



Governor's Best Practices in Workforce & Economic Development Award Nomination Application

Nominated Project Title: Career Pipeline Project in Warehousing & Logistics

Project Lead Name: Mary Kate Richardson **Phone number** 253.566.5018 **E-mail** mrichardson@tacomacc.edu

Summary of nominated project (No more than two sentences.): Three community colleges, three Workforce Development Councils and Tacoma Goodwill Industries partnered to create a statewide career pathway for the Warehousing, Distribution and Logistics Industry. This project has already trained 665 Workforce Investment Act (WIA) eligible workers in Tacoma, Longview and Yakima through the use of interactive distance learning technology.

Region and/or communities benefitting from project: Tacoma, Longview and Yakima, Washington

When (month and year) did nominated project launch: February 2009

Has the project/activity operated continuously since then: Yes
If not, explain:

Start-up costs \$447,106 **Most recent annual budget:** \$656,060

List your major funding sources, including tax credits or incentives, grants, and other private sector support: U. S. Department of Labor's Employment and Training Administration - Community Based Job Training Grant, and Federal Stimulus funding with Workforce Central.

Describe the purpose (need) and the unique approach taken by the nominated project to satisfy the stated need (450 words or less)

Tacoma Community College (TCC) partnered with Tacoma Goodwill Industries to deliver targeted job training and wrap around support services to an under-tapped pipeline of workers across Washington state. Tacoma, Longview and Yakima were identified as the areas with the greatest demand for skilled transportation workers, the most unfilled positions, and the most unskilled adults because there is no access to entry level training for warehousing and distribution jobs. The ability to train and supply workers for the Transportation and Logistics industry is of particular importance give the City of Tacoma's designation as an "Enterprise Community" and State "Empowerment Zone", and its strategic location as a prominent port for international commerce. This training is also critical for rural Yakima and Longview as these areas rely heavily on the export of wine and agricultural products.

Training participants to-date total 665 WIA eligible adults and working age youth with barriers to employment, transitioning military personnel and veterans, and displaced workers. TCC developed training in Customer Service, Work Readiness (a credential developed with Association of Washington Business and employer feedback) and an entry-level 12 - credit General Warehouse Clerk certificate program. Through the use of the interactive distance learning technology classrooms at Goodwill locations in Tacoma, Longview and Yakima, TCC is able to mitigate barriers to intruction to these hard to serve and rural populations. Participants at each location receive local

support services and veteran outreach coordination from Goodwill case managers, academic advising and enrollment services from local community colleges, and employment placement services from local Workforce Investment Boards. The program's Business Advisory Committee represents 18 businesses from Tacoma, Longview and Yakima and 54 students have participated in internship and volunteer opportunities with these organizations. Through this collaborative network of partners state-wide, we have certified 302 participants in Customer Service and Work Readiness and an additional 227 participants as General Warehouse Clerks.

Describe how the nominated project incorporates both workforce and economic development practices and provides a benefit to workers and employers. (See cover page) (250 words or less) The Career Pipeline Project incorporates workforce and economic development practices by increasing access to training across remote, rural locations. The project also provides participants with portable skill sets (math and computer skills, Forklift operator and CLA certification) transferable to other occupations. In partnership with Association for Washington Business and our Business Advisory Committee, the Work Readiness Credential was developed to reflect the skills and competencies employers need from their workforce. Graduates with certification in Customer Service, Work Readiness and General Warehouse Clerk training are attractive candidates for entry-level positions in the warehousing and logistics industry. As a result, businesses such as Ace Hardware, VersaCold, Parker Paint, REI, Office Depot, NYK Logistics, Carlile, Lowes, Safeway, NW Furniture Bank and Emergency Food Network have participated in mock interviews, provided facility tours and 90 day internships, and extended employment to our graduates.

The success of the program is the strong collaboration of our community partners. Goodwill, WorkForce Central, Tacoma Community House, Camp Murray National Guard, REACH, PC3, SCSEP, and Yakima Valley Community College provide critical veteran outreach, academic advising and employment placement support to local participants. Our outreach and recruitment efforts have resulted in capacity enrollments (70 participants per quarter) and our retention and completion rates have soared to over 84%. Over 55% of program completers have been successful in gaining employment. Currently, 50 of our program graduates have chosen to continue their education and pursue degrees at the community college level to increase their skills and employability in various fields of study.

Will the nominated project continue into the future? Yes

If yes, how will it be funded and sustained. (200 words) Department of Labor will continue funding our project's efforts through February 2012. Following this completion date, Goodwill Industries has indicated a commitment to sustain both Customer Service/Work Readiness and General Warehouse Clerk training for the next 2 years with grant funding.

