

A decorative graphic consisting of a series of concentric, curved lines in shades of blue, forming a swoosh that underlines the text.

Governor's Awards
Workforce Best Practices
2003

Governor's Awards
Workforce Best Practices 2003
Award Winners and Nominees

Each year the Governor and the Workforce Training and Education Coordinating Board (WTECB) honor those in the workforce development system who have excelled. Those who provided leadership, were entrepreneurial, and developed new programs and innovative projects. Those whose initiatives can be the impetus that others use to build a system that works for their area and their workforce.

This year, WTECB received 25 nominations for Best Practices from Workforce Development Council Directors and Board members. A committee reviewed the nominations and selected two Best Practices, two Promising Practices, and three Good Ideas for recognition at this year's state leadership conference.

Best Practice

Airport Security Screener Project

King County partners helped airport security screeners with VESL, computer skills, and interview techniques so they could keep their jobs during the TSA transition.

After the events of September 11, 2001, Congress created the Transportation Security Administration (TSA) to take over security screening at our nation's airports. As a result, nearly 1,000 security screeners at Sea-Tac Airport faced layoffs; 62 percent of those affected were non-native English speakers. Fluency was a challenge and a necessity. In anticipation, Port Jobs, which operates the Airport Jobs Center at Sea-Tac Airport, invited a variety of partners to help the screeners. South Seattle Community College (SSCC) developed a screener-specific VESL (Vocational English-as-a-Second-Language) curriculum and taught classes on site at Sea-Tac.

Volunteer lawyers helped screeners with citizenship applications. Since many of the screeners didn't have the computer skills required to complete

the TSA's online application forms and assessment process, Airport Jobs and SSCC offered on site workshops six days a week, attracting 650 screeners. Courses included computer skills, test-taking, interviewing strategies, and more. As a result of the project, 50 percent (400) of the incumbent screeners assessed by TSA passed and retained their jobs, significant when compared to the 10 percent retention in similar urban airports nationwide.

The project also focused on serving dislocated screeners. The King County Dislocated Worker Program contracted with SSCC and Port Jobs to assist in providing intensive services, including access to retraining services and employment. In addition, the Worker Center hired dislocated screeners to conduct peer outreach and share resource information.

Airport Security Screener Project Partners

Port Jobs

- *Huntleigh/ICTS*
- *Olympic Security*
- *Transportation Security Administration*

South Seattle Community College

The Fluency Group

American Immigration Lawyers Association

King County Bar Association Newcomers' Project

King County Dislocated Worker Program

Airport Security Outreach Project

- *Renton WorkSource*
- *Seattle King County Workforce Development Council*
- *Seattle-King County Rapid Response Team*
- *Worker Center, AFL-CIO*

For additional information, contact Wendy Price, 206-768-6667.

Best Practice

Nursing Clinical Site Coordination and Expansion

A major contributing factor to the shortage of nurses in the Puget Sound area is the lack of available clinical sites. Not only are sites limited in number, but also by how many students each is able to accommodate. Each new student entering a nursing program is required to complete a certain number of clinical hours. For example, an Associate Degree in Nursing program requires a minimum of 750 hours of clinical experience. For a single class of 25 students, this translates to 18,750 hours of clinical instruction. Fourteen area nursing programs found themselves competing for clinical rotations.

The Nursing Clinical Placement District #1 is an education, workforce development, and health care industry partnership addressing the nursing workforce shortage in the greater Puget Sound area by increasing the number of clinical placements for 14 area nursing schools.

With the assistance of a High Demand Grant from the State Board for Community and Technical Colleges, the partnership expanded clinical placements throughout a 10-county area by establishing a Clinical Consortium Coordinator position to facilitate the work being done by the partnership on a volunteer basis and to coordinate, maintain, and expand clinical placements throughout this area. Clinical grids, master list, and a web-based matrix are key tools used to facilitate the process. This planning matrix will help grow additional sites for clinical instruction.

Nursing Clinical Site Coordination and Expansion Partners

NCPD#1 Educational Members

- *91 WM 6 School-MAMC*
- *Bates Technical College*
 - *Centralia College*
- *Clover Park Technical College*
 - *Grays Harbor College*
- *Green River Community College*
 - *Highline Community College*
 - *Olympic College*
 - *Pacific Lutheran University*
 - *Peninsula College*
 - *Renton Technical College*
- *South Puget Sound Community College*
 - *Tacoma Community College*
 - *University of Washington-Tacoma*

Pierce County Health Services Council

Tacoma-Pierce County Employment and Training Consortium

Multiple Community Industry Partners

For additional information, contact Pat Brown, 253-566-5147.

