Why Certify?

It’s summer. The temperatures are up and you want an icy treat to cool you down. You want a quality experience, a milkshake thick enough to stand up on its own. Dairy Queen promises to turn your Blizzard upside down, and if the creamy goodness falls out, you pay nothing. That’s how Dairy Queen defines “quality.”

This year, the Pierce County Workforce Development Council also set out to define quality. It embraced a set of standards for continuous improvement that stem from the Malcolm Baldrige National Quality Award criteria: A commitment to strive for superior performance, continuous improvement and highly satisfied customers.

At WorkForce Central, we know our network of workforce development service providers strives for excellence. We know you are driven by a desire to give consistent and reliable service to job seekers. Now, through our new and improved WorkSource certification standards, you’ll have a better roadmap by which to measure your progress.

Learn more today at www.workforce-central.org/certification

“When people turn to a WorkSource-affiliated organization, we want them to know they’re going to get the best help available,” said Pierce County Executive Bruce Dammeier. “That’s why we have updated and improved the certification process.”

WHAT IS WORKSOURCE CERTIFICATION?

Any agency or organization that serves unemployed, underemployed and emerging job seekers is invited to certify as a WorkSource partner.

Full service job centers: Co-located facilities where comprehensive job seeker (WIOA) services are offered.

Partner affiliate sites: Spaces where, at a minimum, basic career services are offered.

Connection satellite sites: Spaces where technology is available for job seekers to access online workforce development system resources.

TRAINING MODULE INFORMATION

MODULE I: Overview of CQI
What is Continuous Quality Improvement?
July 25

MODULE II: Data Analysis
Using Plan-Do-Check-Act
Act Well, Act Smart. How data informs decisions. July 26

MODULE III: Overview of the Certification Application & Indicators
Application 101-Prepare for your certification
September 26

MODULE IV: Benchmarking & Developing Your CQI Plan
See how your processes stack up!
September 27

SPACE IS LIMITED! Register for trainings by visiting https://www.eventbrite.com/o/workforce-central-13566759164

WHY CERTIFY?

“When people turn to a WorkSource-affiliated organization, we want them to know they're going to get the best help available,” said Pierce County Executive Bruce Dammeier. “That’s why we have updated and improved the certification process.”

WHAT IS WORKSOURCE CERTIFICATION?

Any agency or organization that serves unemployed, underemployed and emerging job seekers is invited to certify as a WorkSource partner.

Full service job centers: Co-located facilities where comprehensive job seeker (WIOA) services are offered.

Partner affiliate sites: Spaces where, at a minimum, basic career services are offered.

Connection satellite sites: Spaces where technology is available for job seekers to access online workforce development system resources.
WORKFORCE DEVELOPMENT WORKS

Iron Workers Pre-Apprenticeship Program: A National Model

The Iron Workers Local Union #86 needed a way to prepare apprentices for the rigorous four-year training ahead of them—a pre-apprenticeship program that could address gaps in math, technical and soft skills to set them up for success even before launching them into the training. Demand for iron workers was strong, but how could they fund a pre-apprenticeship program?

In 2015, WorkForce Central partnered with the Iron Workers to answer their call to action. With an investment of less than $350,000, the pre-apprenticeship program launched and its first five cohorts ensued, offering 66 previously unemployed or underemployed workers a place in a well-paid apprenticeship and job skills for life.

The program is being recognized as a nationwide model. Recently, the pre-apprenticeship coordinator at Local 86 presented the results to a national audience in Michigan.

The pre-apprenticeship opportunity has been a lifeline for these workers, some of whom were homeless prior to enrollment. Now, they have a steady pay check, benefits and a solid career path.

Approximately $335k in workforce development funds

$2.6m impact to the regional economy

8:1 That’s an 8 to 1 return on investment

BankWork$™

Workforce Central invests in programs that generate results. That’s why it sponsored the BankWork$ expansion to Tacoma this year. Already, we’re seeing big impacts.

Cliff Ragadio needed a new career. Retiring from a successful military career, he knew he wanted opportunities to advance, but didn’t have time to wait for a college degree. When he found BankWork$, he knew he found his path. Now he works at US Bank, and who knows? Someday soon, he might manage the branch.

