Opportunities Industrialization Center
OIC of Washington

A Community Action Agency

Serving Adams, Grant & Yakima Counties
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Community Needs Assessment

April 2015

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ACKNOWLEDGMENTS

EXECUTIVE SUMMARY

OIC believes all people deserve respect, dignity, and opportunity. The Agency has a 40-plus-year history of providing services to clients in such a way that everyone who is willing will find "a hand up, not a hand out." Since the last OIC of Washington community needs assessment report was published in January 2011, much change has taken place. According to Donald W. Meseck, Regional Labor Economist, Labor Market and Performance Analysis, Washington State Employment Security Department, Washington has recovered all jobs lost during the recession, but the recovery is mixed across industries and across the state.[1]

For this report, OIC of Washington evaluated community conditions, resources, client and service provider feedback; employer, Board and staff perspectives; current trends in the service area and in social services as a whole. Consideration was also given to whether data represented a "cause" or a "condition" of poverty and to the upcoming challenges for communities and providers as experienced leadership "ages out."

Some of the news was good—including the increases in the number of jobs in the service area's top industry—agriculture. However, compared to other parts of the state, the service area median income remains disappointingly low. Clients were open about their needs and disappointments. Some said learning Spanish would enhance their attractiveness to employers, while English as a Second Language classes were named by others for the same reason. Working parents identified lack of affordable/available childcare, and veterans said they need money management skills. Some potential Hispanic entrepreneurs said business start-up information in their own language would enhance their efforts. Many youth need to find a way to fund additional training or credentials.

Addressing poverty by helping individuals and families achieve self-sufficiency means many things. For OIC, it may mean a focus on helping low-income people increase their skills, enhance their ability to manage their assets, and support them in the process of moving up—which may entail employment training, education, and/or supports, such after-school child care, life skills or soft skills training, budgeting or money management classes or first time homebuyer information. In addition to the elimination of unemployment and illiteracy over the longer term, OIC's mission includes providing for the basic needs of those who struggle now, today—providing food assistance, heat, housing, and healthcare. This includes seniors, youth at-risk, low-income families and veterans.

While there are so many needs, it was recognized that one agency can't be everything to everyone, and many partners are already providing services to meet these needs. The following were chosen by OIC to address poverty, helping clients:

A) Increase their skills, **B)** Better manage assets and **C)** Have access to supports while trying to move up.

Within those categories, the following priorities emerged:
1. Low-income working families who want to move up need childcare
2. Children of working parents need a safe, supervised place to go after school
3. Disenfranchised people need life skills training (asset building, money management, decision making, etc.) that they may not otherwise be exposed to
4. Low-income people need a variety of supports to move up
5. Clients need an advocate to help them get started on their road to self-sufficiency

AGENCY OVERVIEW

COMMUNITY ACTION

Community Action Agencies (CAAs) are nonprofit private and public organizations established under the *Economic Opportunity Act of 1964* to fight America's War on Poverty. CAAs like OIC of Washington exist

Table 1.	
Community Action Agencies in OIC of Washington's CSBG service area	
County	**Community Action Agency**
Adams	OIC of Washington
Grant	OIC of Washington
Yakima	Northwest Community Action Center, OIC of Washington

to help people achieve self-sufficiency. Today there are approximately 1,100 Community Action Agencies in the US, serving the poor in every state as well as Puerto Rico and the Trust Territories. Washington State has 30 CAAs. Although OIC provides services to residents of some 15 counties in Washington State, it's CAA service area consists of Adams, Grant and Yakima Counties, as noted on the map below.

North Columbia Community Action Center (NCCAC) served Adams, Grant and Lincoln counties until early spring of 2010, when the decision was made to dissolve that agency. At that time, the Washington State Department of Commerce approached OIC of Washington to maintain the services in Adams and Grant Counties, and Okanogan County Community Action Council to provide them in Lincoln County.

In addition to OIC of Washington, Northwest Community Action Center (NCAC) offers services in Yakima County (Lower Yakima Valley).

Washington Community Action Agencies
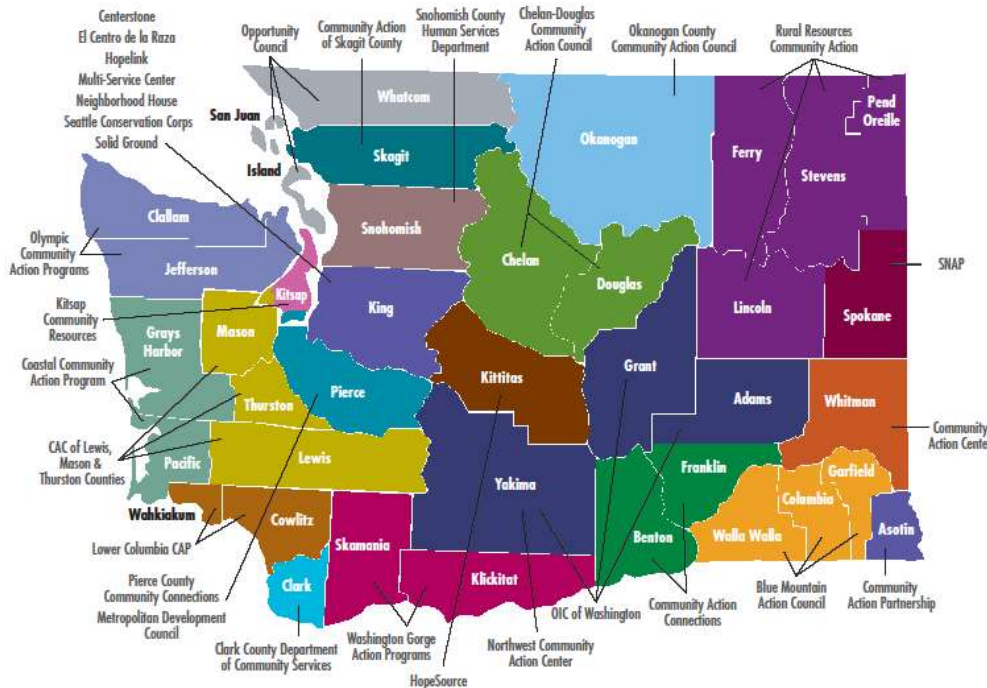
Although similar services are offered by NCAC and OIC of Washington, programs are conducted in different communities. The two agencies operate under an informal agreement, and enjoy a long history of positive collaboration.

CAAs like OIC of Washington work to address causes of poverty, not the symptoms, which means OIC:
- Works to ensure communities offer everyone opportunities to become economically secure
- Offers programs to move people toward self-sufficiency, not continued reliance on assistance

OPPORTUNITIES INDUSTRIALIZATION CENTER (OIC) HISTORY

OIC of Washington, then Yakima Valley OIC, was incorporated in 1971 as a private 501(c)(3) nonprofit community action agency to provide job training, and to help meet the basic and educational needs of the unemployed and underemployed in Central Washington. The Agency celebrated 40 years of service in 2011. The purpose of each of OIC's service lines is to help disadvantaged people overcome barriers to success as productive, self-sufficient citizens of their communities. OIC provides a variety of programs in 5 basic service categories:

1. **Employment training** (job training, soft skills, work experience, microenterprise development)
2. **Education** (GED attainment, high school diploma credit retrieval, after-school tutoring)
3. **Basic Needs** (food, energy assistance, financial literacy)
4. **Housing** (home buyer assistance, construction, weatherization)
5. **Youth Programs** (foster care licensor, gang intervention/prevention, after-school mentoring, arts, music, sports, recreation and crafts)

MISSION & VISION

OIC's mission is "*to help in the elimination of unemployment, poverty and illiteracy so that people of all colors and creeds can live their lives with greater human dignity. The mission includes the provision of health, educational and human services, economic development, and services to secure and provide safe, decent and affordable housing to eligible participants and residents in the State of Washington.*"

OIC's vision and values statement that "all people deserve respect, dignity, opportunity, education, meaningful employment," and "empowering people, changing the world," are reminders that OIC will be intentional in its service to all clients.

GOVERNANCE

OIC is governed by a Board of Directors composed of tripartite representation by elected officials, community members and low-income neighborhoods.

OIC's board is well represented for race, ethnicity, geography, culture and gender. During regular board meetings, directors examine program performance, results of internal and external program monitoring and financial standing, among other activities.

AGENCY LEADERSHIP

OIC's executive management consists of the Chief Executive Officer (CEO), Chief Financial Officer, Chief Operations Officer, Human Resources Manager and Compliance Officer.

Steve Mitchell, OIC's former Deputy Operations Officer, returned to the Agency in 2009 to take the CEO position after the departure of the founding CEO due to medical reasons. Mr. Mitchell has been active in the human services field for more than 30 years. The CEO reports directly to the Board of Directors and is responsible for all

operations of the Agency. Rita DeBord, CPA, is the Chief Financial Officer; she joined the Agency in 2012. Deidre Dennis, an OIC employee since 2003, was named the Chief Operations Officer in 2014. Isabel Olivas was promoted to Human Resources Manager in 2012; she has been with OIC since 2006. Suzanne Obermeyer has served as the Agency Compliance Officer since coming on board in 2010.

CAPACITY OF OIC

For 2012-13, OIC administered some $13 million in federal and state-funded programs. OIC owns nine of the 13 facilities in which it operates programs. As of this writing, OIC owns three new homes currently on the market in conjunction with its first-time homebuyers program, four rental home properties, and a commercial rental property complex. The rental home properties and commercial rental property complex provide unrestricted revenue for the Agency in support of its programs and activities.

OIC operates 12 major programs in 13 locations serving people in need in 15 counties throughout the State of Washington, and has contracts to manage a multi-service community center with the City of Yakima and a skilled nursing facility in Seattle, Wash. OIC owns the building and property of the skilled nursing facility as well. OIC holds long-term lease contracts with the US General Services Administration (GSA) for Yakima's Social Security Administration office and the Veterans Administration Medical Clinic.

OIC's program offerings afford a second chance to families with multiple life challenges such as inadequate housing, hunger, lack of education, job skills and or job opportunities, and gang involvement. In order to continue to provide services, OIC strives to create and maintain a culture of sound and ethical policies and practices from the Board of Directors throughout the entire Agency.

OIC coordinates a variety of activities which are open to the public in the low-income, high crime neighborhoods it serves, including an annual Black History Month Film Festival, exhibits, and Soul Food Meal; a Cinco de Mayo Festival and meal; a Thanksgiving luncheon; and Christmas dinner/presentation of donated gifts; National Night Out Against Crime events, after-school gang prevention, orchestra and tutoring programs, meals and foot care for low-income seniors, 100 Jobs for 100 Kids summer jobs and summer park activities programs, as well as operating a food bank and distributing food to 8 other area food banks.

PERSONNEL

OIC employs 100 staff throughout Washington State. The Agency's diversity is noted in Table 2.

