



ANNUAL REPORT

July 1, 2022 - June 30, 2023

careerpathservices

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 All People, Enhancing an Equitable Workforce, Enriching Diverse Communities

OUR VALUES

Integrity, Excellence, Courage, Leadership, Vision, Generosity

OUR GUIDING ASPIRATION

Career Path Services fosters 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 support potential for long-term growth.

2 [Message From Our CEO](#)

3 [Who We Serve, How We Serve](#)

4-5 [Our Impact & Year in Review](#)

6 [Race, Equity, Diversity, & Inclusion Support Team](#)

7-8 [Southeastern Washington](#)

9-10 [Eastern Washington](#)

11-12 [Western Washington](#)

13 [Training & Development Team](#)

14 [Our Proud Partnerships](#)





Cultivating Connections, Sowing Possibilities

Dear Staff, Board, Partners, and Stakeholders,

When we reflect on this past year, the word that comes to mind is growth – together, we have nurtured growth within individuals determined to chart meaningful careers. We have fostered growth within families seeking stability and security. And we have cultivated organizational growth, expanding our reach to new communities while forming connections and sowing possibilities that will allow our impact to blossom in the years ahead.

At the core of this growth is you. Every day, our compassionate community comes together to unlock potential, open doors, and illuminate pathways toward prosperity. We are profoundly grateful for the generosity of our funding partners, individual donors, hardworking staff, committed board members and dedicated customers who give so generously their time, talent and resources. You are the reason our mission continues advancing forward.

The challenges of the past year have made our shared purpose clearer than ever. With your steadfast support, we will keep building bridges, opening doors, and planting seeds – empowering our community with dignity and fueling their journey with purpose.

Thank you for walking this path with us. We look forward to all we will continue cultivating together. Please enjoy learning more about the impact we made together this past year through both deepening existing programs and expanding to new communities.

~seek beauty ~ keep hope ~ give kindness~

Cami Eakins

Cami Eakins, Chief Executive Officer

WHO WE SERVE

Our career coaches, trainers, business consultants, program operators, and support staff serve individuals and families striving to achieve economic self-sufficiency through stable dignified employment and career growth. Career Path Services also provides new talent to growing businesses and those reorganizing to adapt to ever-changing workforce environments.

Jobs & Social Services Seekers



Business & Employers



HOW WE SERVE

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 support potential for long-term growth.



OUR IMPACT & YEAR IN REVIEW

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

EMPOWERING ALL PEOPLE

We prepare job seekers for meaningful careers and help cultivate a passionate and purposeful workforce. Our investments expand job readiness and open career pathways, leading to meaningful work while also helping individuals build capacity and resilience needed to navigate the tensions of work and home.

Job-Seeking Customer Impact:

- **\$4,413,641** - direct customer support funding, including short-term training, paid work experiences, and support services.
- **\$23.25**- median hourly wage attained by customers guided by our career coaches, specialists, and case managers.



Total Job Seekers Served
6,728

ENHANCING AN EQUITABLE WORKFORCE

Business is at the heart of our service. We engage with employers to understand their workforce needs, relaying these to the workforce development system to create value for both businesses and job seekers.

Business Customer Impact:

- **1,145** - local employers and businesses served through the year.
- **\$2,251,766**- 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.



Total Businesses Served
1,145



OUR IMPACT & YEAR IN REVIEW

ENRICHING DIVERSE COMMUNITIES

We believe our efforts to serve job seekers and businesses elevate the prospects of entire communities. Our statewide teams also enrich the communities we serve by volunteering with community based organizations and directing donations of unrestricted resources toward local causes each year.

Community Impact:

- **48,226** - customer community impact hours, the investment of time worked or volunteered by Career Path Services' customers at community nonprofit organizations.
- **\$7,983** - Unrestricted funding and 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.
- **\$8,900** - Career Path Services team contributions for Make a Difference Day
- **\$14,235** - Staff volunteer efforts to support the missions of local community nonprofit organizations.



Total Gross Revenue
\$16,027,951



Economic Impact
\$39,605,935


LEARN MORE ABOUT OUR EFFORTS IN OUR DIGNITY OF WORK PODCAST



[Subscribe to our podcast!](#)

RACE, EQUITY, DIVERSITY, & INCLUSION

Building an Inclusive Culture Through Employee Engagement



At Career Path Services, we strive to cultivate a diverse, equitable and inclusive workplace where all employees feel welcomed, supported and empowered to bring their authentic selves to work. A key part of our strategy is engaging employees at all levels to help shape and promote our diversity, equity and inclusion (DEI) efforts.

