



ANNUAL REPORT

JULY 1, 2020 - JUNE 30, 2021

A human services and workforce
development organization



TABLE OF CONTENTS

ABOUT THE ORGANIZATION

OUR PURPOSE

"Breaking the spirit of poverty through the dignity of work"

VISION

"Empowering People, Enhancing Workforce, Enriching Community"

OUR VALUES

Integrity, Excellence, Courage, Leadership, Vision, Generosity

OUR GUIDING ASPIRATION

"Career Path Services will foster thriving, economically prosperous communities through an inner connected set of solutions that empower individuals to access meaningful employment and financial sustainability, while connecting businesses to quality employee matches that meet present needs and holds the potential for long-term growth together."



2

Message From Our CEO

3

Who We Serve

4

How We Serve

5

Where We Serve | Our Year in Review

6

Our Impact

7-8

Southeastern Washington

9-10

Eastern Washington

11-12

Western Washington

13-14

Strategic Programs

15-16

Ambassadors of Hope | Our Proud Partnerships



Then, Now, Next - Golden Past, Brilliant Future

Fifty years of Excellence! 2021 marks Career Path Services' Golden Anniversary. From humble beginnings as a small non-profit in Spokane, Washington, to the expansion of services across Washington state and now beyond via virtual service delivery, we have stayed true to our purpose of "Breaking the spirit of poverty through the dignity of work."

Then-Humble Beginnings

In 1971 our agency opened with 15 employees funded by the Manpower Development and Training Act to operate a small job training program in Spokane serving disadvantaged individuals. The work included paid work experience and work crews to clean up the railyards in preparation for the 1974 World's Fair Exposition at the now beautiful Riverfront Park. In the year 1984, Career Path Services became incorporated as a non-profit corporation in Washington State. We experienced several changes in legislation, depressions, recessions, record-high unemployment, and unheard-of low unemployment rates. Models changed, funding changed, locations changed, staffing changed, but what has remained steadfast is our commitment to service excellence and dedication to our customers, both job seekers, and employers alike.

Now-A Global Pandemic

A widespread pandemic presented us with new challenges and new opportunities. We shifted to virtual services, keeping our staff and clients' safety at the forefront. The pandemic brought unprecedented unemployment rates, record numbers of unfilled job openings and shined a bright light on inequity, highlighting the disproportionate impact of COVID on communities of color, the poor, and the marginalized.

Our team demonstrated a courageous commitment to flexing and adapting the way we serve to meet customer needs throughout this crisis. As you read our annual report, you will learn of innovations, new support, increased access, and stories of resilience. I am incredibly proud of and grateful to our team and partners as we've navigated these uncharted waters together. These collective efforts today will lead us to a brighter tomorrow!

Next-A Brilliant Future

As I look ahead, I am optimistic about our next 50 years. I envision an equity-centered world emerging as the fog of the pandemic lifts, with communities strengthened and made more resilient by our team's efforts to evolve program service models to address fundamental community needs. I see a future where we invest in a holistic approach to serving, where we focus resources on what works and is based on customer feedback. A future where we understand the impacts of trauma and where ALL people have equitable access to meaningful employment with family-sustaining wages and benefits. I see a reality with the community and work to benefit all stakeholders. They, in turn, will benefit from loyal employees and customer base., AND they support a more diverse and productive workforce through participation in skills development, offering dignified compensation, and opening opportunities to those traditionally marginalized or left behind within our society. Can we get there? I believe we can. In the words of Margaret Mead:

"Never underestimate that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

stay resilient ~ seek beauty ~ keep hope ~ give kindness

Cami Eakins

Cami Eakins, Chief Executive Officer

WHO WE SERVE

Our team of almost 100 career coaches, trainers, business representatives, operators, and support staff across the State of Washington serve people aiming to achieve economic self-sufficiency through stable employment; and growing businesses seeking new talent or reorganizing their workforce to adapt for the future of work.