Table 2. OIC of Washington Agency WorkForce Diversity Compared to 3-County Area								
	Total 2013 Population Estimate	White	African American	American Indian & Alaska Native	Asian	Native Hawaiian or other Pacific Islander	2 or more Races	Hispanic or Latino
Adams	19,067	**91.0%**	1.3%	4.7%	1.4%	0.1%	1.4%	61.4%
Grant	91,878	**92.7%**	1.8%	**2.0%**	1.1%	0.2%	2.3%	39.4%
Yakima	247,044	**88.2%**	1.5%	**5.9%**	1.4%	0.2%	2.8%	47.0%
OIC staff	100	**21%**	**20%**	0	**1%**	--	--	**59%**
Washington	6,971,406	5,535,262	**252,333**	122,649	535,190		279,106	11.9%
Source: Washington State OFM website: Population by Race: 2010; Each Race Category Includes Hispanic Population; and OIC Human Resources 2014; percentages may not add to 100 due to rounding.								

OIC OF AMERICA

In order to ensure that those individuals who got a job possessed the skills to keep the job, the late Rev. Dr. Leon Sullivan founded the very first OIC training center in 1964 in an abandoned jailhouse in North Philadelphia. The dilapidated building was renovated using donations from people in the community and an anonymous grant.

That OIC provided job and life skills training and matched its graduates with the employment needs of Philadelphia businesses. The undertaking was a huge success, and the programs were quickly replicated in cities across the United States providing comprehensive employment training and placement for disadvantaged, unemployed and unskilled Americans of all races. In 1969, OIC International was created to provide employment-training services on a global scale based on the OIC philosophy. In 1971, Yakima Valley OIC became the 100th OIC to be established in America.

Today Opportunities Industrialization Center of America (OICA) is a nonprofit network of employment and training programs bound together by a common commitment: to help the disadvantaged realize their true potential. With 44 affiliated programs in 22 states and the District of Columbia, OIC has, as of 2011, served more than 2.5 million disadvantaged and under-skilled people. OIC of Washington is the largest OICA affiliate in the United States.

SERVICE AREA

In total, OIC of Washington programs or activities touch the lives of residents in 15 counties, 10 of which are on the eastern side of the Cascade Mountain range. OIC programs are active in these Legislative Districts:

- 5 (King County)
- 7 (parts of Okanogan County)
- 8 (parts of Benton and Franklin Counties)
- 9 (Part of Franklin and all of Adams County)
- 12 (Chelan, Douglas and part of Okanogan Counties)
- 13 (Grant and parts of Kittitas and Yakima Counties)
- 14 (Yakima County)
- 15 (Klickitat and Skamania Counties, and parts of Yakima County)
- 16 (parts of Benton and Franklin Counties); and
- 39 (encompassing Skagit County)

OIC programs or services touch these Congressional Districts:

- 2 (Skagit County)
- 3 (Skamania County)
- 4 (Benton, Chelan, Douglas, Franklin, Grant, Kittitas, Klickitat and Yakima Counties)
- 5 (Adams and Okanogan Counties)
- 8 (King County)

PURPOSE OF COMMUNITY NEEDS ASSESSMENT

OIC of Washington participates in the community needs assessment process to:

1. Support an overall focus on client, community and organizational change
2. Stay informed of trends and issues facing the eligible families and communities served
3. Aid in strategic planning, including evaluating the success of OIC in achieving its mission
4. Enable OIC to prioritize areas of concern and develop strategies tailored to address them
5. Set the stage for enhanced community collaboration and partnerships
6. Ensure OIC and its partners avoid duplication of services
7. Meet requirements of funding sources

METHODOLOGY

Identify the data collection priorities:

a. The Board of Directors defined the Community Needs Assessment service area/data collection priorities: Community conditions and resources data, adding education by school district, population growth, language and growth of the Hispanic population

Conduct surveys and gather data:

a. The Community Action Partnership's online demographics tool was used to gather data, and other data requested by the board was accessed and compiled from various sources
b. Board members provided input as to the roles they wanted to play in the process

The following surveys were employed:

a. Stakeholder telephone interviews
b. Employee survey (online)
c. Employer survey (online)
d. A Client Survey was conducted (paper questionnaires distributed in English and Spanish to direct clients of selected programs in Adams, Grant and Yakima counties). More than 1,800 surveys were distributed.

Data review and analysis:

a. It was agreed that data compilation, analysis and report writing would follow the Results Oriented Management and Accountability (ROMA) cycle, be compliant with CSBG policy/tied to National Performance Indicators, address demand driven planning per the US Dept. of Labor, identify high areas of need, available resources and gaps, and feed into the Agency long- and short-term planning processes
b. Data was compiled for review by a "Data Analysis Committee" (including Agency leadership and Board)
c. Data Analysis Committee feedback was presented to Administration for prioritizing
d. The draft Community Needs Assessment Report was presented to the Board for review prior to publication

Timeline for the process:

a. Data collection: July – October 2014
b. Compile data: October – December 2014
c. Board review of draft: December 2014
d. Data review/analysis: January 2015
e. Final draft accepted by Board of Directors: February 2015
f. Final Community Needs Assessment report approved by Board and published: April 2015

COMMUNITY CONDITIONS

FROM: *COMMUNITY ACTION PARTNERSHIP'S COMMUNITY NEEDS ASSESSMENT ONLINE TOOL* *

"Supporting the Development of Comprehensive Community Needs Assessments"
Tool accessed September 2014

This report presents an overview of the current community conditions for the following area, defined by the OIC Board of Directors to correspond with OIC's Community Action designation (see map below):

Adams County, Washington

Grant County, Washington

Yakima County, Washington

The community conditions evaluated for this report include the following main sections:

- POVERTY

- NUTRITION

- HOUSING

- INCOME

- EMPLOYMENT

- EDUCATION

- AT RISK YOUTH

- VETERANS

This tool was made available by the National Association of Community Action Agencies – Community Action Partnership, in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services Grant Number 90ET0428. Any opinion, findings, and conclusions, or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the U.S. Department of Health and Human Services, Administration for Children and Families.

POPULATION

Population Change

During the twelve-year period, total population estimates for the report area grew by 11.54%, increasing from 313,707 persons in 2000 to 349,914 persons in 2012. The greatest growth occurred in Grant County, which experienced an 18.99% increase in population, whereas Yakima County experienced a 8.93% change.[2]

According to the Washington State Dept. of Social and Health Services *"County Profiles: Birth Statistics and Maternity Care Access Report, April 2010,"* the number of births to Washington women increased 13% from 2000-2002 to 2008, when the number of births to Washington residents reached an all-time high of 90,334.

The report notes, "two factors are credited for the steady increase in the number of births since 2000-2002—the third wave of the baby boom and the changing demographic profile of Washington residents. As the original baby boomers reach their middle years, their offspring have children reaching child-bearing age." Also, as Hispanic population in Washington has grown, this group has contributed a larger proportion of births since the birth rate among Hispanic women tends to be higher than that of the general population.

Almost half of Washington's larger birth rate (47.8% or 43,163 births) were to women with Medicaid-paid maternity care. The report notes the largest growth in Medicaid deliveries has occurred among undocumented women: in 1989, undocumented women accounted for just 2% (405) of Medicaid births; by 2008, this figure had increased ten–fold, to 20.4% of births (8,810 statewide). The report notes that the ***largest single payer of maternity care in Washington state is Medicaid,*** administered in the state by the Health and Recovery Services Administration (HRSA). ***At more than $360 million per year (or $8675 per delivery), maternity care is one of HRSA's largest expenses.***

Counties with the greatest proportions of births to undocumented women in 2008 include **Adams** (43.0% of total births); Franklin (32.3%), **Grant** (28.3%), Douglas (25.3%), Chelan (25.0%) and **Yakima** (24.1%). King County had the largest number of births to undocumented women in 2008 at 2510, followed by **Yakima County** (1073) and Snohomish County (947).

At the county level, the increase in the number of births from 2000-2009 exceeded 15% in 8 counties, including Adams (25.5%) and Grant Counties (16.0%) in the OIC service area. More birth data from the report is highlighted below:

Table 3. Birth Data 2002-2008						
Area	Avg births per OB provider 2002	Avg births per OB provider 2008	Change in # of OB providers 2002-08	% Medicaid births 2002	% Medicaid Births 2008	# births 2008
Adams	57.8	52.3	+4	75.7%	81.3%	428
Grant	32.0	36.9	-2	69.0%	74.9%	1,646
Yakima	49.9	47.8	+9	73.1%	79.7%	4,460
Washington	40.9	53.6	-241	43.1%	47.8%	90,334

Teen birth rates

Washington State's birth rate to teens ages 15-19 in 2012 was 23 per 1,000, compared to 85 per 1,000 in **Adams County**, 63 per 1,000 in **Grant County,** and 61 per 1,000 in **Yakima County** for the same period.

Births, Deaths, Age, Gender, Increase and Net Migration

Table 4. Births, Deaths, Age, Gender, Net Migration					
	2010	**2011**	**2012**	**2013**	**2014**
Total Population	243,231	244,700	246,000	247,250	248,800
Births	4,453	4,401	4,212	4,048	4,031
Deaths	1,852	1,828	1,800	1,855	1,918
Natural Increase (Births minus Deaths)	2,601	2,573	2,412	2,193	2,113
Actual Increase	1,523	1,469	1,300	1,250	1,550
Net Migration (Population Change minus Natural Increase)	-1,078	-1,104	-1,112	-943	-563
Source: Office of Financial Management, Population, population change, births, deaths, and residual migration, 2014					

Death data by county

According to the Washington State Department of Health Vital Statistics webpage, the following is death data by county for 2013:

Table 5. Death Data by County							
Area	**Total**	**Deaths per 1,000 population**	**Cancer, all sites per 100,000 population**	**Fires, per 100,000 population**	**Suicide per 100,000 population**	**Homicide per 100,000 population**	**Other injury unintentional per 100,000 population**
Adams	121	6.3	109.4	*	*	*	*
Grant	671	7.3	148.1	*	16.3	*	15.3
Yakima	1,874	7.6	158.9	2.4	10.9	8.5	15.8
Washington	51,308	7.4	171.6	0.7	14.6	2.9	18.8

Adams and Grant Counties experienced less than 5 drowning deaths each in 2013, whereas Yakima County was almost twice the state rate of 1.5 per 100,000 population, at 2.8 per 100,000 population. Grant County's suicide rate per 100,000 population was higher than the state rate, while Yakima County's homicide rate was several times the state's. Adams County had a lower cancer death rate per 100,000 population than the state rate.

Age and Gender Demographics

Population by age by gender is shown here. According to ACS 2008-2012 5-year population estimates for the report area, the female population comprised 49.98% of the report area, while the male population represented 50.02%.

