

SW Washington Workforce Development Council News

June 2009

SW WA WorkSource service model gets national attention

Local WorkSource centers use of "value stream mapping" to streamline services and to create an environment that is responsive and accessible to customers got national attention this year at the National Association of Workforce Boards 2009 annual conference.

Jordana Barclay, SWWDC Program Manager, and Nona Mallicoat, Operations Manager at WorkSource Vancouver, traveled to Washington, DC to attend the forum and give a workshop titled "Using Lean Manufacturing Principles to Integrate One-Stop Operations." "We talked about drawing on the lean-manufacturing process of value stream mapping to analyze the delivery of services at WorkSource, to analyze areas of waste and to identify barriers that affect WorkSource performance," said Barclay.

The workshop was so successful that the two received a special invitation to present at the California Workforce Association's annual conference in San Diego, CA. They presented there a last month, giving the same workshop.

Lean principles have resulted in increased and more efficient delivery of services to customers at local WorkSource centers here in SW Washington. "It's exciting to see that the work we are doing here locally is going to help other workforce programs around the United States eliminate duplication of functions and services for more efficient use of public workforce funds," said Barclay.

Claire Berger hired

SWWDC and partners to create 700 jobs for low-income youth

SWWDC recently received \$2.2 million in American Recovery and Reinvestment Act (ARRA) funds to create up to 700 summer jobs for low-income youth in Clark, Cowlitz and Wahkiakum counties.



The Summer Youth Employment Program administered by SWWDC will place 14-24 year old eligible youth in jobs so they can attain work place skills, earn a paycheck and develop a strong work ethic.

The program will provide 180 hours of paid work experience over a six week period this summer in a variety of jobs ranging from administrative, landscape, trail and building maintenance, light construction, retail, food service, food processing, digital design, video development, events management, marketing, website development and maintenance, teaching assistant, child care, news production, reading coach, library assistant, CAD design, and recreation leader. Youth will also participate in a variety of training sessions including appropriate workplace attire and behaviors, communications and conflict resolution, team building, workplace rights and policies, and financial management.

SWWDC is partnering with seven organizations which will be responsible for recruiting youth and worksites and managing the program. These partners include Educational Service District 112, Employers Overload, Longview Goodwill Vocations Unlimited, Lower Columbia Community Action Council, Pacific Northwest Chapter of the USDA Coalition of Minority Employees, Wahkiakum Port 2, and Washington State University Vancouver. More than 200 local area employers have already agreed to provide worksites.

Recruitment is underway with work assignments slated to start in July. Youth who want to apply for the program should visit www.jobeligibility.com to determine whether they qualify and to identify whom to contact.

Organizations interested in serving as worksites should contact Hahli Clark at hclark@swwdc.org or 360-567-1061. For more information about SWWDC's Summer Youth Employment Program (SYEP), visit www.swwdc.org/summeryouth.

\$2.7 million available for short-term occupational training

SWWDC has received \$2.7 million in American Recovery and Reinvestment Act (ARRA) to provide short-term training for dislocated workers and low-income adults in Clark, Cowlitz, and Wahkiakum counties.

SWWDC's WorkSource Accountability Committee is reviewing 23 proposals from four organizations to support occupational training in the areas such as manufacturing, weatherization, and health care. Courses will begin as early as June 29, 2009 and continue through spring 2010. For more information, contact [Tana Haddenham](mailto:Tana.Haddenham@swwdc.org) at 360-578-4204 in Cowlitz and Wahkiakum Counties and [Carol McGuire](mailto:Carol.McGuire@swwdc.org) at 360-735-4954 in Clark County.

Grants help focus training for advanced manufacturing companies

SWWDC has partnered with Clark College, Lower Columbia College, and four Oregon community colleges to align and leverage educational and training resources across the region to better respond to manufacturers' workforce needs and to streamline the training process for workers. Funded through a \$90,000

MAPS becomes nConnect NW *Expanded services drive name change*

For more than four years, Mentoring Advanced Programs for Students (MAPS) has made a name for itself matching business mentors to Advanced Placement® students. Now, after a decision last year expand its services to include connecting business professionals in a variety of ways to



as Employment Security Workforce Area director



Claire Berge has been hired to replace Beverly Kimble as Washington Employment Security Department's (ESD)

Southwest Washington Workforce Area director. Claire will have overall responsibility for assuring quality services are provided to clients at WorkSource centers and will represent ESD's interests in Southwest Washington with business, labor, community organizations, and local governments.

Claire is excited about her new role and looks forward to building the capacity of Southwest Washington's two WorkSource centers to deliver and sustain high quality services to clients. "I hope to keep services flexible and timely and will aim to do this through accountability, a clear focus on improvement, streamlining processes with lean tools, and through local and state partnerships that sustain and improve services," she stated.

Previously, Claire was Oregon's Policy Advisor for Governor Ted Kulongoski. She worked closely with regional and local workforce boards to link economic and workforce development resources across the state. Claire has a Bachelor's degree in Music Education, a Masters in Organizational Management and is a certified mediator.

Veterans hiring event June 13

More than 30 employers will be on hand **Saturday, June 13 from 10:00 am to 1:00 pm at WorkSource Vancouver** to recruit veterans for jobs. Those looking for work should bring a resume, dress professionally, and be prepared for an interview.

WorkSource is located at 5411 E Mill Plain Boulevard, Vancouver WA. For more information, contact [Rick Axtell](#). The general public is welcome to attend and apply for jobs after 11:00 am. The event is

a variety of students, MAPS has changed its name to nConnect NW to better reflect its expanded programs and services. Its board also decided to focus its activities on science, technology, engineering, and math (STEM) fields to help address the growing disparity between the demand for workers with STEM skills and the supply of students and workers with these skills.