Jobs and Social Services

Seekers

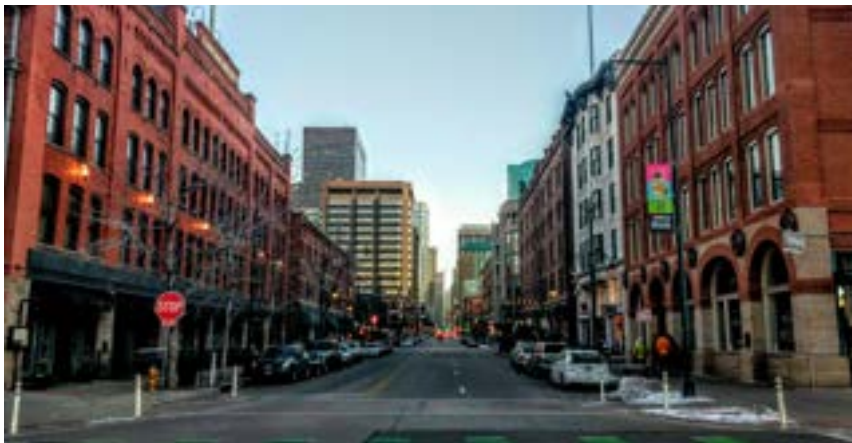
Low-Income
Adults &
Families



Unemployed
Individuals



Opportunity
Youth



Business & Employers

Local Small
Businesses

Nonprofit
Organizations

Regional &
National
Corporations

We foster thriving, economically prosperous communities through an interconnected set of solutions that empower individuals to access meaningful employment and financial sustainability while connecting businesses to quality employee matches that meet present needs and offer the potential for long-term growth.

Job Seeker Experience



Business Experience



1. Career coaches & case managers

forge a connection to jobseekers, evaluate and understand individual and family needs, to support career progression and life goals.

2. Essential guidance, support, & training

After assessing needs, interests, and competencies, we support the implementation of jobseeker development plans to provide needed resources and skill development opportunities.

3. Customer partnerships for dignified work

Jobseekers and employers are connected to solve their respective challenges - addressing the employer talent gap and extending opportunities for dignified work to jobseekers.

4. Transformational talent matching

Guiding employers to adapt to labor market trends, compete for talent, adopt modern recruitment methods, and encourage a standard of dignified work for employees.

5. Employer-focused consultants

Building relationships with the business community to assess and support their immediate and long-term talent needs.

WHERE WE SERVE

Our team serves jobseekers, their families, employers, and communities within the workforce system in three large regions in Washington State: Western WA; South-Eastern WA; and Eastern WA. Our employees work in an integrated manner with partner staff within workforce and social service system offices including

- WorkSource centers, affiliate offices, and connection sites, and
- Washington State Department of Social and Human Service Community Services (DSHS).



Support and program staff also work out of our corporate headquarters in Spokane, and from two Western WA corporate offices in Pierce (Lakewood) and King (Federal Way) counties.

OUR YEAR IN REVIEW

50



This year we are celebrating 50 years of breaking the spirit of poverty through the dignity of work. Our statewide team of career coaches, trainers, business consultants, program operators, and support staff serve individuals and families striving to achieve economic self-sufficiency through stable employment and career growth; and growing businesses seeking new talent or reorganizing their workforce to adapt to the ever-changing environment within our communities.

In 2021, Career Path Services earned the Platinum Seal of Transparency from Guidestar.org for our efforts to ensure effective stewardship of the funding we manage, consistently demonstrating the impact of our programs and transparency in reporting of our achievements. Click [HERE](#) to view our agency's Guidestar profile and more information on our impact in PY20.



Total Gross Revenue
\$15,392,837



Economic Impact
\$31,687,290



Total Job Seekers Served
4,134



Total Businesses Served
1,959

OUR IMPACT

HEARTwork is how we define success and the measurement of our impact. Every meaningful moment achieved by our customers is celebrated by our organization as the first, or final, step along the path to earning family-supporting wages or the resources necessary to meet business needs end-to-end.