In an attachment, demonstrate how this project/activity has made a quantifiable difference to the economic health of working people and employers. (Tables and graphs based on verifiable numbers. Words should be used only to support the data and should be kept to a minimum) Check when done.

A short concluding statement on why you believe this project/activity is noteworthy or unique and should serve as a best practice model. (100 words or less) The Career Pipeline Project illustrates the efficiency and effectiveness of technology-based instruction to deliver state-wide training. It also demonstrates the importance of community collaboration and leveraging resources in challenging economic times, when job skills training programs are needed the most to reinvigorate our workforce. We have been extremely successful in providing all of our participants, regardless of location, with the same high-quality training, support services and employment opportunities as a result of this innovative technology and network of partners.

Program or Project's website or webpage: www.tacomacc.edu/areasofstudy/careertraining

List the leading individual(s) or organization(s) that should receive special recognition for their role in the project or activity. Please provide name, title, role, address and phone number.

Dr. Lisa Edwards
Dean, Enterprise and Economic Development
Tacoma Community College
6501 South 19th Street
Tacoma, WA 98466
(253) 566-5019

Mary Kate Richardson
Project Manager
Tacoma Community College
6501 South 19th Street
Tacoma, WA 98466
(253) 566-5018

Richard Corak
Director of Workforce Development
Tacoma Goodwill Industries
714 South 27th Street
Tacoma, WA 98409
(253)573-6620

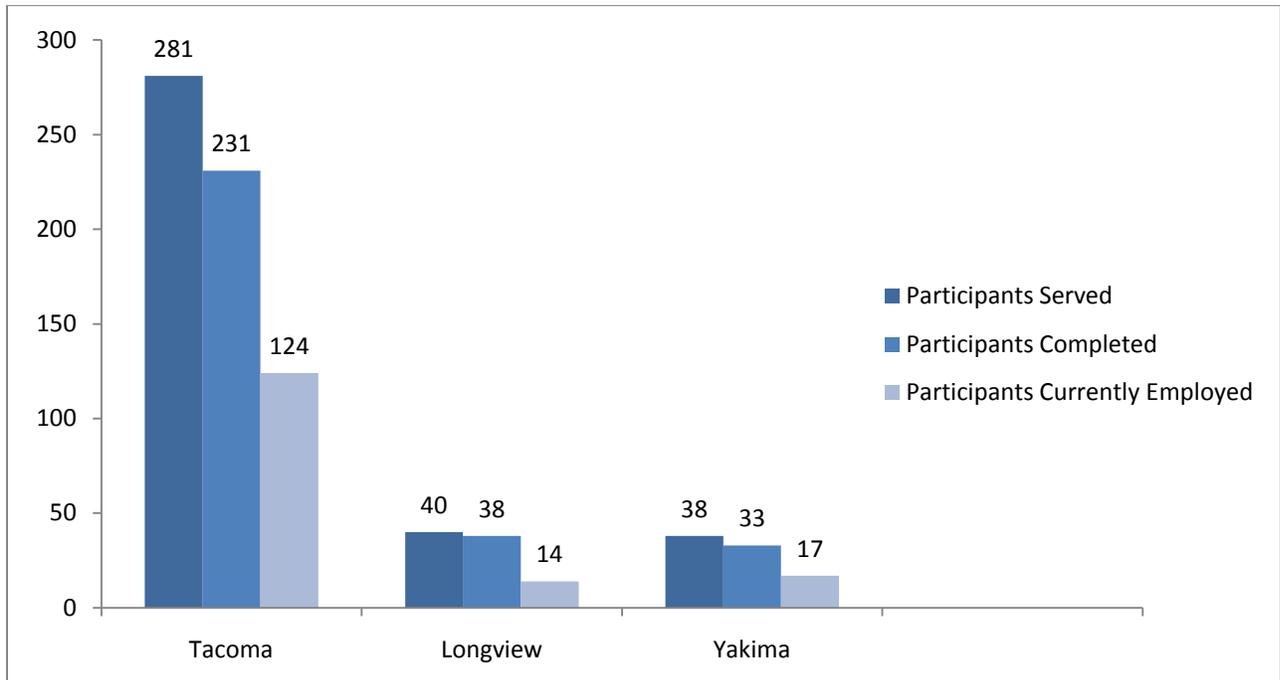
Linda Nguyen
Chief Executive Officer
WorkForce Central
3650 South Cedar Street
Tacoma, WA 98409
(253) 591-5810

Name and contact information of person completing this nomination form:
Mary Kate Richardson, mrichardson@tacomacc.edu, (253) 566-5018