"Our services have expanded in response to the demands of business and schools," said Natalie Pacholl, program manager. "We are now connecting professionals to students and teachers in a variety of ways including job shadows, company tours, and classroom visits. While mentoring continues to be a core part of our services, many of our volunteers wanted other ways to support young people."

Although nConnect NW will continue its support of Advanced Placement® students through its mentoring and AP® practice exam sessions, it will now offer its services to all STEM students, not just those in AP® courses.

To support its mission, nConnect NW will go live next fall with a new database and set of supporting services to more easily link business volunteers and schools. Funded through a SWWDC administered federal Department of Labor grant supported by Senator Patty Murray, the database and support services, known as BizConnect, will provide a long awaited tool for nConnect NW, schools, and business volunteers.

For more information about nConnect NW's services, visit www.nconnectnw.org or contact [Natalie Pacholl](#).

Partnership brings High Tech U to Clark County

Students gain hands on insight into technology careers

For three days, 30 students from Battle Ground, Hockinson, Prairie, and Washougal high schools learned about high-tech careers that most of them never imagined as they attended SEMI High Tech U at Underwriters Laboratories in Camas and Clark College in Vancouver.

The industry-driven math- and science-based career exploration program, produced and presented by the non-profit SEMI Foundation, was brought to Clark County through a partnership with co-sponsors Underwriters Laboratories, the SWWDC, WorkSystems Inc., the SEMI Pacific Northwest Steering Committee, and Clark College, the program's higher-learning partner. The program was funded in part by a Workforce Innovation in Regional Economic Development (WIRED) grant administered by WorkSystems, Inc.

The program aims to engage sophomores and juniors with unrealized potential in math and science careers. Students conducted hands-on experiments that introduced electronics and semiconductor-manufacturing concepts and explained microchip logic. They attended sessions on educational pathways and career planning and participated in mock hiring interviews with Underwriters Laboratories employees.

Taught by employees of Underwriters Laboratories and faculty from Clark College, the program opened the eyes of students and local area business leaders and elected officials alike. "Hands on programs like High Tech U are critical to helping students understand how math and science are used, not only in the workplace but in everyday life," said Representative Ed Orcutt who attended a High Tech U VIP session held at Underwriters Laboratories. "The beauty of High Tech U is that it engages students early enough in their high school career that they still have the chance to select classes that support their newly identified career interests."

Stacy Bradley of Washougal High School concurs. "I learned that I

Washington State Skill Panel grant recently awarded to SWWDC, and a \$5 million, federal, bi-state Workforce Innovation in Regional Economic Development (WIRED) Initiative administered by WorkSystems Inc. in Portland, the project has resulted in developing regional training capacity to effectively address advanced manufacturing companies' workforce needs.

The project has involved more than 50 manufacturers and industry associations and has created a training delivery framework that includes a stackable core manufacturing curriculum that is aligned across colleges and that produces workers who understand the manufacturing environment and its processes. Specialty credentials and pathways, including certificates or associate degrees, will be available throughout the region in welding, machining, process technology, pulp and paper manufacturing, electronics, semiconductors, and others as determined by employer needs. The idea is to leverage resources and minimize training redundancy while at the same time providing the most value to employers.

The SWWDC, Clark College, and LCC team is sharing the results of this effort this spring with local educators and service providers so that they can better focus their teaching and counseling activities with a goal of building the manufacturing pipeline. New courses will begin in Fall 2009. For more information, contact [Jerry Petrick](#).

Erin Chambers retires from WA Employment Security Department

being held in conjunction with Hire-A-Veteran month.

need to think more about my future," she said. Added Jesse Walters of Battle Ground High School, "The best part of the day was the Underwriters Laboratories tour because it gave me an understanding of what the work environment here is like and what I need to do to pursue a high tech career."

At the conclusion of the three day event, two students, selected by their peers, were awarded \$1,000 scholarships and eight SW Washington teachers were invited to attend the High Tech U for educators to be held in late June at Intel and Solar World in Hillsboro, Oregon.

Since SEMI High Tech U began in 2001, 86 programs have been delivered to 2362 students and 476 teachers in the United States, Austria, France, Japan and Singapore. For more information about High Tech U, visit [The SEMI Foundation](#).

New funding brings new staff



Since January, SWWDC's budget has more than doubled, with a \$2 million dollar STEM grant from the Department of Labor, as well as nearly \$5 million dollars in American Recovery and Reinvestment Act funds. In

need of greater fiscal power, SWWDC has hired Barri Horner as a full time staff accountant to handle the recent increase in fiscal responsibilities.

Shelley Parker has been hired for two functions – to support the STEM grant and also to assist with the adult and dislocated worker portions of the ARRA funding.

Nelson Kee and Hahli Clark have been engaged to develop and implement the Summer Youth Employment Program, also funded under ARRA. Barb Smith has returned to the SWWDC from retirement to provide SKIES and monitoring services for the summer youth program. Susan Pagel is providing administrative assistance to all of the ARRA programs.

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Erin Chambers, the administrator and co-director of WorkSource Cowlitz/Wahkiakum, retired this spring after 34 years and 10 months of service. Erin began her career with the WA Employment Security Department in July 1974, one month after graduating from Western WA University. She spent her entire career at the Cowlitz office, working numerous positions before becoming its co-director.

Retirement plans for Erin are wide open. She hopes to reconnect with friends and family, plant a vegetable garden, and stay energetic. Her backup plan, should she get bored: utilize WorkSource for retraining!

Erin is sure good things will continue to come out of workforce development in SW Washington. "The work that's done at Employment Security and WorkSource is extremely important and valuable to our customers and stakeholders. I am very proud of the work I have been a part of over the years and I'll be watching to see all of the great things to come," she stated.