth Center** (aged 16-24) in the Everett Train Station is always looking for opportunities to share career information with youth. For more information contact Robert Dingethal at Robert.Dingethal@rescare.com or 425-319-7969.

### Retaining and Recruiting the Younger Generation

- **Career Connected Learning Funds STEM Programs** that will provide internships within the field. For more information, please contact Nova Gattman the Legislative Director at 360-709-4612.
- **City of Lynnwood** hosts career nights that might be helpful to reaching out to the younger generation. For more information, please contact David Kleitsch at [dkleitsch@lynnwoodwa.gov](mailto:dkleitsch@lynnwoodwa.gov).
- **Cocoon House** would work with a business to develop an internship. For more information, please contact Chelsea Monroe at 425.259.5802 x110 or at [chelsea.monroe@cocoonhouse.org](mailto:chelsea.monroe@cocoonhouse.org)
- **Everett Public Schools** is looking for businesses to help partner with them to develop internships within the school curriculum. If your business would be interested in offering youth internships and /or giving guidance to the school to better develop a program that sets students up for success post high school, please contact Dana Riley Black at [DrileyBlakc@everettsd.org](mailto:DrileyBlakc@everettsd.org).
- **Housing Hope's EduPloyment** has a Modeling of Success program that gets the employer involved with helping with soft skills training. Making it simple for employers to tap into the potential of the younger generation. For more information, please contact Rachel Clifton at RachelClifton@housinghope.org or 425-903-4913.
- **Snohomish County YouthWorks** is a new **Snohomish STEM Network** and **Workforce Snohomish** resource that connects employers to all youth who are interested in employer-driven internships, employment, career mentorships, job opportunities, and other resources. These connection opportunities support both the employers who are recruiting talent and the youth who are searching for work-based career pathway experiences. The partnerships include **Cocoon House**, **Everett Community College** and **WorkSource**. Log in now to <http://www.snocoyouthworks.org/> to begin posting opportunities for youth. For more information, please contact Ton Nguyen at 425-921-3445 or [ton.nguyen@workforcesnohomish.org](mailto:ton.nguyen@workforcesnohomish.org) or Kandace Barnes at [kandaceb@snohomishstem.org](mailto:kandaceb@snohomishstem.org) or 206-755-7417.
- **Sno-Isle Tech Center** is a cooperative effort of 14 local school districts. The purpose of each program is to provide students with skills that will prepare them for entry-level jobs after graduation from high school or for related post-high school education or training. For more information, please contact Theresa Hausmann at 425-348-2230 or at [hausmannta@mukilteo.wednet.edu](mailto:hausmannta@mukilteo.wednet.edu).
- **Workforce Snohomish** offers navigation services to link businesses to job seekers who have disabilities, homeless veterans and youth. For more information, please contact Elizabeth Gordon at Elizabeth.gordon@workforcesnohomish.org.
- **Young Professionals Network of Edmonds** may be able to help business that engage with them. The Young Professionals Network is composed of individuals in their 20's and 30's who



can be business owners, salesmen, business development staff, non-profits and even job seekers. The goal is to create an environment where young professionals can learn and grow their business and to also grow as an individual and a professional. They can be contacted at <https://www.facebook.com/EdmondsYP/>.

- **The Youth Center at WorkSource Everett** located at the Everett train station provides coaching and mentorship for youths (16 - 24) to help close the gap with entry level placement and mentor on how to grow and move up with the company while developing a career pathway. This can be done with career coaching, training, and understanding the success ladder. Training includes interpersonal communication, knowledge of how the work culture operates, interview skills. The center also offers on On-The-Job Training (OJT) and Work Experience (WEX) internships. For more information on employing or offering an opportunity to a young adult graduate, contact Robert Dingethal at [Robert.Dingethal@rescare.com](mailto:Robert.Dingethal@rescare.com) or 425-319-7969 or Rachel Gehrmen at [rgehrman@esd.wa.gov](mailto:rgehrman@esd.wa.gov) or 425-374-8351.
- **Youth Access to America Job Act** - This bill requires the Department of Education to award grants to 10 eligible entities (partnerships among a local educational agency (LEA), a community college, and a state apprentice program or a joint-labor management training program) to carry out a program for students to: Enroll in and complete science, technology, engineering, and mathematics (STEM) courses, STEM-focused career and technical education courses, and other courses during grades 11 and 12 at a high school served by the LEA that prepares them for community college; enroll in a course of study related to a high-growth skills industry, an in-demand industry or occupation, the manufacturing field, or other vocational or career and technical education field at a community college upon graduating from such high school; and enroll, for a two-year period, in the eligible entity's state apprenticeship program or the joint-labor management training program upon receiving an associate's degree from such community college. If you would like more information please contact Congressman Larson office at 425-252-3188 or at <https://larsen.house.gov/contact-rick>.