Table 6. Population By Age and Gender, 2008 - 2012								
Geographic Area	0 to 4		5 to 17		18 to 64		Over 64	
	M	F	M	F	M	F	M	F
Adams	1,090	956	2,249	2,139	5,215	5,045	801	982
Grant	4,081	3,909	9,807	9,371	26,339	24,705	4,615	5,594
Yakima	10,820	10,384	26,705	25,538	71,146	69,560	11,101	15,665
Report Area	15,991	15,249	38,761	37,048	102,700	99,310	16,517	22,241
Washington	224,340	213,639	583,180	554,744	2,177,859	2,147,732	334,942	462,553
USA	10,291,124	9,846,760	27,554,024	26,287,952	96,618,000	97,869,408	15,754,421	23,115,796
Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013. *The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.*								

Race and Ethnicity Demographics*

Racial classifications adhere to the Oct. 30, 1997 Federal Register notice entitled, "*Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity,*" issued by the US Office of Management and Budget (OMB). Racial classifications under the OMB guidance are as follows:

• American Indian and Alaska Native

• Asian

• Black or African-American

• Native Hawaiian and Other Pacific Islander

• Some Other Race

• Two or More Races

• White

*NOTE ABOUT DEFINITION OF RACE VS. ETHNICITY: The federal government considers race and Hispanic origin to be two separate and distinct concepts. The concept of race is separate from the concept of Hispanic origin. Hence, while the total percentages for race add up to 100%, Hispanics and Latinos may be of any race. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person's parents or ancestors before their arrival in the United States.

Population by race and gender within the 3-county report area is shown here. According to the American Community Survey 5-year averages, the white population comprised 89.7% of the report area, the black population represented 1.01%, and other races combined were 5.15%.

Persons identifying themselves as mixed race made up 4.14% of the population.

Table 7. Population By Race, 2008 - 2012												
Geographic Area	White		Black		American Indian		Asian		Native Hawaiian		Mixed Race	
	M	F	M	F	M	F	M	F	M	F	M	F
Adams	5,877	5,755	22	2	130	37	39	84	11	7	307	375
Grant	30,859	30,870	524	436	469	540	484	475	7	24	1,360	1,351
Yakima	89,385	91,300	1,118	770	5,166	4,575	1,038	1,359	60	85	3,800	4,531
Report Area	126,121	127,925	1,664	1,208	5,765	5,152	1,561	1,918	78	116	5,467	6,257
Washington	2,642,065	2,662,799	129,506	108,749	46,795	46,621	223,107	260,940	19,534	19,712	154,745	156,571

Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.
The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Table 8. World Region of Birth			
	Adams County	Grant County	Yakima County
Foreign-born population, excluding population born at sea	**4,568**	**16,194**	**43,387**
Africa	0.0%	0.2%	0.1%
Asia	2.3%	3.5%	3.9%
Europe	0.8%	9.0%	1.4%
Latin America	**95.6%**	**85.0%**	**92.9%**
Northern America	1.2%	2.2%	1.6%
Oceania	0.0%	0.0%	0.2%

Source: US Census, American Community Survey 5-Year Estimates, 2008-2012

Hispanic Population

According to the Washington State Dept. of Social and Health Services *"County Profiles: Birth Statistics and Maternity Care Access Report, April 2010,* from 2000 to 2008, Washington's Hispanic population grew by 39.1% from 441,500 in 2000 to almost 614,000 persons in 2008.

Table 9. Hispanic/Latino of Any Race				
	2009	**2010**	**2011**	**2012**
Adams County	54.80%	56.00%	57.50%	59.20%
Grant County	35.60%	36.80%	37.50%	38.10%
Yakima County	40.80%	43.20%	44.10%	44.90%
Source: US Census, American Community Survey 5-Year Estimates, 2008-2012				

These school districts had an Hispanic population of more than 50%: Grandview, Granger, Highland, Mabton, North Franklin Othello, Quincy, Royal, Sunnyside, Toppenish, Union Gap, Wahluke, Wapato Warden and Yakima.

Table 10. Hispanic Population by School District					
ADAMS COUNTY		**GRANT COUNTY**		**YAKIMA COUNTY**	
District	**% Hispanic**	**District**	**% Hispanic**	**District**	**% Hispanic**
Benge	0	**Coulee-Hartline**	6.4%	**Bickleton**	**34.4%**
Endicott	3%	**Ephrata**	**28.8%**	**East Valley**	**43.6%**
Lacross	3%	**Grand Coulee Dam**	9.2%	**Grandview**	**91.5%**
Lamont	13%	**Grant/Lind**	**28%**	**Granger**	**91.9%**
Lind/Grant	**28%**	**Moses Lake**	**43.4%**	**Highland**	**68.9%**
Odessa	8%	**Quincy**	**85.8%**	**Mabton**	**96.7%**
Othello	**88%**	**Odessa**	8%	**Mount Adams**	**34.5%**
North Franklin	**69%**	**Othello**	**88%**	**Naches Valley**	18.7%
Ritzville	6%	**Royal**	**81.9%**	**Selah**	**26.2%**
Sprague	10%	**Soap Lake**	**28.5%**	**Sunnyside**	**91.6%**
Warden	**80%**	**Wahluke**	**95.6%**	**Toppenish**	**79.5%**
Washtucna	10%	**Warden**	**80%**	**Union Gap**	**75.9%**
Washington	21%	**Wilson Creek**	13.6%	**Wapato**	**70.5%**
SOURCE: Washington State Office of the Superintendent Of Public Instruction (OSPI) website, accessed October 2014				**West Valley**	**25.7%**
				Yakima	**75.9%**
				Zillah	**48.3%**

Language Data

According to the Pew Hispanic Center, "The story of the Spanish language in the U.S. is still unfolding. Whether it follows the same pattern of decline in use as other non-English languages, such as Italian, German or Polish, remains to be seen. (The number of Italian, German and Polish speakers in the U.S. declined 55.2%, 32.7% and 25.9% between 1980 and 2010, even though the number of Americans who trace their ancestry to Germany, Poland or Italy grew over the same period.)[3]

Table 11. Language data for Yakima, Adams and Grant County			
	Adams County	**Grant County**	**Yakima County**
English only	**49.6%**	**67.1%**	**60.8%**
Language other than English	**50.4%**	**32.9%**	**39.2%**
- Speak English less than "very well"	**27.4%**	**17.8%**	**19.0%**
Asian and Pacific Islander languages	0.5%	0.6%	0.7%
- Speak English less than "very well"	0.4%	0.4%	0.4%
Other Indo-European languages	0.4%	2.3%	0.8%
- Speak English less than "very well"	0.0%	0.8%	0.2%
Other languages	0.2%	0.2%	0.4%
- Speak English less than "very well"	0.2%	0.0%	0.1%
Spanish	**49.2%**	**29.9%**	**37.3%**
- Speak English less than "very well"	**26.7%**	**16.5%**	**18.4%**
Source: US Census, American Community Survey 5-Year Estimates, 2008-2012			

Pew points to a 2011 paper by U.S. Census Bureau Demographers Jennifer Ortman and Hyon B. Shin, who say the number of Spanish speakers is projected to rise through 2020 to anywhere between 39 million and 43 million, depending on the assumption one makes about immigration.

The census projections, according to Pew, highlight the changing demographics of the nation's Hispanic population and the rising importance of U.S. births rather than the arrival of new immigrants to Hispanic population growth, noting, "Today, three-fourths of all Hispanics ages 5 and older speak Spanish. However, that share is projected to fall to about two-thirds in 2020. The share of Hispanics that speak Spanish reached 78% in the 2000s. As the share of Hispanics who speak Spanish falls, the share that speaks only English at home is expected to rise. About a third (34%) of Hispanics will speak only English at home by 2020, up from 25% in 2010, according to Ortman and Shin."

However, Pew also notes, "Nonetheless, the path that Spanish takes could be different. A *2012 Pew Research Hispanic Trends Project* report showed 95% of Hispanic adults—including those born in the U.S.—said it is important that future generations of Hispanic speak Spanish. And today's young Hispanics are more likely than their parents to say they hear messages about the importance of speaking Spanish. But among Hispanics, use of English when consuming news media, television entertainment, music or speaking it is on the rise."

POVERTY
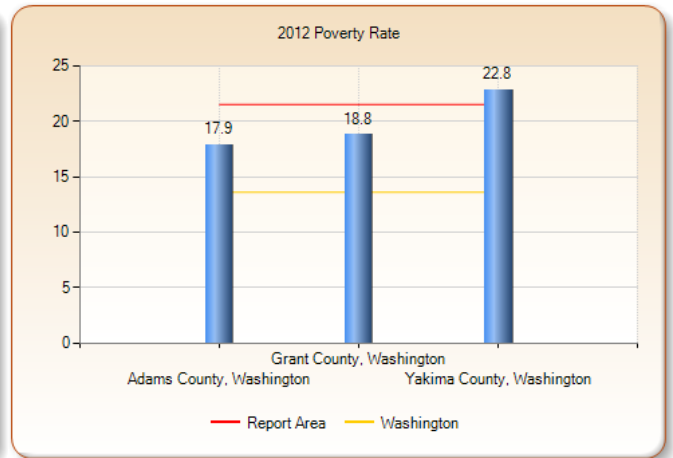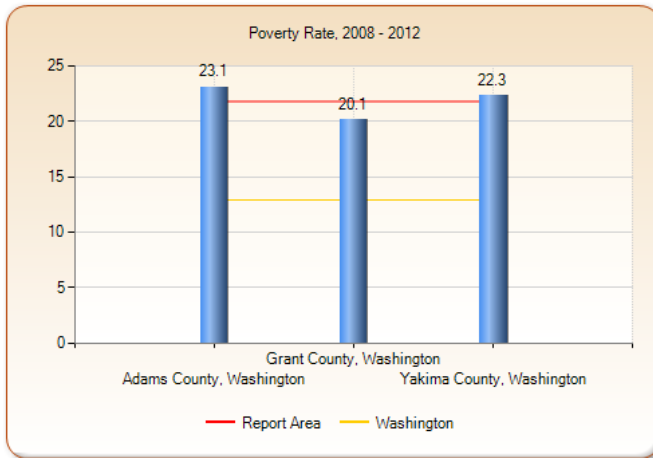
Poverty Rate (ACS)

According to the American Community Survey 5-year estimates, an average of 21.78 percent of all persons lived in a state of poverty during the 2008 - 2012 period. Grant County had the lowest poverty rate (20.1 percent) while Adams County had the highest poverty rate of 23.1 percent. The poverty rate for all persons living in the 3-county report area is greater than the national average of 14.9 percent.[4]

2012 poverty estimates show a total of 75,860 persons living below the poverty rate in the report area. In 2012, Yakima County had the highest poverty rate (22.8 percent), while Adams County had the lowest poverty rate (17.9 percent). Poverty information is at 100% of the federal poverty income guidelines.[5]