Promising Practice

Consortium for Rural Eastern Washington

The Consortium for Rural Eastern Washington, a five-college partnership, developed a Hispanic Rural Health program, and created and expanded allied health college programs in Eastern Washington.

The Consortium for Rural Eastern Washington (CREW) developed a multi-faceted project to address the region's shortage of skilled health care personnel—especially among its Hispanic population. During Phase One, they offered classes leading to certification as Nursing Assistants or Phlebotomists along with English-as-a-Second-Language and Basic Skills training and student support services. Approximately 475 students took part in this portion of the project, over 66 percent of whom were Hispanic. More than 60 percent are now employed making \$8.25-\$10.90 per hour.

In Phase Two, CREW created new allied health programs at several of its colleges. For example, Columbia Basin and Yakima Valley colleges developed a distance-based

Radiological Science program for the Tri Cities. Big Bend and Wenatchee Valley colleges cooperated to offer an expanded Medical Technician program to Big Bend students. Walla Walla increased its Nursing program enrollees by 24 students, 66 percent of whom were Hispanic. Twenty will be accepted for classes beginning fall 2003. At Yakima Valley, Big Bend and Wenatchee Valley colleges, the partnership also expanded existing programs.

Consortium for Rural Eastern Washington Partners

Big Bend Community College

Columbia Basin College

Walla Walla Community College

Wenatchee Valley College

Yakima Valley Community College

For additional information, contact Dr. Ron Langrell, 509-527-4299.

Promising Practice

Innovative Approaches to the Integration of Workforce and Economic Development

The Tacoma-Pierce County Workforce Development Council and its partners developed three innovative projects that have more closely integrated workforce and economic development activities in the county.

Strategy 1: Public and private investments leverage WorkSource Career Specialists and incumbent worker training—Leveraged private funds have provided health care incumbent workers with access to career guidance and tuition assistance. In addition to two WorkSource Career Specialists, workers can use tuition provided by the Workforce Development Council and matched by its partners.

Strategy 2: Health care apprenticeship training—The Health Unit Coordinator is the first health care apprenticeship approved by the Washington State Apprenticeship and Training Council. This training model allows businesses to craft required occupational skills standards and be intimately involved in training

their workforce. Begun in early June, it is already being replicated for computed tomography and magnetic resonance imaging.

Strategy 3: School-to-electrical apprenticeship—To address the aging of its workforce, the industry focused on a school-to-electrical apprenticeship program. Selected high school students will be hired as electricians' helpers during both the summer and their senior year. Each will receive occupation specific training, as well as employability skills training, on the job and in a classroom setting. After graduation from high school, they will be offered full-time employment, and can apply to the electrical apprenticeship program and receive special consideration for entry.

Innovative Approaches to the Integration of Workforce and Economic Development Partners/Healthcare

Private Health Systems
Long-Term Care Providers
Public Health Providers
Labor
Workforce Development Organizations
Tacoma-Pierce County Workforce Development Council
Industry Associations
Community and Technical Colleges
Public and Private Universities
K-12

Innovative Approaches to the Integration of Workforce and Economic Development Partners/Construction

General Contractors
Joint Apprenticeship Councils
Labor
Workforce Development Organizations
Tacoma-Pierce County Workforce Development Council
Industry Associations
Community and Technical Colleges
Private Training Provider
Public Universities
K-12

Good Idea

TransAlta/Centralia College Work Team Collaboration

TransAlta, a power generation company with nearly 800 employees, is preparing for the future by partnering with Centralia College to upgrade the skills of its current workers and reach out for future employees.

TransAlta, Lewis County's largest employer, anticipates retirements of up to 30 percent of its workforce in the next three to five years. In anticipation of having to recruit new employees, the company provided Centralia College with up to \$1 million in cash, services, equipment, and loaned adjunct faculty to upgrade TransAlta's current employees' skills and prepare prospective future employees.

Accomplishments include:

- Held two-week training sessions for current TransAlta employees to encourage them to increase their skills.
- Promoted a \$20,000 summer internship program that attracted 120 applications for the five intern positions available.

- Provided equipment: \$15,000 for new oscilloscopes for the electronics program, and a further donation of electronics and computer equipment valued at \$130,000.