### **Mentorship, Apprentices, Internships, Vocational Training**

- **Career Connected Learning Funds STEM Programs** that will provide internships within the field. For more information, please contact Nova Gattman the Legislative Director at 360-709-4612.
- **Compass Point** can help provide internships and help companies develop their own internships. For more information, please contact them at 510-318-3755 or at [info@compasspoint.org](mailto:info@compasspoint.org).
- **Cocoon House** would work with a business to develop an internship. For more information, please contact Chelsea Monroe at 425.259.5802 x110 or at [chelsea.monroe@cocoonhouse.org](mailto:chelsea.monroe@cocoonhouse.org).
- **Edmonds Community College and Everett Community College** both offer contract services for business training services. If a business is having trouble offering internships, the business services team can give training on implementing and offering a better work place environment for small businesses to use. Also both colleges have their own apprentice programs. For more information, please contact them Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694 or Miriam Zaragoza at [mzaragosa@everettcc.edu](mailto:mzaragosa@everettcc.edu).

- **Everett Public Schools** is looking for business and industry partners to help develop a district-wide career connected learning program. If your place of work would be interested in offering youth internships and /or participating in other programs that guide students' awareness of and engagement with regional career opportunities that set students up for post-high school success, please contact Dana Riley Black at [DrileyBlack@everettsd.org](mailto:DrileyBlack@everettsd.org).
- **GROW Washington** helps Washington entrepreneurs become sustainable businesses. Through training and business consulting, GROW increases the capacity of start-up, product-based businesses. GROW facilitates marketing and networking opportunities that help micro-businesses in Washington increase their sales reach, as they actively work with fellow members to create brand awareness. GROW provides these services to members at an affordable cost so that all Washington businesses can GROW. For more information, please contact them at 425-293-8880.
- **Housing Hope** offers **CafeWorks**, which is a coffee shop that provides job training for homeless and at-risk youth, ages 16-24. In partnership with Cocoon House, this barista training program teaches interns skills in the foodservice industry. This enables them to advance towards a living wage career. If you are interested in supporting or hiring from them please contact them at 425-512-0343.
- **Housing Hope** provides internships to individuals. If businesses are interested in providing internships or looking to find interns please contact Rachel Clifton at [RachelClifton@housinghope.org](mailto:RachelClifton@housinghope.org) or 425-903-4913.
- **Seattle U** has an engineering program and has 26 sponsors to support industry projects. The training ranges from civil to mechanical engineering. For more information, please contact [careerservices@seattleu.edu](mailto:careerservices@seattleu.edu) or 206- 296-6080.
- **SCORE** can provide volunteer mentors who share their expertise across 62 industries and free, confidential business mentoring in person, via email or by video. If you would like more information please contact 1-800-634-0245.
- **Sno-Isle Tech Center** is a cooperative effort of 14 local school districts. The purpose of each program is to provide students with skills that will prepare them for entry-level jobs after graduation from high school or for related post-high school education or training. For more information, please contact Theresa Hausmann at 425-348-2230 or at [hausmann@mukilteo.wednet.edu](mailto:hausmann@mukilteo.wednet.edu).
- **Workforce Snohomish** has multiple programs that are looking for ways to develop and expand apprenticeships within Snohomish County. If your business is looking to recruit, expand, or develop an apprenticeship please contact Bill Gable at (425) 921-3448 or at [Bill.Gable@workforcesnohomish.org](mailto:Bill.Gable@workforcesnohomish.org).