Poverty Rate Change, 2000 - 2012

Poverty rate change in the 3-county report area from 2000 to 2012 is shown in below. According to the U.S. Census, the poverty rate for the 3-county area increased by 4.6%, compared to a national increase of 4.6%. Yakima County experienced the greatest change in poverty, increasing by 5.4% from 2000-2012 and Adams County experienced the least amount of change, increasing by 2%[6].
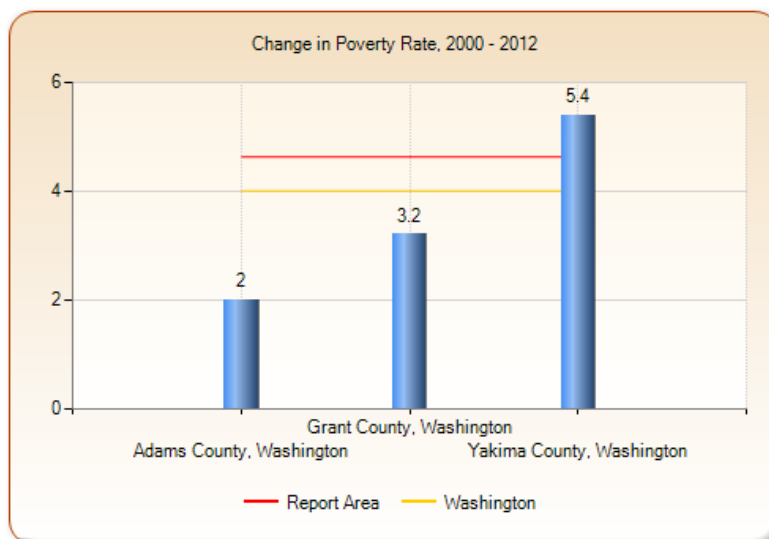
Households in Poverty by Family Type

Table 12 shows the number of households in poverty by type in the 3-county report area. At 286 households, Adams County had the lowest number of female-headed households in poverty while Yakima County had the largest number of female-headed households in poverty. The U.S. Census Bureau estimates that there were 14,069 households living in poverty within the report area.[7]

Table 12. Households in Poverty by Family Type, 2008 - 2012					
Geographic Area	Total Households, 2007-2011	Households in Poverty			
		Overall	Married Couples	Male Householder	Female Householder
Adams	4,576	820	443	91	286
Grant	21,700	3,262	1,575	354	1,333
Yakima	57,899	9,987	3,711	1,255	5,021
Report Area	84,175	14,069	5,729	1,700	6,640
Washington	1,689,518	147,147	58,043	15,946	73,158
United States	76,595,552	8,363,024	3,031,161	873,067	4,458,796
Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013. The 2012 American Community Survey 5-year data is an average of data collected from 2008 through 2012. Note: The poverty rate for Household type is based on the total number of households for that household type.					

Household Poverty Rate by Family Type

The percentage of households in poverty by household type in the 3-county report area is shown in this graph. At 6.1 percent, Grant County had the lowest percentage of female-headed households in poverty while the Yakima County had the largest percentage of female-headed households in poverty. In 2012, it is estimated that 16.71 percent of all households were living in poverty within the report area, compared to the national average of 10.9 percent. Of the households in poverty, female headed households represented 47.20 percent of all households in poverty, compared to 12.08 and 40.72 percent of households headed by males and married couples, respectively.[8]

Percent of Households in Poverty by Type for Households in Poverty, 2008 - 2012
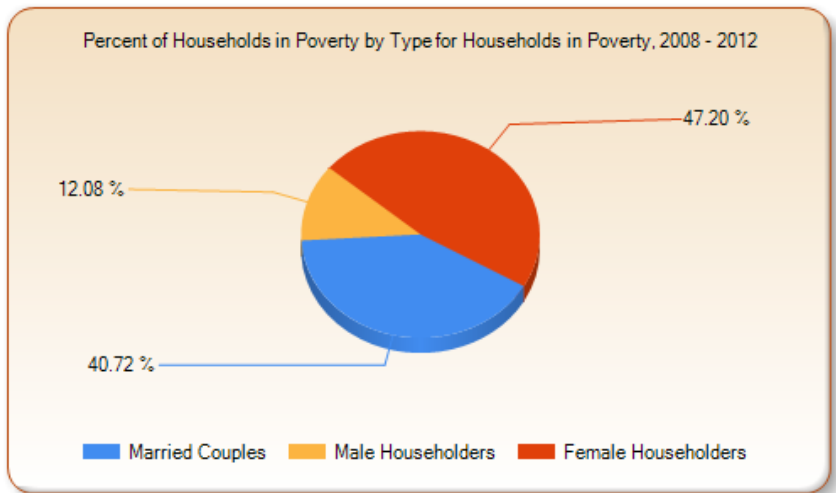
Table 13. Poverty by age 2012						
Geographic Area	All Ages		Age 0-17		Age 5-17	
	Number of Persons	Poverty Rate	Number of Persons	Poverty Rate	Number of Persons	Poverty Rate
Adams	3,359	17.9	1,760	26.6	1,144	25.2
Grant	17,003	18.8	7,474	27.1	4,961	25.5
Yakima	55,498	22.8	23,658	32.3	16,056	31.0
Report Area	75,860	21.5	32,892	30.6	22,161	29.2
Washington	916,976	13.6	288,376	18.5	187,812	16.8
United States	48,760,123	15.9	16,396,863	22.6	11,086,537	21.0

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE), 2012. Estimates for 2012 were released in December 2013

Child (0-17) Poverty Rate Change, 2000 - 2012

The poverty rate here increased by 6.5%, compared to a national increase of 6.4 percent. Yakima County experienced the greatest change in poverty, increasing by 7.2% from 2000-2012 and Adams County experienced the least amount of change, increasing by 3.2 percent.[9]
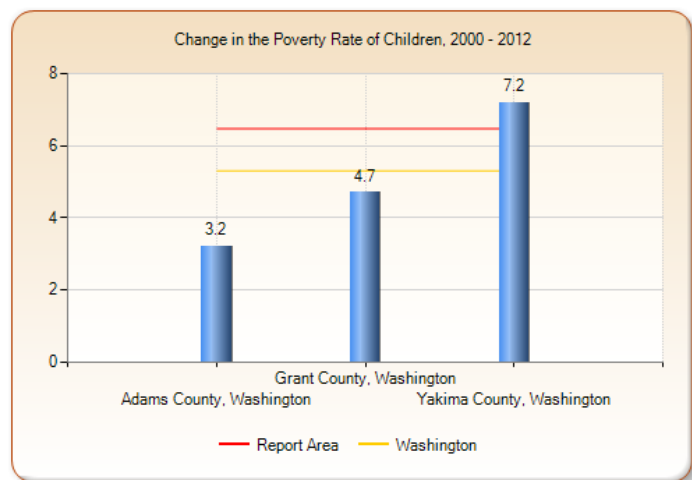
Child (0-4) Poverty Rate Change, 2000 - 2012

According to the U.S. Census, the poverty rate for the 3-county area increased by 5.2%, compared to a national increase of 6.5 percent.

Change in the Poverty Rate of Children, 2000 - 2012
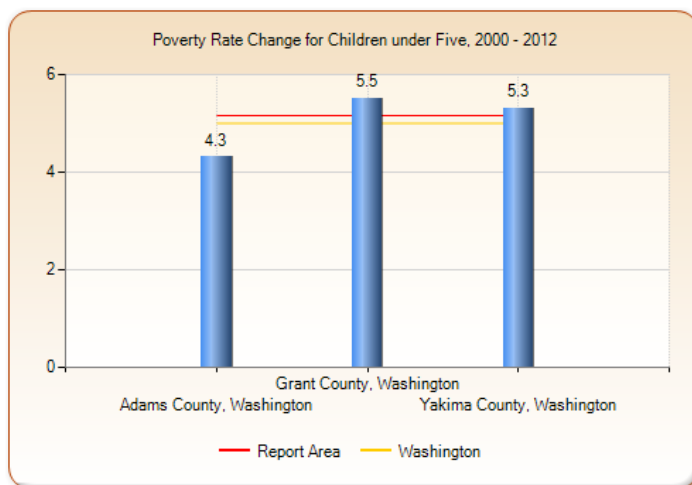
Grant County experienced the greatest change in poverty, increasing by 5.5% from 2000 - 2012 and Adams County experienced the least amount of change, increasing by 4.3 percent.[10]

Poverty Rate Change for Children under Five, 2000 - 2012

Child (5-17) Poverty Rate Change, 2000 - 2012

The poverty rate change for children ages five to seventeen in the 3-county report area from 2000 to 2012 is shown in Table 14. According to the U.S. Census, the poverty rate for the 3-county area increased by 6.7%, compared to a national increase of 6.4%. Yakima County experienced the greatest change in poverty, increasing by 8% from 2000-2012 and Adams County experienced the least amount of change, increasing by 2.6%.

Child (0-17) Poverty Rate (ACS)

An average of 31.22 percent of children lived in a state of poverty during the 2012 calendar year. Grant County had the lowest poverty rate (28.6 percent) while Adams County had the highest child poverty rate of 32.4 percent. The poverty rate for children living in the 3-county report area is greater than the national average of 20.8%.[11]

Child (0-4) Poverty Rate (ACS)

ACS 5-Year data showed an average of 35.83 percent of children under five years of age lived in a state

| Table 14. Poverty Rate Change for Children Ages Five to Seventeen, 2000 - 2012					
Geographic Area	Children 5-17 in Poverty, 2000	Poverty Rate, 2000	Children 5-17 in Poverty, 2012	Poverty Rate, 2012	Change in Poverty Rate, 2000 - 2012
Adams	866	**22.6**	1,144	25.2	2.6
Grant	3,487	**21.1**	4,961	25.5	**4.4**
Yakima	11,133	**23.0**	16,056	31.0	**8.0**
Report Area	15,486	**22.5**	22,161	29.2	6.7
Washington	122,555	11.4	187,812	16.8	5.4
USA	7,536,575	14.6	11,086,537	21.0	6.4
Source: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE), 2012					

of poverty during the 2012 calendar year. Grant County had the lowest poverty rate (34.2 percent) while Adams County had the highest poverty rate for children under five years of age of 44.3 percent. The poverty rate for children under five years of age living in the 3-county report area is greater than the national average of 24.1 percent.[12]
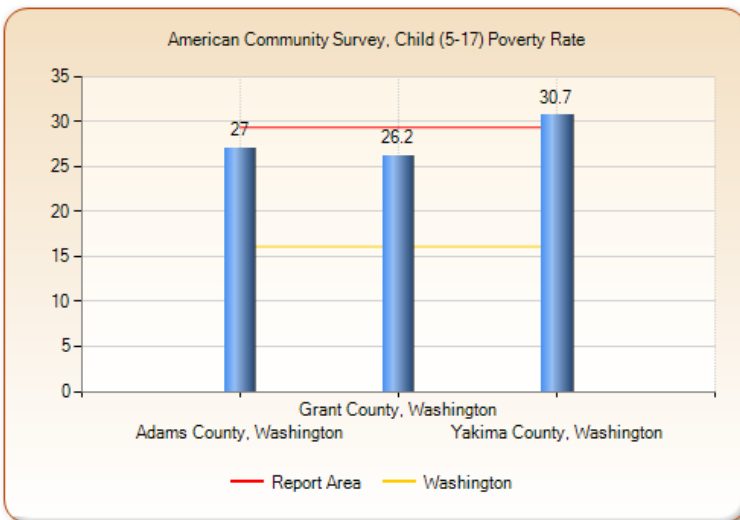
Child (5-17) Poverty Rate (ACS)

An average of 29.35 percent of children aged five to seventeen lived in a state of poverty during the 2012 calendar year. Grant County had the lowest poverty rate (26.2 percent) while Yakima County had the highest poverty rate of 30.7 percent for children aged five to seventeen. The poverty rate for children age five to seventeen living in the 3-county report area is greater than the national average of 19.6 percent.[13]

Seniors in Poverty

At 8.7 percent, Grant County had the lowest percentage of seniors in poverty while Adams County had the highest percentage of seniors in poverty. According to American Community Survey estimates, there were 4,120 seniors, or 10.4 percent, living in poverty within the report area.[14]

Households in poverty by race and ethnicity

Data from KIDS COUNT shows the share of Washington State children under age 18 who live in families with incomes below 200% poverty are categorized here by race as follows:

Table 15. Children Under 18 Living in Homes at 200% Poverty					
Race	2007	2008	2009	2010	2011
American Indian	--	--	--	--	--
Asian and Pacific Islander	32%	26%	30%	**30%**	**31%**
Black or African American	--	--	--	**65%**	--
Hispanic or Latino	63%	62%	63%	**65%**	**66%**
Non-Hispanic White	26%	25%	28%	**30%**	**31%**
Total:	35%	34%	37%	**39%**	**40%**
SOURCE: Population Reference Bureau, American Community Survey, accessed via KidsCount datacenter. Estimates suppressed when the confidence interval around the percentage is greater than or equal to 1-percentage points.					