Our Racial Equity, Diversity and Inclusion (REDI) Core Team consists of a passionate group of employee volunteers dedicated to advancing REDI within Career Path Services. Over the past year, the REDI Core Team has led important initiatives including hosting courageous conversations around current events,

coordinating inclusion education and training, and advising on policies and practices to further embed DEI in our culture.

We also have an active Employee Advisory Group with representatives from different backgrounds, experiences and departments across Career Path Services. This group provides valuable perspectives on the employee experience that inform the REDI Core Team's work and help ensure our DEI efforts are inclusive of all voices.

By engaging employees through groups like the REDI Core Team and Advisory Group, we are building a workplace centered on mutual understanding, compassion and belonging. We're proud of the dedication and passion of these employee leaders and appreciate their partnership in creating a diverse, equitable and inclusive culture at Career Path Services.

SUPPORT TEAM

We rely on the tireless efforts of our administrative, fiscal, POST, and tech teams to establish the infrastructure that enables us to fulfill our mission. We are deeply grateful for the behind-the-scenes work of these teams and recognize that their contributions are vital to our organization's success.

Admin/HR

The Admin and HR team worked hard over PY22 to implement a new Human Capital Management system, focusing on new Payroll, HR, and Time Tracking modules to improve the employee experience and build efficiencies in our processes. We implemented enhanced benefits for full-time and part-time employees, and implemented equity-centered annual salary adjustments. The team also coordinated a corporate office move within just a few short months.

Fiscal

The fiscal team supports all programmatic and administrative functions from paying the smallest invoice to making sure our employees and work experience and on the job clients are accurately paid. We work closely with our funders to be good stewards of resources and worked in tandem with our leadership team to secure successful bids to expand our operations into new areas of Washington State.

POST

The POST team has supported all business units and programs across the state in one way or another this year. We have supported procurement responses, recruitment, facilitated training, and staffed new business start-ups. We pride ourselves in our ability to adapt quickly to emergent needs while bringing a wealth of industry knowledge to support our peers around the state.

Tech and Data

In PY22, our Tech and Data Team streamlined operations through standardized, robust performance tracking, and comprehensive reporting. The team excelled in IT management including a server migration to the cloud, preparing to take over the internal helpdesk and conducting an RFP for external IT services. Additionally, the team played a key role in successful startups in multiple counties, emphasizing their commitment to organizational growth and success.

SOUTHEASTERN WASHINGTON



Program Year 2022 was another successful one for Career Path Services' Southeastern Washington region. Staff and leadership deepened connections within the community.

Some key highlights from PY22 include:

- TC Futures hosted Future Fest, an educational and career fair featuring employers, non-traditional and traditional post-secondary schools and training providers, trades industries, and military branches. Sponsored by Gale Rew Construction, Hapo Credit Union, and Community Health Plan of WA, over 100 youth and young adults, and 27 vendors participated. Graduates attended from high schools such as Rivers Edge High, Riverview High, Delta High, and Columbia High. Food and beverages were provided, and a raffle included a grand prize of Solo Beats earbuds. Future Fest was a great success and will become an annual event at TC Futures.
- In April, staff attended the Festival Del Día De Los Niños at Ochoa Middle School. The event included a resource fair, entertainment, and carnival games. Approximately ten community resource agencies attended. Staff connected with over 50 families providing an overview of WorkSource services and programs for job seekers and networked with these community resource agencies.
- WorkSource Columbia Basin (WSCB) provided services to customers within the community, in partnership with the Pasco Library and the Department of Social and Health Services (DSHS) Community Services Office.
- WSCB responded to customer feedback and simplified their phone tree to improve equitable access. Customers who choose Spanish as a preferred language option are connected to live representatives quickly, since call options have been reordered and improved to eliminate redundancy.
- Staff presented to the Three Rivers Soroptimist Chapter. Soroptimist would like to partner with TC Futures and provide philanthropic services to youth in need. Soroptimist International is a worldwide volunteer service organization for women who work for peace, and to improve the lives of women and girls, in local communities and throughout the world. This partnership led to donations to TC Futures throughout the program year from Soroptimist.