### **Bilingual Employees**

- **Edmonds Community College** and **Everett Community College** both have within their Adult Basic Education section courses for English as a Second Language (ESL). These can be a great place to find workers that have bilingual skills. For more information, please contact Anne Penny at 425-640-1694 or at [apenny@edcc.edu](mailto:apenny@edcc.edu) or Ryan Davis at 425-388-9212 or [rydavis@everettcc.edu](mailto:rydavis@everettcc.edu).



- **Goodwill** offers ELL/ESOL classes and has English talk times. Both can be great resources to recruit bilingual skilled workers. For more information, contact Tania Siler at [Tania.Siler@seattlegoodwill.org](mailto:Tania.Siler@seattlegoodwill.org).
- **Refugee and Immigrant Services Northwest** can assist in seeking individuals that have bilingual skills. For more information, please contact Van Kuno at 425-388-9312 or at [vkuno@everettcc.edu](mailto:vkuno@everettcc.edu).
- **Sno-Isle Libraries** offers free language training resources called MANGO Languages Multi languages App that has more than 70+ languages. For more information please contact Kassy Rodeheaver at 360-651-7017 or [KRodeheaver@sno-isle.org](mailto:KRodeheaver@sno-isle.org).

### **Interpersonal Communication Skills / Work Ethics / Work Culture Training**

- **The Cascades Job Corps College & Career Academy** is a tuition-free training and education program that will connect you with the skills and educational opportunities you need to establish a real career. For more information, contact <https://cascadesjobcorpscca.com/>.
- **Edmonds Community College** has a Career Action Center that offers workshops on interviewing and soft skills training. If you would like more information please contact Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694.
- **Edmonds Community College** in partnership with **Housing Hope** provides Transitional Life Skills, which is a two-week course that trains individuals on dealing with change, time management, goal setting, and workplace strategies. For more information about their graduates, please contact Jan Strand at [jstrand@edcc.edu](mailto:jstrand@edcc.edu) or 425-640-1008.
- **Everett Community College** offers multiple interviewing and soft/basic skills workshops. They also have job fairs that offer interview preparation on main campus and site visits to companies to talk with their HR personnel about the issues they are facing. If interested please contact Jon Bonner at [Jbonner@everettcc.edu](mailto:Jbonner@everettcc.edu) or Tiffany Williams at [tidwilliams@everettcc.edu](mailto:tidwilliams@everettcc.edu).
- **Everett Public Schools** is committed to assuring that students graduate with college, career and life ready skills, including a framework for 21st century skills. This framework will guide teaching and instruction. To learn more about the framework, or to guide educators in developing real-world application of 21st century skills, please contact Dana Riley Black at [drileyblack@everettsd.org](mailto:drileyblack@everettsd.org).
- **Goodwill** offers courses on Work Readiness, Succeeding on the Job and Social Etiquette workshops & classes targeted at improving an individual's professional communication and other soft skills. For more information, please contact Tania Siler at [tania.siler@seattlegoodwill.org](mailto:tania.siler@seattlegoodwill.org) or 360-657-4418.
- **WorkSource Everett, Lynwood and Monroe** offer on and off-site workshops and one-on-one guidance on how to interview, develop customer service skills, expectations within a work culture and other soft skills training. They offer a program called Work Experience which is designed to provide workers with a third-party paid on the job experience. Employers do not risk losing their investment in wages during the program since the participants are paid for by another



organization. The program allows the business to have the participants for 90 hours, which helps them determine if the individual is right for their business before hiring them. If you would like more information on training or graduates, please contact Sam Samano at [LSamano@esd.wa.gov](mailto:LSamano@esd.wa.gov) or 425-258-6388 or Michelle Wilson at 425-258-6362.

- **The Youth Center at WorkSource Everett** located at the Everett train station provides coaching and mentorship for youths (16 - 24) to help close the gap with entry level placement and mentor on how to grow and move up with the company while developing a career pathway. This can be done with career coaching, training, and understanding the success ladder. Training includes interpersonal communication, knowledge of how the work culture operates, interview skills. The center also offers on On-The-Job Training (OJT) and Work Experience (WEX) internships. For more information on employing or offering an opportunity to a young adult graduate, contact Robert Dingethal at [Robert.Dingethal@rescare.com](mailto:Robert.Dingethal@rescare.com) or 425-319-7969 or Rachel Gehrmen at [rgehrman@esd.wa.gov](mailto:rgehrman@esd.wa.gov) or 425-374-8351.