For the longer term, a three-credit course, Introduction to Power Plant Operations, is fully enrolled for the fall quarter. A \$200,000 grant has been received to create a "Center of Excellence" in power plant operations, power generation and distribution, a planning/advising team is being created and a degree program is being developed in power plant operations, power generation and distribution.

TransAlta/Centralia College Work Team Collaboration Partners

Centralia College

TransAlta

For additional information, contact Steve Miller, 360-753-3433 extension 544.

Good Idea

Northwest Radiologic Technology Consortium

Health care employers and six community and technical colleges are collaborating to address the shortage of radiologic technologists by providing students greater access to this career path in Washington's northwest region.

This Radiologic Technology program uses a blend of distance and in-person instructional strategies including traditional classroom, interactive TV with sites at Bellingham and Everett, online instruction, in-person labs, and clinical experiences.

The program follows national curriculum guidelines and skill standards. After graduating with an Associate Degree in Radiologic Technology from Bellingham Technical College, students are eligible to take the American Registry of Radiologic Technologist (ARRT) certification exam.

Thirty-two students—two lab cohorts of sixteen students each—representing all consortium college districts entered the program in January 2002 and expect to graduate in June 2004. A seventh community college will join the consortium in January 2004, adding a third cohort of students to meet their community's health care needs.

Northwest Radiologic Technology Consortium Partners

Affiliated Health—Mt. Vernon
Bellingham Technical College
Edmonds Community College
Everett Community College
Island Hospital—Anacortes
North Seattle Community College
Northwest Healthcare Alliance
Northwest Hospital/OPMC—Seattle
Northwest Radiology—Bellingham
Peninsula Community College
Plaza Radiology—Bellingham
Providence Hospital—Everett
St. Joseph Hospital—Bellingham
Skagit Valley College
The Everett Clinic—Everett
United General Hospital—Sedro Woolley
Whatcom Community College
Whidbey General Hospital—Coupeville

For additional information, contact Patricia McKeown, 360-137-3105 extension 323.

Good Idea

Teen Yellow Pages Project

Members of the Snohomish County Workforce Development Council's Youth Council, the Edmonds Police Department, and private businesses improved youth access to information on workforce development services by developing and distributing a Teen Yellow Page directory.

In 2001, the Edmonds Police Department developed, and in conjunction with a local business, printed a pocket-sized resource directory that provided youth with resource information on how to become responsible community members.

Recognizing the need for an expanded version that also would include workforce development services, the Snohomish County Workforce Development Council's Youth Council suggested partnering with the police department. They

obtained funding, and, while the police updated their resource listing, the Youth Council developed an eight-page section containing information on jobs, careers and training.

The partnership distributed 36,000 copies through schools, youth serving organizations, WorkSource portals, parent groups, and juvenile justice organizations at no charge to youth in Snohomish County.

Teen Yellow Pages Project Partners

Campbell Nelson Volkswagen

Edmonds Police Department

Hubbard Foundation

Pocket Press Inc. Publishing

Snohomish County Workforce Development Council

For additional information, contact Mary Jane Vujovic, 425-921-3405.

Best Practice Nominees

Below are brief descriptions of other nominees for the 2003 Workforce Best Practices Award.

APT—Apprenticeship Preparation and Training Consortium is a newly formed apprenticeship preparation training structure that is increasing communication and accountability between key agencies in King County. They share resources (classes, instructors, training sites and supplies) and solicit information from an advisory board on what skills the building and construction trades need. *For additional information, contact Pinky Dale, 206-768-6867.*

C N A: Certified Nursing Assistant—Short Term Training offers an 11-week bilingual health care training program for the Latino population. Courses include a VESL (Vocational English-as-a-Second-Language) component and bilingual instructors and tutors. *For additional information, contact Pinky Dale, 206-768-6867.*

Columbia Basin Food Processing Training Partnership is a group of food processors near Moses Lake who have joined with Big Bend Community College and others to develop a pool of skilled maintenance mechanics. A customized training program accommodates business needs by offering courses (four to ten weeks in length) in both half (four hour) and whole (eight hour) increments. *For additional information, contact Ken Kelnhofer, 509-663-3091 extension 276.*

Competencies for Workforce Development Professionals

increased staff knowledge and professional skills across the WorkSource system. Once a matrix for core competencies was developed, online training followed. *For additional information, contact Gary Smith, 360-676-3241, or Chip Kormas, 360-902-9205.*