Total Gross Revenue
\$3,266,575



Economic Impact
\$11,129,258



Total Job Seekers Served
818



Total Businesses Served
53

PARTICIPANT CELEBRATIONS

PAID INTERNSHIP TO FULL-TIME EMPLOYMENT

Mark, a 24-year-old with educational and employment barriers including housing instability, was living out of his car when he sought help from TC Futures. Mark was desperate to provide for his growing family with another child on the way. While he passed two out of four GED tests, his primary focus was housing and sustainable employment. TC Futures connected Mark and his family to housing, barrier assessment, youth, and career counseling. Successfully completing a paid internship at Novus Glass, Mark received on-the-job training that led to his being hired on full-time with a starting wage of \$17.50 per hour with full benefits. Mark continues to make progress toward earning his GED. By obtaining sustainable employment and secure housing, Mark is now able to provide for his family.



A SINGLE FATHER'S JOURNEY TO A BETTER LIFE

Michael, a single father of two, was struggling to get back on his feet after relocating from OR. Despite previous experience as a business owner, who had attended some college classes, Michael ended up working as a restaurant server. After negative workplace experiences, Michael left the restaurant industry. Michael wanted more in life, including a career. All he needed were the resources to achieve this. The Economic Security for All (EcSA) program helped Michael establish career and training plans based on his goals and ambitions.

With a clean driving record and local family to offer childcare, Michael was the perfect candidate

for a Commercial Driver's License (CDL). Given the rising costs of CDL training, along with fluctuations of program funding, co-enrollment in Workforce Innovation and Opportunity Act Adult Services (WIOA) allowed Michael to participate with additional support. With contributions from EcSA and WIOA, including professional attire and supportive services, Michael earned his CDL and quickly became employed with a Tri-Cities-based ice packing and shipping factory. This job was physically demanding, and Michael noticed he was doing more manual labor than driving. The hours were also intense, which left him with very little time to see his children, so he started looking for other driving opportunities with the support from this EcSA Case Manager.

After a brief job search, Michael landed a job in Tacoma that works better with his schedule for higher pay (\$41.66/hour), less hours, and with flexible insurance benefits. Also, he gets the weekends off to spend with his children. EcSA staff worked with Michael every step of the way, through each hardship and success and are glad to have supported a local family through this positive change



*Some names have been changed to protect client confidentiality. Stories shared with permission.

EASTERN WASHINGTON



The Eastern Washington teams had a productive program year. From the Human Services Team to the Workforce Development Team, here are a few highlights to celebrate:



- WorkSource Spokane, Next Generation Zone, and the Resource Center of Spokane County (RCSC) joined the Career Path Fiscal Team and Admin Team to host a diaper drive for Vanessa Behan. We also donated our Make A Difference Day funding to this cause.
- This year, we saw significant growth in services provided to refugee and immigrant communities in Spokane County. During the first half of our program year, we had one Limited English Proficiency (LEP) Practitioner who worked between two employment programs. In January, we added Food Assistance Program Education & Training (FA E&T) for individuals receiving State Food Assistance. Additionally, we added a program manager and four staff members to address enrollment growth.
- The Resource Center of Spokane County hosts nine partner agencies with 22 full-time and 14 part-time staff members who speak eight different languages. An additional ten partners provide employment, housing, re-entry, recovery, justice, basic needs and benefits, health, and wellness services. Onsite agencies include Pioneer Human Services, Community Health Association of Spokane, Partners with Families and Children, Revive, Supplemental Nutrition Assistance Program, Special Supplemental Nutrition Program for Women, Infants, and Children, Spokane Housing Authority, United Healthcare, Access Phones, Assurance Phones, and Career Path Services. Between walk-ins and workshop attendees, the RCSC served 8,413 individuals in PY22.



Total Gross Revenue
\$8,386,310



Economic Impact
\$17,280,578



Total Job Seekers Served
4,611



Total Businesses Served
1,091

PARTICIPANT CELEBRATIONS

OVERCOMING A CONVICTION HISTORY TO FIND JOB SATISFACTION

Last year, Sammi sought assistance from WorkSource to become a Licensed Massage Therapist. A displaced homemaker, who was recently divorced and raising seven children on her own, Sammi graduated from massage school after a year of training. Hired by her massage school to assist with corporate events, Sammi has also started an LLC to operate her own business. She loves what she is doing so much that she is also pursuing continued education in another massage therapy modality, while she works and gets her business up and running.



NEXT GENERATION ZONE



Jen first met with her career specialist in June, enrolling in Next Generation Zone (Next Gen) services in July. Her career specialist had referred her to Next Gen, since she had not experienced much progress participating in a different re-engagement program. After she enrolled into the Next Generation Zone GED program with Open Doors, Jen quadrupled the number of practice tests she had taken in the previous two years in the other program. Quickly, Jen experienced success, scoring high enough on all four subjects that she was ready to take the GED test. Prior to Next Gen, Jen would sleep in but now she gets up at 5 a.m. in anticipation of arriving at the center when it opens. She talks about this time as a “breath of fresh air.”