EMPOWERING PEOPLE

We prepare people for careers with family-supporting wages by cultivating a passionate and purposeful workforce. Our investments expand job readiness and expand career pathways leading to meaningful work, while also helping build capacity to navigate the tensions of work and home.



Job-seeking customer impact:

- 4,134** - job-seeking customers served through the year
- \$6,081,155** - direct customer support funding including short-term training, paid work experiences, and support services
- \$17.50** - median hourly wage attained by customers guided by our career coaches, specialists, and case managers

ENHANCING WORKFORCE

Business is at the heart of our service. We engage with employers to understand their workforce needs, then inform the system of those needs to prepare a skilled workforce, then connect them to the workers to cultivate new sources of value creation.



Business customer impact:

- 1,959** - local employers and businesses served through the year
- 1,292** - successful new hires with employer-candidate matching services delivered by our business services teams.
- \$ 3,203,629** - investments in skills, allowing employers to hire quality candidates through our on-the-job training reimbursements, paid work experiences, and funding of short-term training or credentials.

ENRICHING COMMUNITY

Teams across the state coordinate ways to give back to the community through volunteer hours with our customers and the dedication to donating resources to other area nonprofit organizations.

Community impact:

- 158,315** - customer community impact hours, the investment of time worked or volunteers by Career Path Services customers at community nonprofit organizations.
- \$ 3,650** - Make A Difference Day, Career Path Services team contributions, and volunteer efforts to support the missions of local community nonprofit organizations.
- \$ 8,485** - Un-restricted funding, contributions by board members, employees, and private donors allow our organization to support community needs that may not meet our programs' federal or state eligibility requirements.



SOUTHEASTERN WASHINGTON



The program year 2020 was unlike any other, a year where our sense of time flattened; and a year marked by social justice movements. The ongoing Covid-19 pandemic has left businesses shut down and millions unemployed. The Black Lives Matter movement has brought systemic racism and social inequities to the forefront once again. Yet, through it all, Benton Franklin counties united the best we could. We experienced more energy, commitment, innovation, and mobilization than ever before. We learned that quarantine did not have to mean social isolation, even for our most vulnerable populations. We dug into social justice issues to ensure fair and equitable access to and participation in services. In a year of so many demands and challenges on all, Career Path Services showed up, working with partners to build and transform a community of belonging.

While the labor market and workforce system struggled, our team went to work in finding new solutions. Through an adapted suite of virtual services, launching new strategies for outreach and engagement, we continued essential re-employment services through our online resource room, catalyzed relationships with training providers to ensure our local workforce had access to affordable training. In addition, our Business Services Team brokered relationships with local employers, securing meaningful employment opportunities for job seekers. Some key highlights from PY20:

- Secured funding from Building Changes and Schools Out of WA to support local youth with basic needs like housing, transportation, food, identification cards, and clothing.
- Investments in local pre-apprenticeship opportunities: IBEW Local 112, Aerospace Joint Apprenticeship Committee (AJAC), Laborers Local 348, and the NW Carpenters Union.
- Partnership with Employment Security Department's Disabled Veteran Outreach Program (DVOP) increased accessibility to services for local Veterans.
- Launch of an Equity Design Challenge to advance racial justice and ensure the equitable benefit of our WSCB programs to the Hispanic / Latin X Community.
- Expansion of vital services into Franklin county through Economic Security for All, "Si Se Puede," providing employment, childcare, healthcare, and transportation services.

A massive shout-out to our team is merely a small token of appreciation. The resiliency of our staff and the dedication they brought daily created pathways to opportunities for our customers, sparking joy in the darkness many faced throughout a year of unknowns. To our partners, we will continue to build on our strengths in pursuit of a brighter tomorrow. So again, thank you for sticking with us on this journey; together, we will come out stronger.