KIDS COUNT data also shows the percentage of children under age 5 in poverty by race and Hispanic or Latino origin (3-year average) was 32.9% for non-Hispanic Whites in Adams County in 2009, the most recent data available for that county. Other poverty/race data as available is shown below:

Table 16. Grant County Children Under 5 in Poverty By Race and Hispanic or Latino Ethnicity, 3-Year Average				
	2005-07	2006-08	2007-09	2008-10
Hispanic or Latino	51.8%	38.7%	32.0%	43.7%
Non-Hispanic White	16.9%	15.2%	20.8%	27.5%
Some other race	54.3%	44.5%	31.7%	38.6%
Two or more races	--	--	25.6%	21.0%
White	19.4%	17.1%	24.6%	36.5%
Total	35.4%	27.8%	26.3%	35.7%

Table 17. Yakima County Children Under 5 in Poverty By Race and Hispanic or Latino Ethnicity, 3-Year Average				
	2005-07	2006-08	2007-09	2008-10
Hispanic or Latino	39.1%	39.2%	43.1%	48.9%
Non-Hispanic American Indian and Alaska Native	62.7%	45.8%	23.4%	14.9%
Non-Hispanic White	14.8%	16.1%	15.7%	14.5%
Some other race	35.6%	39.1%	46.9%	57.5%
Two or more races	26.7%	39.1%-	38.9%	38.0%
White	28.4%	27.5%	27.2%	30.0%
Total	31.6%	31.8	32.9%	36.6%

NUTRITION

Households Receiving SNAP by Poverty Status (ACS)

SNAP (Supplemental Nutrition Assistance Program), formerly the Food Stamp Program, offers nutrition assistance to millions of eligible, low-income individuals and families. SNAP is the largest program in the domestic hunger safety net.

In the 3-county area, Table 18 shows that 24,900 households (or 21.60 percent) received SNAP payments during 2012. During this same period there were 7,681 (or 6.66 percent) households with income levels below

the poverty level that were <u>not</u> receiving SNAP payments. At 20.31 percent, Grant County, had the smallest percentage of households receiving SNAP payments, while Adams County, had 22.6 percent of households receiving SNAP, which is almost 3 times the national average.
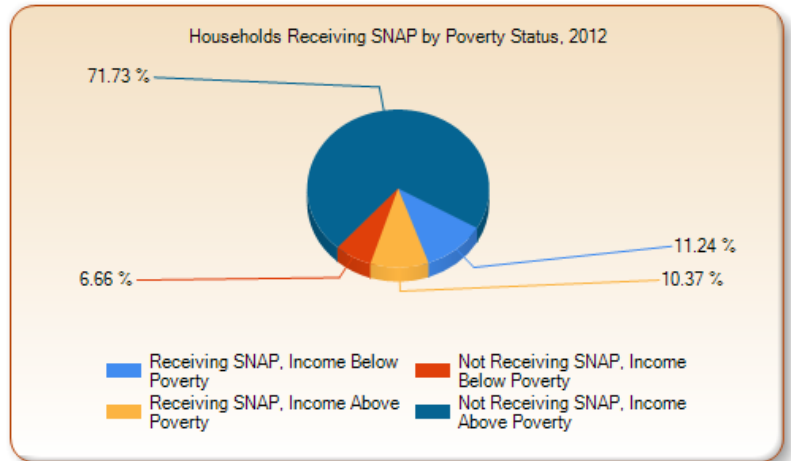
Table 18. Households Receiving SNAP by Poverty Status, 2012								
Geographic Area	**Households Receiving SNAP**				**Households Not Receiving SNAP**			
	Total	**%**	**Income Below Poverty**	**Income Above Poverty**	**Total**	**%**	**Income Below Poverty**	**Income Above Poverty**
Adams	1,293	22.60	547	746	4,429	77.40	570	3,859
Grant	6,107	20.31	3,230	2,877	23,960	79.69	1,835	22,125
Yakima	17,500	22.02	9,174	8,326	61,978	77.98	5,276	56,702
Report Area	24,900	21.60	12,951	11,949	90,367	78.40	7,681	82,686
Washington	326,857	12.48	151,624	175,233	2,293,138	87.52	155,477	2,137,661
United States	13,180,710	11.44	6,982,939	6,197,771	102,046,090	88.56	8,937,574	93,108,517
Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.								

Free and Reduced Lunch

Table 19 shows that by county, 55,989 students (or 74.54 percent) received free or reduced price lunches during the 2011 - 2012 school year. At 71.97 percent, Grant County had the smallest percentage of students participating in the school lunch program, while Adams County had 75.67 percent of students participating, which is more than the national average of 45.82 percent.

Percent Eligible for Free or Reduced Lunch by School District

When *Free and Reduced Price Lunch* is considered by individual school district, OSPI 2013-14 data show that in all but 3 school districts in the 3-county area, 1/3 or more students are eligible.

Table 19. Students Participating in the Free and Reduced Lunch Program By County, Compared to Washington State, 2011-12			
Geographic Area	Students Participating	Total Student Enrollment	% of Students Participating
Adams	3,349	4,426	**75.67**
Grant	13,704	19,040	**71.97**
Yakima	38,936	51,643	**75.39**
Report Area	55,989	75,109	**74.54**
Washington	463,198	1,045,321	44.31
United States	22,805,825	49,768,912	45.82

Source: National Center for Educational Statistics (NCES), Common Core of Data (CCD), 2011-12 School Universe data.

Table 20. Adams County Free and Reduced Lunch		
District	May 2014 Student Count	% eligible for Free or Reduced Lunch
Benge	8	0%
Endicott	105	**61%**
Lacross	72	28%
Lamont	31	**65%**
Lind/Grant	192	63%
Odessa	219	40%
Othello	3,923	**80%**
North Franklin	2,072	**76%**
Ritzville	342	**35%**
Sprague	72	**63%**
Warden	829	**81%**
Washtucna	56	**54%**

Table 21. Grant County Free and Reduced Lunch		
District	May 2014 Student Count	% eligible for Free or Reduced Lunch
Coulee-Hartline	183	**41%**
Ephrata	2,354	**56.2%**
Grand Coulee Dam	680	**64.6%**
Grant/Lind	192	**63%**
Moses Lake	8,009	**61%**
Quincy	2,550	**82.3%**
Odessa	219	40%
Othello	3,923	**80%**
Royal	1,594	**87%**
Soap Lake	475	**100%**
Wahluke	2,200	**99.9%**
Warden	829	**81%**
Wilson Creek	139	**51.1%**

Table 22. Yakima County Free and Reduced Lunch		
District	May 2014 Student Count	% eligible for Free or Reduced Lunch
Bickleton	91	0%
East Valley	3,084	**57.1%**
Grandview	3,567	**80.9%**
Granger	1,501	**100%**
Highland	1,213	**75.8%**
Mabton	920	**99.5%**
Mount Adams	971	**97.5%**
Naches Valley	1,836	43.5%
Selah	3,448	47.5%
Sunnyside	6,503	**100%**
Toppenish	4,163	**88.4%**
Union Gap	616	**89.1%**
Wapato	3,347	**99.0%**
West Valley	4,893	42.7%
Yakima	15,441	**83.5%**
Zillah	1,321	**55.6%**

HOUSING

Housing Age

The median age of housing ranged from 34 years in Grant County to 39 years in Yakima County.[15]

Homeowners

The U.S. Census Bureau estimated there were 68,055 homeowners in the 3-county report area in 2000, and 71,889 owner occupied homes in the report area for the 5 year estimated period from 2008 - 2012.[16]

Median Age of Housing Units, 2012

Owner Occupied Homes, 2000 - 2008/2012
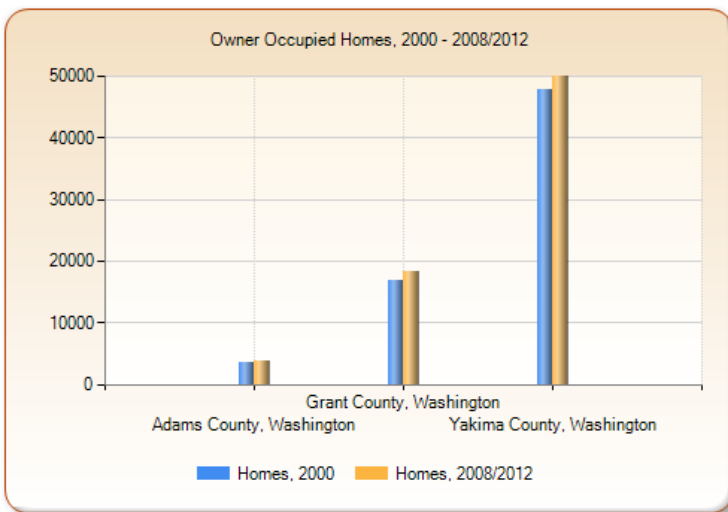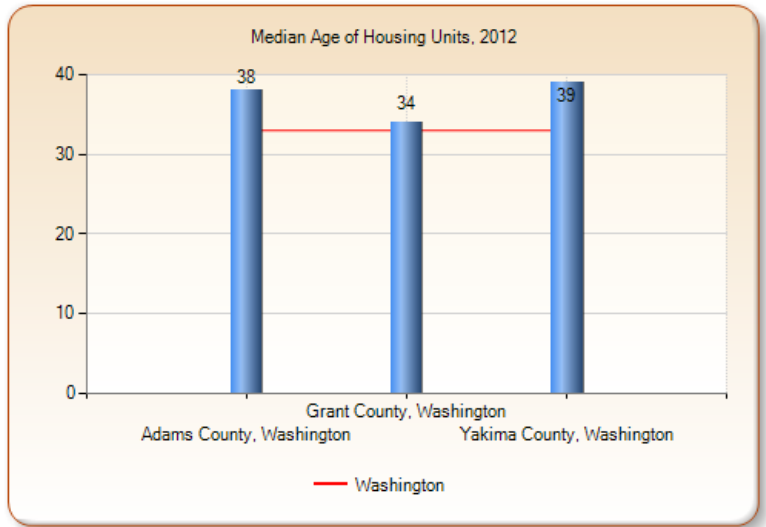
Foreclosures

According to the RealtyTrac website, as of December 2014, the Washington state foreclosure rate was 1 in 1,530. This compares to 1 in every 4,983 in Grant County and 1 in every 5,695 in Yakima County. Adams County data was not available.