Jen shared that her classes are great, and she loves interacting with Next Gen staff. She has been taking advantage of all the center resources and has also been referred to be a paid work experience as a peer tutor. Jen’s career interests include digital art and video game production. We are lucky to have Jen here at Next Generation Zone and are excited for what the future holds as she continues her career journey!

COMMUNITY JOBS PROGRAM

Oleksandr resettled in Spokane at the end of January after fleeing the war in Ukraine. Upon arrival, he applied for benefits to support his family while he continued to increase his English language skills and gain local work experience. Oleksandr has a successful career in IT back in Ukraine and brought a wealth of knowledge with him that he hoped would help him secure employment. Through the LEP Community Jobs program, he was placed as an intern in Career Path Services IT support. On a daily basis, he took every opportunity he could to engage in conversations with co-workers to work on his English all while using his previous work experience and was a great addition to our organization. Oleksandr recognized the part-time CJ program would not be enough to sustain his family's needs long-term, so while he enjoyed his position, he pursued several leads for full-time work. In July, he started a full-time position with Huntwood that will both use his previous work experience and provide him with an opportunity to grow personally and professionally.



*Some names have been changed to protect client confidentiality. Stories shared with permission.

WESTERN WASHINGTON



In Western Washington, PY22 was full of growth, change, and great outcomes for community residents. Here are just a few of our accomplishments this year:

- Successful startup in Snohomish! We hired and trained a brand-new team, including five employment specialists, one permanent guest resource specialist, two temporary Disaster Recovery Guest Resource Specialist positions, a Program Tech, Compliance Specialist, Industry Engagement and Training Coordinator, and Program Operator. We also received support from five members of the POST Team throughout the program year.
- The Community Jobs Program increased its use of the Career Jump Program, connecting participants to full-time employment. Growth included program expansion within Western WA and number of Career Jump employer partnerships. We placed 41 participants into on-the-job trainings with 29 different employers across the state with a 62% successful transition rate.



- Part of the Western WA human services team spent a day at the Des Moines Food Bank, which is also a current worksite for our clients. We helped their team sort through recent produce deliveries, package bulk food into family size portions, clean up old leftover plant donations, organize their main food room, and various other tasks. When we dropped off our donation check, they shared that this year has been very hard for them with budget cuts, so they were appreciative.
- During our first year as the One Stop Operator for the Olympic region, we worked hard to develop existing partnerships in the Silverdale and Sequim offices, attracting new partners to serve our customers.
- The WorkSource Snohomish Team volunteered at a Volunteers of America Food Bank in Everett, packing boxes of food that were distributed to throughout the community. The Snohomish team also conducted outreach at three Pride events in June, including Snohomish Pride, Everett Pride in the Park, and Woodinville Pride.



Total Gross Revenue
\$4,351,456



Economic Impact
\$11,196,099



Total Job Seekers Served
1,299

PARTICIPANT CELEBRATIONS

COMMUNITY JOBS PROGRAM

When Ivy enrolled in our Community Jobs Program, she had just moved back to Western WA and was navigating being a newly single mom. Things were extremely challenging since she had recently lost her biggest support system. She had two goals. Find a job that could accommodate a Thursday-Monday work schedule and be a better co-parent. She successfully completed the Life Skills workshop with great attendance. Ivy's employment practitioner commented, "She always engages and shows great leadership." Placed in Goodwill, Ivy handled donations and assisted with stocking in retail. She gained experience, worked well with others and independently. Ivy achieved her goals, reporting how happy she is to have employment that works with her co-parenting schedule, allowing her child to be with one of their parents.



WORKSOURCE IS FOR EVERYONE

McKenzie learned about WorkSource through a Career Path Services job posting for a Guest Resource Specialist Disaster (GRS) job. She was laid off from Starbucks after working there for eleven years. After enrolling at WorkSource, McKenzie received funding for training at Edmonds College, support services, career, and vocational counseling. During her time with Career Path Services, McKenzie discovered a love for employment services and accepted a position with the Employment Security Department earning \$26.40/hr. She intends to continue working within the WorkSource system.