Total Gross Revenue
\$2,997,251



Economic Impact
\$6,260,310



Total Job Seekers Served
660



Total Businesses Served
813

PARTICIPANT CELEBRATIONS

PAIRING JOB SEEKERS WITH LOCAL BUSINESSES

The Disaster Relief Grant provided an excellent opportunity to market job opportunities and build strong relationships with four local and highly respected employers - Northwest Harvest, Meals on Wheels, 2nd Harvest, and Lakeland Village. As part of the marketing plan, we designed templates to showcase the unique aspects of each of the organizations and the openings they were looking to fill. Following this, we recruited job seekers working with our career coaches interested in the warehouse, food service, and professional.



Jason, who furloughed earlier this year, had worked with WorkSource Spokane in the past; they helped him to secure the position of mobility coordinator. Once the pandemic hit and everything was shut down, his company left Spokane, leaving him unemployed. Jason reached out to WorkSource Spokane for a second time to explore new career opportunities. They were able to help Jason with getting his license renewed, getting his car legal to drive, and purchasing appropriate clothing to wear to interviews. In response to the pandemic, WorkSource Spokane and 2nd Harvest partnered to support staffing for their food distribution program. Jason started working at 2nd Harvest in a temporary position; he found his fit with 2nd Harvest and remains with their team today. "If you really need a job, talk to the WorkSource people because they will get you set up with everything you need to be successful. Honestly, this is a great place to work, and I can't thank them enough for how they turned me onto this job," he said.

OUT OF SCHOOL YOUTH



Danielle had become involved with the courts due to a substance abuse problem and was considered an at-risk youth. However, after learning she was pregnant, Danielle decided to seek treatment and counseling to enter sobriety and create a life for herself and her daughter. She came to TC Futures and was enrolled in the OSY program; she received resources and career readiness support; she was open about her troubled past and willing to put in the work to overcome her barriers.

Danielle decided she wanted to pursue a career in the insurance industry; she was provided with job search tools, resume building services, and assistance applying for state childcare. In addition, she was provided a Work Experience (WEX) through the WIOA program to help her gain the skills and experience needed to succeed in her career of interest.

She was able to gain employment with a local State Farm Insurance office; where she completed an On-the-Job Training (OJT). Once she completed the OJT, Danielle was offered full-time employment. The employer informed Danielle that training and certifications would be provided through the agency, and Danielle would be able to work, train and gain certification all at the same time. Once Danielle gained full-time employment and benefits, it was time for her to find housing. With program-provided housing support, she and her daughter recently transitioned into an affordable 2-bedroom apartment.

HELPING A LOCAL COMPANY FIND QUALIFIED CANDIDATES

Like so many other businesses, Greenbrier Rail Services struggled throughout the COVID-19 pandemic to recruit new employees. They decided to reach out to WorkSource Columbia Basin for support and connection with the Business Services team to help evaluate their needs.

The WorkSource business specialist reached out to unemployment recipients, shared job postings with local partner agencies, shared job postings via social media to help get the word out about Greenbrier's job opportunities. The company was also invited to join a virtual job fair; during the event, they could interact easily with candidates and finally hire the talent they needed after months of trying.



Greenbrier Rail Services found many benefits of the virtual job fair and the engagement with the WorkSource business services team beyond simply finding and successfully hiring and filling their talent gap. They had not expected the partnership to be such an excellent platform for getting the word out about what a big part of their company's community is and the significant work opportunities they provide to the community. From here, the partnership between Greenbrier Rail Services and the Business Services team at WorkSource will no doubt continue to grow, adding to the success of the overall job market in Tri-Cities, WA.

* Some names have been changed to protect client confidentiality

EASTERN WASHINGTON



In PY20, our Transitional Jobs and Workforce Development teams in the Eastern Washington Region of Spokane and surrounding rural counties provided a vast range of employment and human services to meet the needs of our community through programs serving everyone from dislocated workers, youth, and TANF recipients to refugee, immigrants, homeless, basic food recipients, and employers.