Read the rest of his story at workforce-central.org/BankWorks

The next cohort begins September 18. Interested in certifying? Call 253-455-3186 to sign up.
Health Care Jobs Are Hot

As Pierce County’s largest sector, jobs in health care range from providing assistance to patients in their own home to operating a life flight helicopter. Check out which jobs are growing the fastest in Pierce County through 2023*.

Health Care jobs projected to grow at the fastest annual rate through 2023:

<table>
<thead>
<tr>
<th>ANNUAL GROWTH</th>
<th>JOB TITLE / CLASS</th>
<th>MEDIAN ANNUAL WAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.7%</td>
<td>Home Health Aides</td>
<td>$25,730</td>
</tr>
<tr>
<td>3.5%</td>
<td>Massage Therapists</td>
<td>$43,490</td>
</tr>
<tr>
<td>2.4%</td>
<td>Personal Care Aides</td>
<td>$23,850</td>
</tr>
<tr>
<td>2.5%</td>
<td>Non-Restaurant Food Servers</td>
<td>$21,750</td>
</tr>
</tbody>
</table>

Health Care positions expected to create the most new jobs by 2023:

<table>
<thead>
<tr>
<th>2013 JOBS</th>
<th>NEW JOBS BY 2023</th>
<th>TOTAL 2023 JOBS</th>
<th>JOB TITLE / CLASS</th>
<th>MEDIAN ANNUAL WAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,621</td>
<td>1,021</td>
<td>7,642</td>
<td>Registered Nurses</td>
<td>$82,370</td>
</tr>
<tr>
<td>2,924</td>
<td>777</td>
<td>3,701</td>
<td>Personal Care Aides</td>
<td>$23,850</td>
</tr>
<tr>
<td>2,500</td>
<td>450</td>
<td>2,950</td>
<td>Nursing Assistants</td>
<td>$30,380</td>
</tr>
<tr>
<td>1,505</td>
<td>382</td>
<td>1,887</td>
<td>Social &amp; Human Services Assistants</td>
<td>$29,120</td>
</tr>
</tbody>
</table>

Health Care jobs without enough projected workers to fill anticipated openings through 2023:

<table>
<thead>
<tr>
<th>PROJECTED SHORTAGE</th>
<th>JOB TITLE / CLASS</th>
<th>MEDIAN ANNUAL WAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>109 workers/year</td>
<td>Registered Nurses</td>
<td>$82,370</td>
</tr>
<tr>
<td>67 workers/year</td>
<td>Social &amp; Human Service Assistants</td>
<td>$29,120</td>
</tr>
<tr>
<td>62 workers/year</td>
<td>Home Health Aides</td>
<td>$25,730</td>
</tr>
<tr>
<td>35 workers/year</td>
<td>Message Therapists</td>
<td>$43,490</td>
</tr>
</tbody>
</table>

BY THE NUMBERS:

Jobs & Demand

We pulled a snapshot of hiring in Pierce County on July 17. Here’s what we learned:

Total number of job openings in Pierce County
9,035

Health Care in Pierce County

2,370 Job openings
267 Employers

Job titles with the most openings
1. Registered Nurse (RN)
2. Licensed Practical Nurse (LPN)
3. Physical Therapist
4. Certified Nursing Assistant (CNA)
5. Superintendent

Top employers looking for health care workers
1. MultiCare Health System
2. Catholic Health Initiatives (CHI)
3. State of Washington
4. Army
5. Tacoma General Hospital

Interested in training for one of these jobs?

Many of these jobs require less than two years’ certification, and some offer on-the-job training programs.

Visit a WorkSource location to learn more:

Bates Technical College
1101 S Yakima Ave, Tacoma 98405

Bud Hawk Transition Center
11577 41st Division Dr, JBLM North

Clover Park Technical College
4500 Steilacoom Blvd SW
Lakewood 98499

Goodwill of the Olympics & Rainier Region
714 S 27th St, Tacoma 98409

Pierce College Fort Steilacoom
9401 Farwest Drive SW, Lakewood 98498

Tacoma Community House
1314 South L Street, Tacoma 98405

Tacoma Housing Authority
902 South L Street, Tacoma 98405

WorkSource Pierce County
Job Center
3650 S Cedar St, Tacoma 98409

WORKFORCE DEVELOPMENT MATTERS.
Stay in the know by subscribing to our email list at workforce-central.org/signup