McKenzie's husband, David was also enrolled in Trade Agreements Act (TAA) at the time she received WIOA services. TAA funded David's training in construction management at Edmonds College. WIOA helped him overcome employment barriers that arose during his job search. Through support services and coaching, David learned to advocate for himself applying for and receiving a position with his former employer, where he had previously been laid off and denied re-employment. David was rehired by his former employer through unsubsidized employment, earning \$20.85 an hour. Having two unemployed parents in one household had been a significant challenge for their family. McKenzie and David are grateful for the financial stability provided through WIOA individualized services.

CAREERWORK\$ MEDICAL

After returning to WA and guiding her four daughters through the pandemic, Jasmine could feel it was time for a change. She wanted to model setting and achieving goals for her family, including realizing her dream of attaining her GED, and securing stable work. After reaching out to the Snohomish County WIOA team, preparing for her GED, Jasmine connected with the CareerWork\$ Medical program. She navigated transportation and childcare challenges to make the commute from Snohomish County to North Seattle twice a week and never missed a beat. During the eight-week cohort, she took her GED exam twice and passed, while demonstrating the empathy and preparation needed for her new career goals in healthcare. She even coordinated with course instructors to help a fellow participant be camera-ready for a marketing video CareerWork\$ produced onsite. Jasmine was a leader in class and is confidently interviewing for roles in human services and healthcare.

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TRAINING & DEVELOPMENT TEAM

Our newest business team, Training and Development continued to grow and thrive this program year. We developed meaningful solutions and interventions to strengthen existing programs, launch pilots, and build toward the future of workforce development. Our programs served within the greatest bodies of work at Career Path Services (i.e., Commerce and WIOA), while innovating new programs through Dignified Work (XPRIZE) and the Growing Personal Skills (GPS) curriculum.

CareerWork\$ Programs

- Career Path Services operates the South Sound BankWork\$ program (BW\$) based in Lakewood (Pierce County) and the King County CareerWork\$ Medical program (CW\$) in Seattle. Both programs offer four cohorts of free training per year.
- BankWork\$ continues to thrive, training and preparing students for sustainable financial careers in Pierce County. Our fifteen supporting banks/credit unions have been joined by Rotary Club of Lakewood, Bamford Foundation, and The Medina Foundation.
- CareerWork\$ Medical has found its footing, completing a successful first full year in Seattle. Our classes welcomed up to 21 students at a time with graduates beginning careers in medical administrative positions through employment partners including Seattle Children's Hospital and Fred Hutch Cancer Center.

Basic Food Employment & Training (BFET)

- Serving over 110 individuals throughout Pierce, King, Snohomish, Thurston, and Spokane counties this program year, our BFET program had the biggest growth in the Training and Development Team.
- BFET programming offers occupational and life skills development opportunities, supporting our Work\$ programs and offering multiple other career tracks for community members seeking training and support.
- We celebrate the implementation and founding of our new financial training platform in Banzai which has become embedded within our BFET program.

Growing Personal Skills (GPS) and Dignified Work

- The GPS (Life Skills) program is embedded within the Commerce Community Jobs program. Providing services to 87 individuals this program year, we also celebrate the 60 individuals who started bank accounts with our partners at BECU. GPS served Washington WorkFirst participants in regions 1 and 2 of DSHS. This is inclusive of: King, Snohomish, Skagit, Whatcom, Island, San Juan, Okanagan, Ferry, Stevens, and Walla Walla counties. We welcomed a new contract with the Stevens County Library and expanded GPS services into all Region 1 DSHS offices.
- Partnered with WholeStory and Alelo, Dignified Work advanced as one of four finalists for the Rapid Reskilling XPRIZE competition. Although we did not win, we learned valuable lessons, made long-term partnerships, and served hundreds of job seekers in Washington, Oregon, and the Los Angeles area of CA. Additionally, Dignified Work was offered as a pilot in the Tri-Cities area in partnership with TC Futures, WorkSource Columbia Basin, a Commerce Outreach to Historically Disadvantaged Communities grant, and 3 Rivers Community Foundation reaching marginalized populations including the BIPOC community and justice-involved youth and adults.

Development and Fundraising

- Working closely with CW\$, BW\$, and Dignified Work, the Development and Fundraising Team maintained relationships with existing funders, adding four new foundations and four banking partners including Capital One, WSECU, OBEE, and Credit Human. This additional funding increased wraparound support, providing rental, transportation, childcare assistance, and professional clothing to more students in need.

OUR PROUD PARTNERSHIPS

Primary Workforce and Human Services Program Funding Partners



Special Thanks to Our Generous Private Supporters



And the many individuals, families, Board members, employees, & community members.



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