Vacancy Rates

The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. In the third quarter of 2013, a total of 3,211 residential addresses were identified as vacant in the report area, a vacancy rate of 2.5, and 1,237 business addresses were also reported as vacant, a rate of 10.6.[17]

Number of Unsafe, Unsanitary Homes

U.S. Census data shows 810 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 970 housing units in the report area were without plumbing in 2012.[18]

Percent of Housing Units without Plumbing, 2008 - 2012
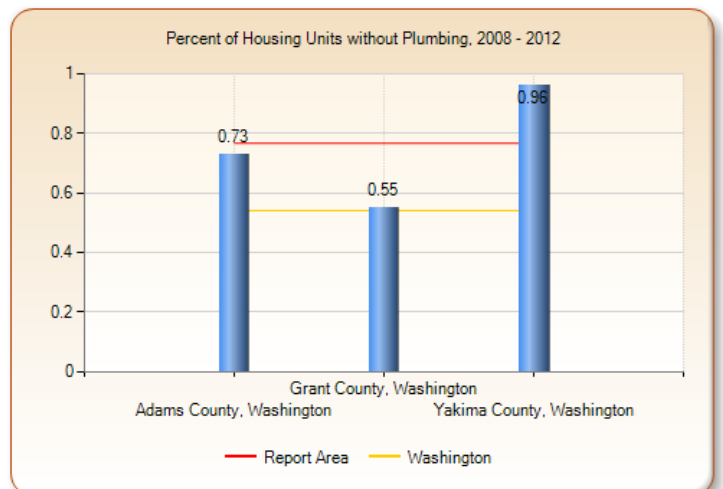
INCOME

Household Income

According to the U.S. Census, Median Annual Household Incomes ranged from a low of $43,428 in Yakima County to a high of $45,050 in Grant County in 2012.[19]
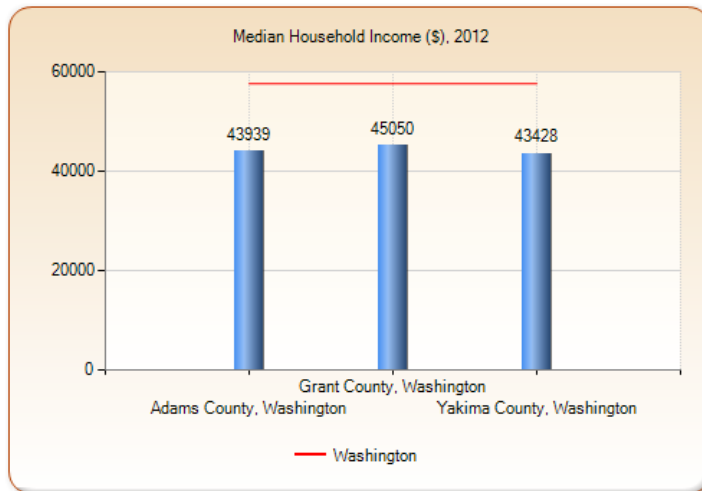
Income Levels, 2008 - 2012

Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Household incomes ranged from $41,798 in Adams County to $45,531 in Grant County. The average Per Capita income for the 3-county report area is $18,824 as compared to a national average of $28,051.

Household Income

Median annual household incomes in the 3-county report area ranged from a low of $43,428 in Yakima County, to a high of $45,050 in Grant County in 2012, with Adams County at $43,939.[20]

Table 23. Income Levels by County, 2008 - 2012		
Geographic Area	Median Household Income, 2012	Per Capita Income, 2012
Adams	$41,798	$16,539
Grant	$45,531	$20,324
Yakima	$44,256	$19,610
Report Area	$43,862	$18,824
Washington	$59,374	$30,661
USA	$60,119	$29,733
Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013. The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.		

EMPLOYMENT

Role of agriculture

Due to the fact that agriculture is a top industry in Adams, Grant and Yakima Counties, the number of people working traditionally peaks in July (due to work in asparagus, hops, apples, cherries, pears, vegetables, onions and apricots) and again in the fall (plums, prunes, pears, grapes, hops, peaches and apples), and drops after fall harvest. The timeline below, adapted from Employment Security Department's WorkSource Washington website, highlights the typical harvest times for major crops:[21]

Table 24. Estimated Periods of Seasonal Agricultural Work in Washington State												
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Asparagus Harvest	■	■	■	■								
Hop Twn/Trn		■	■	■								
Apple Thinning	■	■	■	■	■							
Cherry Harvest			■	■								
Pear Thinning			■	■								
Vegetable Harvest			■	■	■	■						
Onion Harvest			■	■		■	■					
Apricot Harvest				■	■							
Nectarine Harvest					■	■						
Plum/Prune Harvest						■	■					
Peach Harvest					■	■						
Hop Harvest						■	■					
Pear Harvest					■	■						
Grape Harvest					■	■	■	■				
Apple Harvest					■	■	■	■				
Apple Pruning								■	■	■	■	■
Pear Pruning									■	■	■	■

For 2014, the unemployment picture followed this pattern, as Donald W. Meseck, Regional Labor Area Economist, Washington State Employment Security Department, notes. Yakima County's unemployment rate was 11.2 percent (February 2014) and 5.6 percent (September 2014).
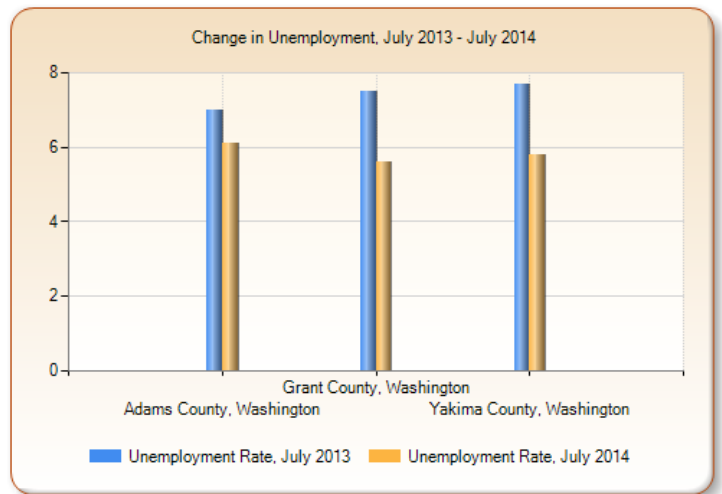
According to the U.S. Department of Labor, unemployment in the report area varied from 5.6 percent in Grant County to 6.1 percent in Adams County in July 2014—again, a typical peak employment time for the service area due to work being available in many crops. Overall, the report area experienced an average 5.8 percent unemployment rate in July 2014.[22]

The picture changes in November, as the harvest begins to wind down, and unemployment peaks during February in agriculture, as noted in the 13-month unemployment chart below. According to Meseck,[23] for Adams County, the not seasonally adjusted unemployment rate increased from 8.7 to 8.8 percent between November 2013 and 2014. For Grant County, the rate decreased from 8.8 to 8.5 percent for the same period. Yakima County saw an increase from 8.8 percent to 9.0 percent due to the number of unemployed people growing more rapidly than the size of the labor force. For comparison, Washington State's annual average not seasonally adjusted unemployment rate decreased from 6.5 to 6.1 percent between the Novembers of 2013 and 2014.

Unemployment Change

According to the U.S. Department of Labor, unemployment for this one year period fell from 14,135 persons to 10,878 persons, a rate change of -1.85 percent. The greatest change in the unemployment rate occurred in Grant County, with a rate increase of 1.9 while the smallest change was in Adams County, with a rate increase of 0.9 percent.[24]

However, as Meseck notes, "in good years, Yakima County lags the state, and in bad years, Yakima County leads the state" in terms of unemployment.

Thirteen Month Unemployment Rates

Unemployment change within the 3-county report area from July 2013 to July 2014 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen month period fell from 7.63 percent to 5.78 percent. For July, the thirteen month unemployment change for the report area varies from 0.9 percent in Adams County to 1.9 percent in Grant County.
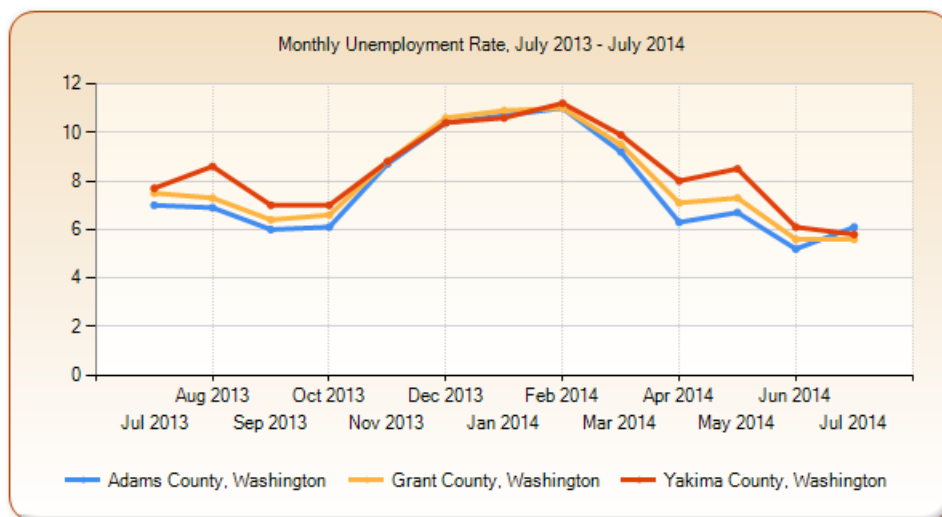
Demand for workers

According to Forbes Magazine (November 2014), CareerBuilder (with Economic Modeling Specialists Intl.) analyzed the average number of workers hired each month (in upwards of 700 occupations that may require additional training following high school, but do not require a college degree) between January 2013 and August 2014, compared to the number of online job postings for each of these occupations over the same period. They are listed in order of unmet demand:

1. Truck drivers, heavy and tractor-trailer
2. Merchandise displayers and window trimmers
3. Healthcare orderlies
4. Medical records and health information technicians
5. Wholesales and manufacturing sales reps
6. Purchasing managers
7. Telemarketers
8. Demonstrator and product promoters

Statewide data on occupations in demand can be accessed via the *Washington State Employment Security Department* website. Information is updated annually by county. Occupations are categorized as *"Demand,"* *"Balanced"* and/or *"Not in Demand."* For Grant and Adams Counties, the demand occupations require a college degree or special training.