Our ability to shift quickly at the end of PY19 in response to the pandemic positioned us to continue adapting, evaluating, and improving the way we worked in PY20. As a result, our teams implemented innovative, quality services in different and effective ways that we quickly realized would become "new norms" and, in some instances, best practices for the future.

Despite all the ups and downs brought on by the pandemic, there were many highlights during the program year to celebrate:

- The Spokane Resource Center team provided crucial housing and rental support to individuals out of work and falling behind on payments due to the pandemic.
- The Talent Solutions Team quickly recognized the unique needs employers faced as the economy reopened, including demand for new workers. They helped businesses adapt to new challenges through employer workshops and direct support.
- The WorkFirst Community Jobs program found value in "mobile case management," allowing Practitioners more autonomy to meet participants out in the community. In addition, the ability to provide hybrid in-person and virtual services allowed participants more flexibility to balance personal needs with program requirements during the pandemic.
- With the support of various funders, our team has purchased devices and provided access to reliable internet connections to help participants navigate the digital divide and connect to virtual workshops and job training opportunities.

These are just a small snapshot of the work done in the region and a true testament of the organizations and employees' commitment to our participants, community partners, funders, and employers. While we look forward to finding more ways to connect with job seekers and employers in person safely, we can look back at PY20 as a time of transition and transformation that has helped us be able to serve the community through uncertainty for years to come.



Total Gross Revenue
\$7,558,902



Economic Impact
\$10,610,362



Total Job Seekers Served
2260



Total Businesses Services
917

PARTICIPANT CELEBRATIONS

A SINGLE MOM FINDING HER WAY THROUGH THE CHALLENGES OF 2020

As for so many of us, 2020 was a challenging year; I struggled to catch up with bills and find a decent-paying long-term job as a single mom. Earlier this year, Career Path Services reached out to me; they asked if I was interested in services and resources to assist me with finding employment. I began working with a gentleman named Anthony, and he was incredible. He wanted to help me find a career and offer resources such as courses to refresh and increase my field of expertise. They helped me rebuild my resume to highlight my best qualifications, provided me with a phone, and paid for the plan to be sure I could receive calls from potential employers. Kathy and Anthony matched me with a position working for a fantastic company where my career can continue to flourish. They went above and beyond and purchased work-appropriate clothing for me and paid for a course so that I could continue to add to the foundation I have built.



I would recommend Career Path Services to anyone who needs someone to believe that they have what it takes to do great things. Anthony and Kathy took the time to get to know me, and now on my way to doing great things. Thank you, Kathy, Anthony, and the rest of the staff at Career Path Services that stuck it out through the worst to make sure others could have everything they needed.

FINDING CONFIDENCE AND SUPPORT AT THE SPOKANE RESOURCE CENTER



Raymond came to the Spokane Resource Center as an unemployed single Dad struggling to finish his credentials in Chemical Dependency while also looking for work. Raymond had been out of the workforce for a significant amount of time and needed employment assistance to find a part-time job while he finished school.

Raymond met with SRC Employment Navigator Anthony, who completed assessments and identified that Raymond was struggling in school because he needed glasses; he also had the stress of being behind in his rent. Raymond was enrolled in the EcSA program and worked with Anthony to create an Individual Employment Plan with manageable steps to restore Raymond's confidence and help him to move toward his goals. After addressing Raymond's immediate needs of rent and prescription eyeglasses, he joined WorkSource's "Strategies for Success" training to get work-ready. As a result, Raymond was able to get assistance with his resume and job leads, helping him land a part-time job that allowed him to balance school and continue taking care of his child.

Raymond is now completing his Peer Support Certification and is making plans with Anthony to start an OJT (on-the-job training) in his field of study. Raymond credits the support he received from Anthony and the SRC team for helping him build his confidence and giving him the resources and tools needed to get his life on track.