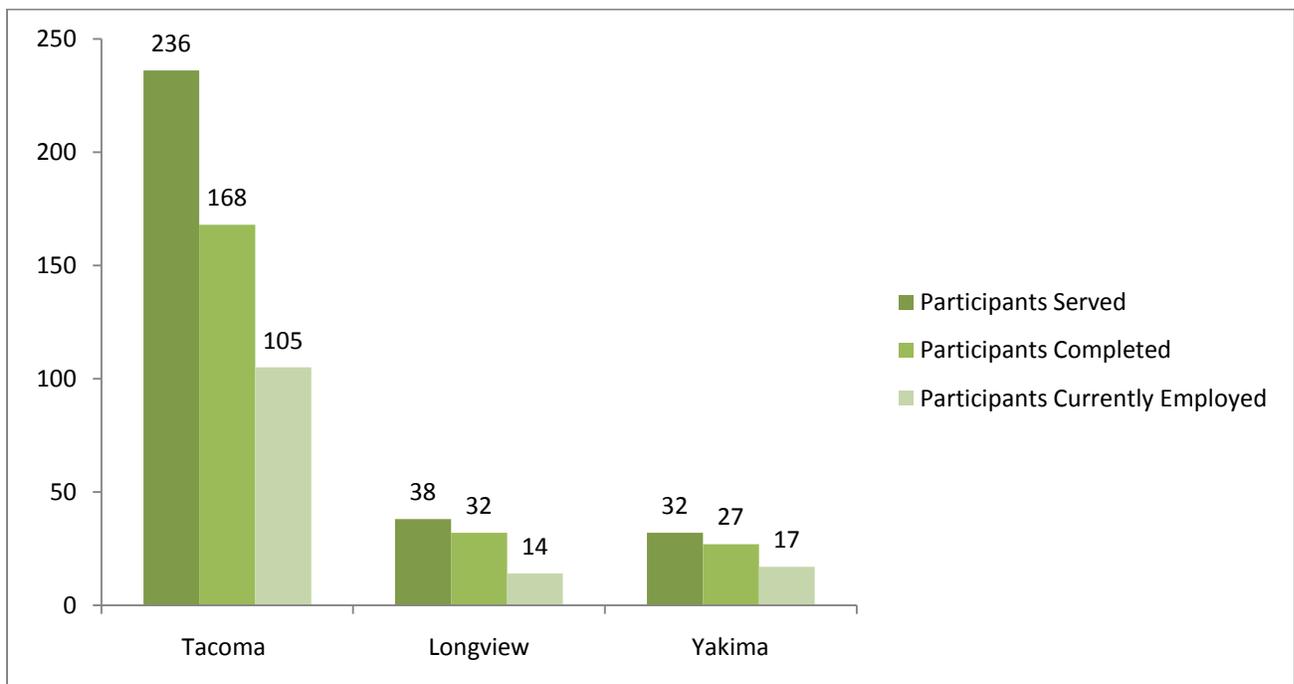
Career Pipeline Project in Warehousing & Logistics

Governor's Best Practices Award for Workforce and Economic Development – 2011
Demonstrated Results

Customer Service Certificate & Work Readiness Credential



General Warehouse Clerk Certificate



Note: Capacity class size in Tacoma is 58 per quarter; Capacity class size in Longview and Yakima is 7 per quarter due to facility space.

Data reflects training from Summer 2009 – Spring 2011

Project Contacts

Project Manager

Mary Kate Richardson
mrichardson@tacomacc.edu
253-566-5018

Program Assistant

Danielle Hinds
dhinds@tacomacc.edu
253-460-4418

Tacoma

Garuba Akinniyi
Support Services Coordinator
Tacoma Work Opportunities Center
gakinniyi@tacomagoodwill.org
253-573-6654

Yakima

Trisha McCray
Support Services Coordinator
Yakima Work Opportunities Center
tmccray@tacomagoodwill.org
509-452-6061

Longview

Rosalind Mallett
Support Services Coordinator
Longview Work Opportunities Center
rmallett@tacomagoodwill.org
360-751-7077

Project Partners

Association for Washington Business
Goodwill Industries
Heroes to Hometown
Pacific Mountain WIRED
Pierce County Careers Connection
Pierce County Youth Career One-Stop Center
South Central Workforce Development Council
SW Washington Workforce Development Council
Tacoma Community College
Tacoma Community College Foundation
Tacoma Community House
Tacoma Pierce County Workforce Development Council
Yakima Valley Community College

This project was funded in whole by a \$1.9 million grant awarded under the President's Community-Based Job Training Grants, as implemented by the U.S. Department of Labor's Employment and Training Administration. This program is an Equal Opportunity Employer/Program and Auxiliary Aids and Services are available upon request to individuals with disabilities.