Credit Catch-Up is a diploma completion program for youth, 16 years and older, who are behind in required credits. Self-paced and competency-based, the computerized curriculum offers a learning environment with certificated teachers and program staff who offer everything from math and literature to contemporary world problems and driver education. *For additional information, contact Ken Kelnhofer, 509-663-3091 extension 276.*

Discover the Opportunities in Nontraditional Employment & Education

is a six-college initiative in Eastern Washington that is increasing nontraditional student enrollments in nontraditional fields of study by offering students job shadowing opportunities in local business settings. *For additional information, contact Dawn Hitchens, 509-279-6061.*

The Division of Vocational Rehabilitation (DVR)/WorkSource Connection

improved and expanded preemployment and vocational assessment and career exploration services to DVR clients in the Pacific Mountain workforce development area WorkSource centers. These services introduced DVR clients to a "job seeking" environment that increased their opportunities for a broader range of employment activities. *For additional information, contact Linda Shoemaker, 360-754-4113 extension 105.*

Eastern Washington Summit 2002 – Rethinking Workforce Services

for Youth brought youth leaders, business, service providers, educators, trainers, and other workforce development personnel together to develop a regional service delivery system for youth. *For additional information, contact John Baumhofer, 509-625-6210.*

English-as-a-Second-Language in a WorkSource Center

used a computer software product called ELLIS (English Language Learning Instruction System) to increase the language proficiency of its customers. Flexible, and offering interactive role-playing exercises designed to foster better learning, ELLIS serves any customer regardless of their primary language. *For additional information, contact Jennie Weber, 509-527-1801.*

Franklin Pierce School District “Individual Student Planning”

Initiative developed a comprehensive guidance system to assure each student develops a meaningful post-school plan. The system includes a personal portfolio/planner. Student advisors support the plan, and the school conducts an annual Individual Student Planning conference where each student works with his/her parent and advisor to discuss academic and career goals and select courses. *For additional information, contact Tim Stensager, 253-537-0211 extension 6229.*

The Northwest Alliance for Health Care Skills

developed a strategic approach to workforce needs in health and allied services. Initiatives included increased interest in health and allied careers, increased available labor pool among youth and adults, and expanded local and clinical training and site capacity. *For additional information, contact Alex Kosmides, 360-676-3207.*

Online and Upward involved Clover Park Technical College and three Goodwill Industries agencies who collaborated to develop an accessible health care training and job placement program exclusively for adults with disabilities. It offers online curricula in Medical Billing and Medical Transcription, and students receive peer and instructor support.

For additional information, contact Dixie Simmons, 253-583-8711.

Peninsula College–Platypus Marine

Inc. worked together to present a series of skill building classes to prepare men and women for careers in boat-and-yacht repair. Company and college staff worked jointly to develop the curriculum, and the college hired two Platypus staff to teach classes. *For additional information, contact Bob Lawrence, 360-417-6344.*

Project REACH is a partnership working to assure the successful reentry of young offenders into the community. Through the provision of an array of seamless prerelease and intensive aftercare services, it is serving 150 youth and young adults, ages 14 through 24, who have been court ordered to participate in a chemical abuse/dependency treatment program. *For additional information, contact Mary Jane Vujovic, 425-921-3405.*

SATSOP—IT'S ABOUT JOBS converted Satsop, a debt-addled nuclear power plant, into a business and technology park to create jobs and investment in the community. A Public Development Authority was formed, new companies moved to the site, and workforce development partnerships joined to provide training. *For additional information, contact John Loyle, 360-754-4113 extension 109.*

Tulalip Tribes Construction

Training partners developed a tribal preapprenticeship program for the construction trade when they found a critical shortage of skilled workers in their area. The program's first students built one of the Tulalip Tribe's six new transitional housing units. *For additional information, contact Linda Waring, 425-921-3420.*

WorkSource Aerospace Center

partners reversed a decision to close the local WorkSource center at Boeing Field, and ensured dislocated Boeing workers continued to receive service. *For additional information, contact Mary Jane Vujovic, 425-921-3405.*

WorkSource Menu of Services and

Tour of Services reengineered initial customer contact exchanges at local WorkSource Centers. When research indicated that 73 percent of customers were unaware of training program opportunities, partners developed a navigational aid (Menu of Service) for electronic and print products. They coupled this with a multi-media presentation (Tour of Service), and made it available to customers at each workstation. *For additional information, contact Gary Smith, 360-676-3241.*