FINDING THE PATH TO A NEW CAREER

Mary came to us in October 2019 in the Community Works program. She had minimal job experience, low self-confidence, and struggled to provide stable housing for her two young children. Mary started working at the Salvation Army and did well; her supervisor and coworkers would regularly report that Mary was a joy to be around and was a fantastic worker. She worked hard was able to get her family moved into safe housing. Unfortunately, Mary had to stop working at the site due to the COVID-19 pandemic; but she did not let that discourage her. As soon as she was cleared, Mary returned to the program; and moved to our Community Jobs program as she now felt confident enough to handle the added requirements. She returned to the same site and continued to perform wonderfully. Mary had a great attitude and was always willing to help.



Early in the program, she had expressed her desire to find a position as a bank teller, and she never stopped pursuing her goal. She applied to every bank and credit union, trying to find employment. Finally, on May 13, Mary was hired by Mountain West Bank as a teller! She was extremely excited to start this new journey and couldn't help but be proud of her hard work.

* Names have been changed to protect client confidentiality

WESTERN WASHINGTON



The Western Washington Region operated a multitude of programs within the scope of our Transitional Jobs (TJ) and the Workforce Development (WIOA) teams. These teams cover many valuable and different programs, including Bankwork\$, GPS (Growing Personal Skills), BFET, Commerce Community Jobs, and many WIOA funded efforts.

In PY20, our region addressed the needs of our community(s) head-on and applied new and creative solutions in the face of a changing world and despite the COVID-19 pandemic. We provided updated and creative interventions for job seekers and our communities by linking together our programs in new ways, developing robust and innovative digital platforms for training and interaction, and striving for equity in the programs we operate. A consistent trend throughout our region has been to use this unique time to strengthen and further develop our programs and take the time to invest in personal and team development and growth.

Our teams have also taken time to invest and “go deeper” within the communities they serve. Our team members care deeply about the businesses, job seekers, and community partners in each of their service catchments. In WWA we serve large cities, growing suburbs, and rural communities that all have unique needs. Our teams have used the last year to listen to local employers, seek feedback from other regional service providers, and built-in 360 type feedback loops for customers in our programs so we can adapt to ensure our programs are customer-centered. Though our overall service numbers were depressed because of the pandemic, our overall community impact and effort were not in any way shaken or taken away.

The Western Washington team looks different today than it ever has. The service delivery has adapted to COVID-19 and has no intentions of looking back! We are taking the time to listen to the new and unique needs of our job seekers, funders, and employer partners; to ensure that our programming is reflective of our ever-changing world. We can celebrate PY20 because, despite a challenging and shifting world of work in the Puget Sound region; we have adapted, grown, and updated our service so that regardless of city, region, or zip code, customers, employers, and fund sources can receive meaningful services in Western Washington! together, we will come out stronger.



Total Gross Revenue
\$3,911,553



Economic Impact
\$14,816,617



Total Job Seekers Served
1,043



Total Businesses Served
230

PARTICIPANT CELEBRATIONS

FINDING MEANINGFUL EMPLOYMENT

Angela, a Thurston County Employment Practitioner, worked with Jade, who had been employed in the hospitality industry her entire professional career. When the pandemic hit, her industry was completely shut down. Initially, she was devastated, but after giving some thought to all of the demands that the industry required, such as the late nights and long weekends; she decided to use this opportunity to seek retraining. Through Career Path Services support at the Thurston WorkSource center, Jade was provided with career guidance to explore transferable skills, abilities, and interests. In addition, she was connected with Phil, our Life Coach, to explore prospective employment pathways. As a result, Jade decided that she wanted to continue serving others but in a different capacity; she wanted something more meaningful and in an office setting.



The Workforce Innovation and Opportunity Act Dislocated Workers (WIOA DW) program provided her with tuition assistance to receive training to become a Certified Peer Counselor and provided her monetary aid to help purchase appropriate work clothing. Upon completing her training, Jade secured employment with Morningside as an HR Admin and is earning \$51,000 per year. In addition to the improved financial conditions, her new position allows Jade to use her recent training and the vast serving skills she obtained through years of work in hospitality.