29. CFR 37.34



Transportation Careers Pipeline Project

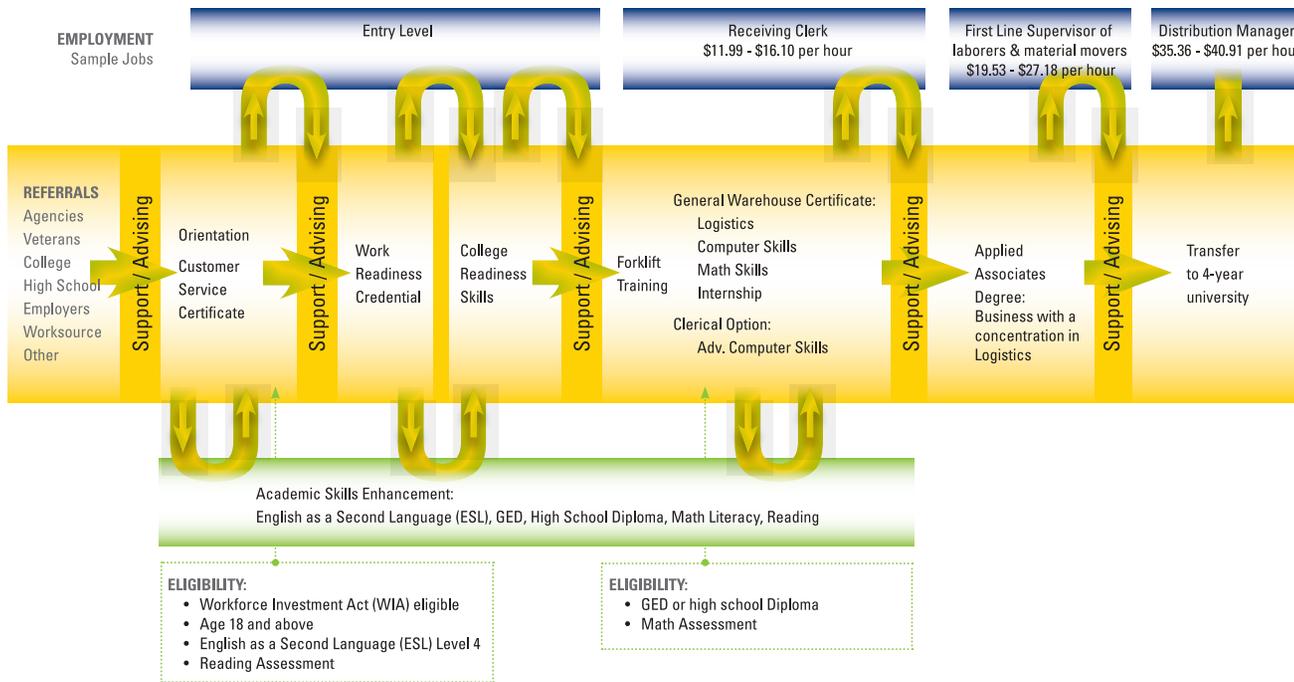
Tacoma Community College, Bldg 6
6501 So. 19th Street
Tacoma, WA 98466



Career Pipeline Project in Warehousing & Logistics

A Washington State partnership of Business, Community Organizations, Workforce Investment Boards and Community Colleges dedicated to creating a statewide career pathway for the Warehousing, Distribution and Logistics Industry. This project will train 720 workers in Tacoma, Longview and Yakima, Washington through a Community Based Job Training Grant funded by the U.S. Department of Labor.

Career Pipeline Project - in Warehousing and Logistics



Now Recruiting Companies!

The Careers Pipeline Project in Warehousing & Logistics is committed to providing highly relevant college courses and training that prepares a skilled workforce for the warehousing and distribution industry. Please consider and select the ways that you can support this project:

- Provide a tour of your business (30 minutes to 1 hour commitment)
- Be a guest speaker for a class (30 minute commitment)
- Provide worksite experience for a student (8-40 hour commitment)
- Participate in the Business Advisory Council (1 hour commitment, 4 times a year)
- Other: _____

Yes, I would like to be involved!

Name _____

Title _____

Company _____

Address _____

City _____ WA, Zip _____

Phone _____

Email _____

Individuals who participate in the Career Pipeline Project in Warehousing & Logistics receive 90 days of training that includes classroom learning and workplace preparation. Graduates of the program are eligible to continue into the Applied Associates Degree in Business with a concentration in Logistics. They will have obtained the following:

- Twelve (12) college credits in Math Review, Computer Use (Windows and Word), Student Success, Logistics 103, and Business 299
- Customer Service Certification
- A Work Readiness Credential
- General Warehouse Clerk Certificate
- Forklift Certification
- Certified Logistics Assistant (CLA) National Certificate from the Manufacturing Skills Standards Council
- Supervised Workplace On-The-Job Experience