The FY2014 *Occupations in Demand List* for South Central Workforce Development Area (including Yakima County)

Table 25. Demand Occupations for Adams and Grant Counties, FY2014		
SOC#	**Demand**	**Title**
252032	**In demand**	Career/Technical Education Teachers, Secondary School
253099	**In demand**	Teachers and Instructors, All Other
259099	Balanced	Education, Training, and Library Workers, All Other
119199	Balanced	Managers, All Other
131199	Not in demand	Business Operations Specialists, All Other
211019	Not in demand	Counselors, All Other

shows the following: of 155 jobs listed as *"In demand,"* over half did not require a college education--74 occupations require a high school diploma or equivalent, and 24 require less than a high school diploma. Occupations in demand in Yakima County (which may require other training) but do not require a high school diploma include:

Table 26. FY 2014 In Demand Occupations for Yakima County	
SOC#	**Occupational Title**
393091	Amusement and Recreation Attendants
536031	Automotive and Watercraft Service Attendants
472061	Construction Laborers
537011	Conveyor Operators and Tenders
352014	Cooks, Restaurant
359021	Dishwashers
472081	Drywall and Ceiling Tile Installers
353041	Food Servers, Non Restaurant
533032	Heavy and Tractor Trailer Drivers
519198	Helpers, Production Workers
311011	Home Health Aide

- Regarding the top industries in each county and their contribution to wages overall, Meseck notes:[25] that in Yakima County in 2013, agriculture provided 26.1 percent of the jobs, but only 19.4 percent of the total covered wages of $3.5 billion, mainly due to the seasonality of agricultural work. The local retail trade sector provided almost 1 in 10 jobs county-wide, while

537051	Industrial Truck and Tractor Operators
372011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners
537062	Laborers and Freight, Stock, and Material Movers, Hand
373011	Landscaping and Groundskeeping Workers
3292021	Non-Farm Animal Caretakers
537064	Packers and Packagers, Hand
472141	Painters, Construction and Maintenance
399021	Personal Care Aides
537081	Refuse and Recyclable Material Collectors
412031	Retail Salespersons
472181	Roofers
472082	Tapers
533041	Taxi Drivers and Chauffeurs
SOURCE: South Central Workforce Development Council FY 2014 Occupations in Demands List (WDA9)	

supplying only 7.8 percent of total wage income. Better paying industries in the top five industries contributed the following in 2013: health services provided 12.4 percent of the jobs and 15.8 percent of the wage income; local government provided 12.4 percent of the jobs and 15.2 percent of the wage income; and manufacturing provided 7.9 percent of the jobs and 9.7 percent of the wage income. The number of jobs in agriculture, forestry and fishing (of which the vast majority are in agriculture) jumped 34.8 percent (from 20,057 jobs in 2004 to 27,044 in 2013). Hence agriculture retained its number 1 position in Yakima County, in terms of employment, over this ten-year period.

- In Adams County in 2013, Agriculture provided 25.7% of the jobs, and 21.7% of the wage income; while local government provided 19.4% of the jobs and 20.4% of the income; manufacturing provided 14.6% of the jobs but 18.9% of the wage income; retail trade provided 7.7% of the jobs, but only 5.4% of the income, and health services accounted for 6.7% of the jobs, but 8.1% of the income. Adams County's nonfarm labor market virtually stagnated at the 5600-job level from 2008-2013.

- In Grant County, agriculture provided 27% of the jobs and 17.9% of the wage income for the same period, while local government accounted for 17.5% of the jobs but 23% of the wage income; manufacturing provided 12.3% of the jobs, and 17.7% of the wages; retail trade provided 8.5% of the jobs but only 6.4% of the wage income, and accommodation and food services accounted for 5.7% of the jobs, but only 2.5% of the wages. Grant County's nonfarm job market has grown every year since 2010 (the effects of the Recession hit Grant County's nonfarm labor market primarily in 2009 and 2010).

- Between 2007 and 2012, the industry in Adams County which added the most jobs was agriculture. In 2007 agricultural provided 1,388 jobs, 20.7 percent of total covered employment. By 2012 this industry tallied 1,748 jobs and accounted for 24.3 percent of all covered employment countywide. This 360 job and 25.9 percent uptrend indicates not only is the agricultural industry key to the Adams County economy, but that its "footprint" in the local labor market has grown in the past five years.

County	#1 Industry By # employed	#2 Industry By # employed	#3 Industry By # employed*	#4 Industry By # employed*	#5 Industry By # employed	Largest Employer	2nd largest	3rd largest
Adams	Agriculture, Forestry, Fishing & Hunting	Total Gov't	Manufacturing	Retail Trade	Healthcare & Social Assistance	**McCains** 520	**Othello School District** 482	**Simplot French Fries** 416-440
Grant	Agriculture, Forestry, Fishing & Hunting	Total Gov't	Manufacturing	Retail Trade	Accommodation & Food Service	**Genie Industries** 1,250	**Moses Lake School District** 951	**Grant County PUD** 722
Yakima	Agriculture, Forestry, Fishing & Hunting	Total Gov't	Healthcare & Social Assistance	Retail Trade	Manufacturing	**Memorial Hospital** 2,500	**Yakima School District** 1,756	**Wal-Mart** Yakima, Sunnyside, Grandview (combined) 1,555

Table 27: Key Industries/Employers, OIC of Washington Service Area 2014

Source: *County Dashboards,* Washington Employment Security Department Labor Market and Economic Analysis Division, accessed online February 2014.
Source: *Adams County Largest Employers* October 2012 (most recent available), Adams County Development Council
Source: *Grant County Largest Employers,* Grant County Economic Development Council, Updated July 2012 accessed online February 2014
Source: *Largest Employers, Yakima County Economic Data Profile,* Yakima County Development Association, June 2012, accessed online February 2014

Rural, sparsely populated, spread-out geography

Adams, Grant and Yakima Counties represent a large land area, at 1,924.98 square miles, 2679.51 square miles, and 4,295.40 square miles, respectively. Population density per square mile is 9.97 people in Adams County, 34.26 people in Grant County, and 57.56 people in Yakima County.[26] By contrast, King County ranked number 1 in terms of population density as of April 1, 2014, with 936.82 people per square mile. King County is smaller than Grant County, but slightly larger than Adams County. Yakima County is the second largest county in the state in terms of land area. Grant County ranks 4th in the state in terms of land area.
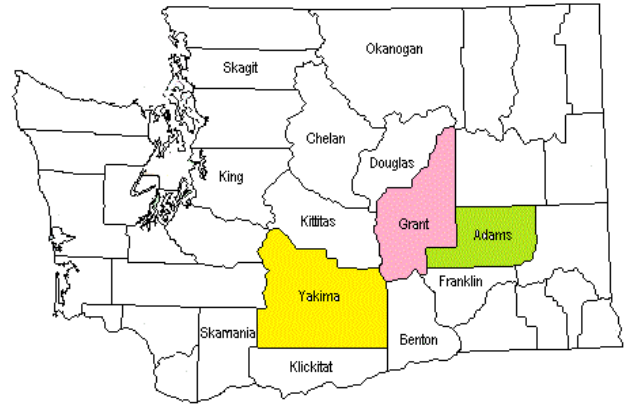
Travel Time to Work

Adams County had the shortest median commute time of 15.75 minutes while Yakima County had the longest commute time at 18.89 minutes. The median commute time for the report area of 18 minutes is shorter than the national median commute time of 24 minutes.[27]
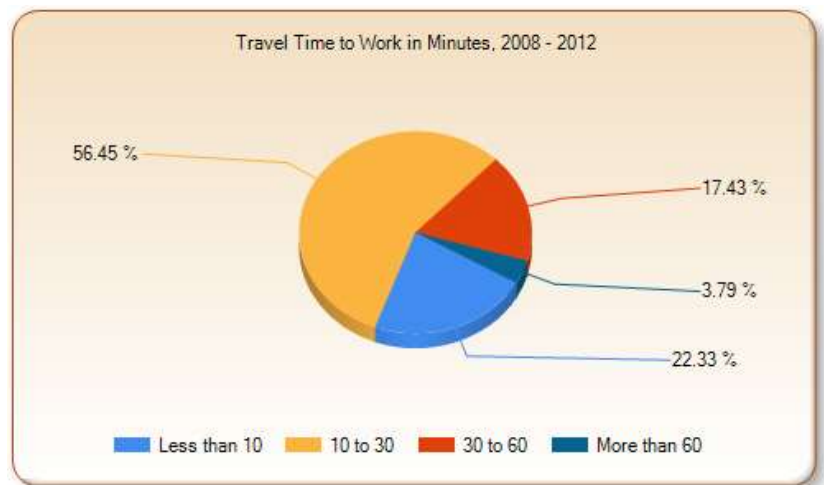
Transportation to Work, 2008 - 2012

Of the 139,497 workers in the report area, 89.93 percent, or 125,449 workers used private automobiles to travel to work. Of these, 77.96 percent drove to work alone while 11.97 percent carpooled. 1.05 percent of all workers reported that they used some form of public transportation, while 4.42 percent (or 6,167 workers) used some other means including walking, bicycles, and taxicabs to travel to work.[28]
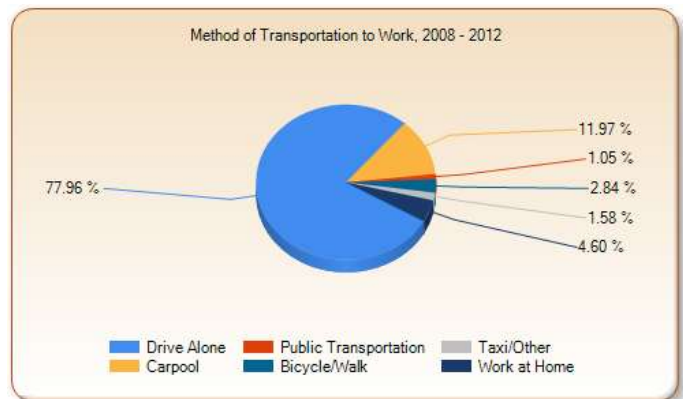
EDUCATION

Educational Attainment

Table 28 shows the distribution of educational attainment levels in the 3-county region. Educational attainment is calculated for persons over 25, and is an average for the period from 2008 to 2012.