A NEW CAREER AND REASON TO BE PROUD OF ONES-SELF



The Career Path Services team at WorkSource in PacMtn recently engaged a customer seeking work in the medical field who needed training due to a gap in her employment history. She enrolled in a Phlebotomy course, and once complete, she found a temporary position where she worked one day a week. She was eventually promoted to a full-time position as Lead Phlebotomist at SeaMar Clinic, earning \$17.05/hour. In addition, she received a commitment from her employer to be trained as a Medical Assistant, which will be a big step forward in her health career.

The participant sent the following note of appreciation: "Let me begin by saying how deeply grateful for the WIOA program and their 5-star staff. I have never received so much support from any other organization or program. Each person I interacted

with showed an evident and unmistakable interest in my success and my family's overall well-being. It was a long road, but I am now working in a job that I love, even on the most challenging days. The program and team have helped me every step of the way. The education and career advancement opportunities have allowed my family and me to have the financial security I have always wanted to provide. Not only has the support I received been fantastic but, as someone who never felt like they had a lot to offer my husband and children, I am prouder of myself than I have ever been. I am a licensed medical professional now. I am capable, smart, and strong."

CELEBRATING VICTORIES

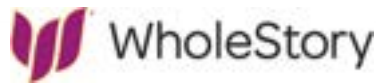
Samantha was a consistent participant in Career Path Services' Growing Personal Skills (GPS) training program. Her active weekly participation, coupled with the growth and confidence in the workshops, led to her increasing her participation from 2 hours a week to 23 hours per week in our Community Jobs program. Samantha started interning with Career Path Services, assisting the GPS Instructor, Mitchell; Samantha supported the program by contacting participants, completing research, gathering community resources, and helping with data entry. For the first time in her life, she worked remotely, providing her the opportunity to grow her confidence even more by showcasing her self-starter skill set.



Samantha completed her nine months of CJ and felt like she was just getting started. She was able to complete back-to-back CJ programs to continue to build on the significant progress she was making. With her new CJ program, Samantha increased her participation hours from 23 hours to full-time. In the past year, Samantha went from 2 hours of participation to 40 hours of participation. This steady growth is progress is worth celebrating. We can't wait to see what she does next!

* Names have been changed to protect client confidentiality

\$5 MILLION XPRIZE RAPID RESKILLING COMPETITION



In late 2020 a broad team of Career-path-ians responded to New Profit's Grand Challenge to reimagine the ways workers are reskilled into employment within in-demand industries/occupations in the US. Our Dignity of Work™ construction training and job placement solution, developed with two partner organizations, WholeStory and ANEW, was selected as one of ten from 130 applicants to compete in the global \$5M field testing round XPRIZE Rapid Reskilling competition.

The goal of the second round of the competition was for each of the ten teams to train and place 350 job-seekers (unemployed/under-employed individuals without a post-secondary degree) into employment in high-demand industries. But, unfortunately, like everything else during this pandemic year, the best-laid plans couldn't mitigate the dramatic impact of COVID on the competition.

Organizers anticipated a massive flood of demand from job-seekers for retraining opportunities, but given labor shortages as the economy sputtered along over the last year, the reality was starkly different with just a trickle of interest in the training and job placement solutions. In addition, workers are dropping out of the workforce at a record pace for many reasons. Many are reluctant or unable to rush back to work, particularly into low-wage jobs that don't make ends meet and elevate their risk of getting sick with COVID-19.

Our solution team, which focused on getting workers trained and started in construction industry careers, was partnered with the Hampton Roads, Virginia Workforce Council (Virginia Beach region). With the goal of training job-seekers 50% faster than conventional approaches and at no cost to participants, we launched our entirely virtual training model in the last two months of the program year. We were initially serving only a handful of participants, including a more significant effort than anticipated focused on recruitment and participant engagement.

With the turn of the program year, and six months remaining in this round of the competition, our experience thus far upended many of our original design assumptions. As we continue doing this work amidst the global pandemic which continues to radically reshape our labor force and our lives, no doubt significant insights will emerge calling for adaptations to our program models and perhaps our overall workforce systems to better support the needs of both workers and employers alike in this strange new post-pandemic world.



RACE, EQUITY, DIVERSITY, & INCLUSION



Race, Equity, Diversity, and Inclusion (REDI) is at the center of our work. Following an organizational assessment, we developed a series of initiatives to ensure that we are fulfilling our commitment to being an equity-centered organization. This effort requires us to enter with open minds, open hearts, and open hands, or what is often termed a Growth Mindset. Why is it so hard for people to talk about race, equity, diversity, and inclusion? It may be a need to address having a fixed mindset and work to embrace a growth mindset. Plainly put, a fixed mindset says, "I am," and a growth mindset says, "I could be or I am becoming."

Learning about equity, diversity, and inclusion can be scary, and we feel like we are entering into a minefield of a conversation. However, our hope in entering these dialogues is not to diagnose any person as being closed off or wrong; instead, we hope to move together towards a journey of being more equitable, inclusive, and caring in our actions and intentions. While we will never fully "arrive" at this destination, a growth mindset embraces that as...well, kind of the point! As we enter these discussions and initiatives, it is critical to bring a growth mindset. One that first recognizes that we all make mistakes and that sometimes this work and these conversations can be uncomfortable. This journey may be messy, we may not always get it right, but there is a great opportunity in starting, recognizing that failures give us an opportunity to improve.

What if, instead of assuming you know someone else's experiences (fixed), we would strive together to honor and listen to the stories of other people (growth) and to let those experiences challenge our assumptions? What if we/I don't know everything. What if talking about these topics was not about critiquing them and proving a point (fixed). Instead, it was about learning to embrace the opportunity to grow and lean into the learning opportunities presented to us?

As we move forward, we will be continuing our corporate efforts by initiating a REDI Core Team of members from throughout the organization to pilot efforts, think through processes, and help us go deeper in our learning and work alignment.

As we move forward, we will be continuing our corporate efforts by initiating a REDI Core Team of members from throughout the organization to pilot efforts, think through processes, and help us go deeper in our learning and work alignment.

Our partners at Homestreet Bank have joined us in our REDI efforts by donating to our organization to pilot and initiate community-specific workforce development solutions. We have entitled our "Design Equity Challenge." With equity at the center, we have commissioned three different projects throughout our service regions in Washington State to reflect the needs in each unique area. (Western, Central, and Eastern Washington) The projects have included:

- Creating programming trainings and opportunities for Marshallese communities in Spokane.
- Providing training on DEI and awarding microgrants to businesses in Western Washington.
- Developing radio and TV content and ads in Spanish in the Tri-Cities for WorkSource services.

We will also continue to offer education, resources, and assistance to our staff to call everyone to action while building a "big tent" movement where our entire team is invited and expected to join in the efforts. Finally, we commit to putting equity at the center of all we do, all of our decision-making, and intentionally centering equity as our North Star.



MESSAGES FROM OUR SENIOR MANAGEMENT



I never could have anticipated that this crisis would drag on for so long and cause so much upheaval in our communities and the economy. The COVID crisis has shined bright lights on the vast disparity in our society and the inequity in access to needed support amongst the population. I am so proud of our team for rising to the challenge to ensure more equitable access to services and for working so hard to forge partnerships between employers and workers rooted in dignified work.


Andy Dwonch | Chief Operating Officer



In year two, the COVID pandemic has shed light on how we need to serve our communities in a more personal, in-person manner while maintaining the critical safety of our customers and staff. In addition, the difference between the haves and have-nots has never felt wider. These significant challenges spotlight the need for great companies to staff great employees and collaborate with great partners. Career Path Services is poised to serve our communities with excellence in service and care.



Lloyd Fillis | Chief Financial Officer

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