Educational Attainment, 2008 - 2012
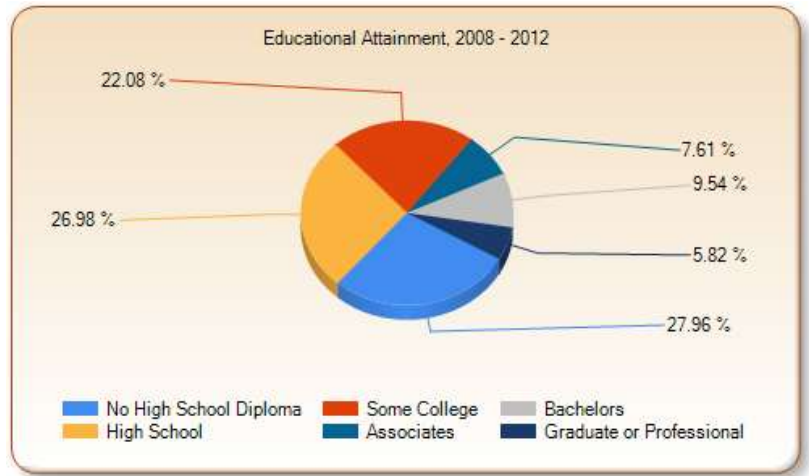
Table 28. Educational Attainment, 2008 - 2012						
Geographic Area	**% No High School Diploma**	**% High School Only**	**% Some College**	**% Associates**	**% Bachelors**	**% Graduate or Professional**
Adams	32.62	26.6	19.5	9.0	7.8	4.5
Grant	24.40	28.2	23.8	9.0	9.8	4.9
Yakima	28.92	26.6	21.6	7.0	9.6	6.3
Report Area	27.96	27.0	22.1	7.6	9.5	5.8
Washington	9.98	23.6	25.4	9.5	20.2	11.4

Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.
The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county. Estimated literacy rates for the 3-county report area ranged from 22 in Grant County, to 32 in Adams County, in 2003.

Percentage of Adults over 16 with Low Literacy Skills, 2003
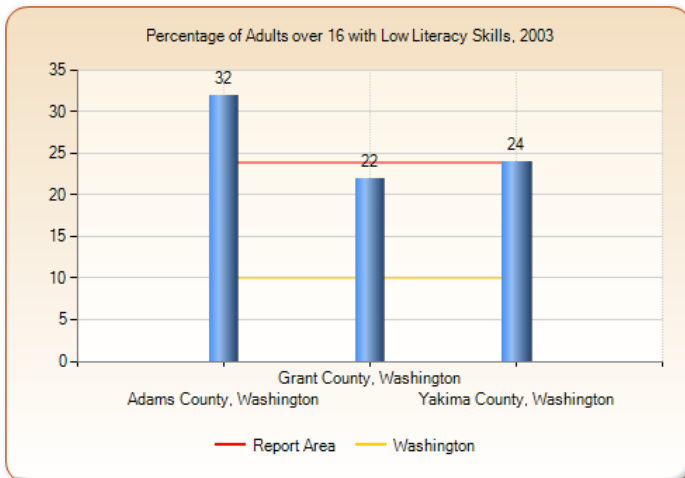
Table 29. Persons Lacking Basic Prose Literacy Skills, 2003		
Geographic Area	**Estimated Population over 16**	**% Lacking Literacy Skills**
Adams	11,491	**32**
Grant	56,131	**22**
Yakima	160,176	**24**
Report Area	227,798	**24**
Washington	4,641,680	10
USA	15,058,111	**22**
Source: U.S. Department of Education, Institute of Education Sciences, National Center for Education Statistics, State and County Estimates of Low Literacy, 2003.		

High School Dropout Rates

According to the Washington State Office of the Superintendent of Public Instruction (OSPI) website,[29] "Graduation and dropout rates are important indicators of the status of K–12 education in Washington State. OSPI prepares an annual graduation and dropout report that includes information for all students as well as the sub-categories of students represented within the Washington State Report Card. For 2013, the state's four-year graduation rate is 76.0 percent. The five-year graduation rate is 78.8 percent." The website goes on to note that, "…for the 2012–13 school year, each day about 60 students dropped out of a Washington high school. The tragedy of that number has led to a redoubling of dropout efforts around the state."

Table 30. High School Drop Outs, All Students, 2012-2013 School Year 4-Year Adjusted Cohort, Class of 2013												
			DROPOUTS									
Geography	Beginning Grade 9 Students	Transferred In	Year 1	Year 2	Year 3	Year 4	Transferred Out	Adjusted Cohort	Graduates	Continuing	Adjusted 4-Year Cohort Graduation Rate	Cohort dropout rate	Continuing Rate
Adams	296	30	8	5	10	28	42	284	219	14	77.1	18.0	4.9
Grant	1251	281	20	32	61	117	187	1345	978	137	72.7	17.1	10.2
Yakima	3413	715	58	67	173	367	597	3531	2510	356	71.1	18.8	10.1
Washington	78961	13653	691	1106	2517	5991	13086	79528	60475	8748	76.0	13.0	11.0
SOURCE: OSPI Student Dropout Rates and Graduation Statistics, http://www.k12.wa.us/DataAdmin/default.aspx												

In school youth

The OSPI website states, "Basic education in Washington state is defined by the Legislature (RCW 28A.150.210). As required by state law, OSPI develops the state's learning standards (RCW 28A.655.070) and oversees the assessment of the learning standards for state and federal accountability purposes." Essential Academic Learning Requirements (EALRs) define what all students should know and be able to do at each grade level. The Elementary and Secondary Education Act (ESEA) defines "Core Academic classes" as: Mathematics, Science, History, Geography, Civics/Government, Economics, Foreign (World) Languages, Reading, English/Language Arts, Music, Visual Arts, Dance and Theatre. Table 31 highlights the availability of core classes by school district according to the Office of the Superintendent of Public Instruction, 2014:

Table 31. Availability of Core Classes by County by School District 2014								
ADAMS COUNTY			**GRANT COUNTY**			**YAKIMA COUNTY**		
District	**May 2014 Student Count**	**Total # Core classes***	**District**	**May 2014 Student Count**	**Total # Core classes***	**District**	**May 2014 Student Count**	**Total # Core Classes***
Benge	8	2	**Coulee-Hartline**	183	101	**Bickleton**	91	32
Endicott	105	42	**Ephrata**	2,354	522	**East Valley**	3,084	441
Lacross	72	91	**Grand Coulee Dam**	680	320	**Grandview**	3,567	935
Lamont	31	38	**Grant/Lind**	192	159	**Granger**	1,501	190
Lind/Grant	192	159	**Moses Lake**	8,009	1,297	**Highland**	1,213	320
Odessa	219	91	**Quincy**	2,550	559	**Mabton**	920	178
Othello	3,923	766	**Odessa**	219	91	**Mount Adams**	971	335
North Franklin	2,072	516	**Othello**	3,923	766	**Naches Valley**	1,386	337
Ritzville	342	170	**Royal**	1,594	255	**Selah**	3,448	1,104
Sprague	72	68	**Soap Lake**	475	202	**Sunnyside**	6,503	1,316
Warden	829	241	**Wahluke**	2,200	499	**Toppenish**	4,163	881
Washtucna	56	73	**Warden**	829	241	**Union Gap**	616	87
Washington	1,055,517	244,354	**Wilson Creek**	139	47	**Wapato**	3,347	496

Challenges for students and schools

Academic achievement is a struggle for some learners, but increasingly, educators are moving to address the complex challenges that arise among students who live with disability, mobility problems, learning difficulties, poverty, transience and the need to learn a second language. The data below highlights some of the challenges faced by students and the districts who serve them.

Table 32. Adams County School District Data 2013-14				
District	**Special Education Students**	**Foster Care Students**	**Transitional Bilingual Students**	**Migrant Students**
Benge	2	0	0	0
Endicott	13	0	0	0
Lacross	14	0	0	0
Lamont	2	0	0	0
Lind/Grant	25	5	24	28
Odessa	32	1	0	0
Othello	496	10	1,508	416
North Franklin	286	4	730	566
Ritzville	33	1	0	0
Sprague	9	1	0	0
Warden	112	2	294	201
Washtucna	14	0	0	0
Washington	139,601	7,914	102,339	20,295

Evaluating student progress

In spring 2006, grades 3-8 and 10 were tested in reading and math under the federal *No Child Left Behind* requirement. Science testing began in grades 8 and 10 in spring 2003, and grade 5 was added the next year. The ***Washington Assessment of Student Learning (WASL)*** was Washington's state test from 1997 until summer 2009. In spring 2010, the WASL was replaced by the ***Measurements of Student Progress (MSP)*** and ***the High School Proficiency Exam (HSPE).*** The MSP will be the state's exam for the following grades and subjects until the 2014-15 school year:

•Math (grades 3-8)
•Reading (grades 3-8)
•Writing (grades 4 and 7)
•Science (grades 5 and 8)

Table 33. Grant County School District Data 2013-14				
District	Special Education Students	Foster Care Students	Transitional Bilingual Students	Migrant Students
Coulee-Hartline	26	0	0	0
Ephrata	282	18	226	86
Grand Coulee Dam	105	7	0	16
Grant/Lind	25	5	24	28
Moses Lake	993	53	805	303
Quincy	298	12	1,022	385
Odessa	32	1	0	0
Othello	496	10	1,508	416
Royal	171	1	702	119
Soap Lake	57	2	72	20
Wahluke	312	4	1,331	451
Warden	112	2	294	201
Wilson Creek	21	2	0	0

Table 34. Yakima County School District Data 2013-14				
District	Special Education Students	Foster Care Students	Transitional Bilingual Students	Migrant Students
Bickleton	13	0	0	1
East Valley	391	23	356	180
Grandview	419	16	1,192	596
Granger	171	18	574	257
Highland	151	6	293	190
Mabton	107	4	355	137
Mount Adams	150	23	122	49
Naches Valley	143	5	80	37
Selah	490	25	181	87
Sunnyside	848	47	2,092	1,055
Toppenish	514	32	1,075	651
Union Gap	86	1	163	54
Wapato	388	37	981	855
West Valley	657	36	357	72
Yakima	2,094	145	5,051	2,840
Zillah	146	13	142	74

According to the OSPI website,[30] Washington's assessment system will change to ***Smarter Balanced*** for English language arts (formerly reading and writing) and math starting in the spring of 2015.

Until the 2014-15 school year the HSPEs were the state's exams for reading and writing. These 10th-grade tests were used for graduation assessment requirements and federal accountability. Starting in the 2014-15 school year, 10th graders will no longer take the HSPEs. Reading and Writing HSPEs will be available to 11th and 12th graders who have not yet passed one or both of the tests in spring and summer2015, and to 12th graders in spring and summer 2016.

Based on the results noted below, there were two Adams County school districts (Warden and Othello), in which more than ½ the students did not meet the 3rd grade standard for reading and three districts (North Franklin, Othello, and Warden), in which more than ½ the students did not meet the 3rd grade standard for math. There was only one Adams County school district in which more than ½ of the students did not meet the standard for 8th grade science (Warden).

Based on the results noted below, the Grant County school districts (Warden and Othello), in which more than ½ the students did not meet the 3rd grade standard for reading, were already noted above. In one other Grant County district (Wahluke) two thirds of students did not meet the 3rd grade standard for reading. In addition to Warden and Othello, there were 3 districts in Grant County in which more than ½ the students did not meet the 3rd grade standard for math (Grand Coulee Dam, Soap Lake and Wahluke). There were 4 districts in which more than ½ of the students did not meet the standard for 8th grade science (Quincy, Soap Lake, Wahluke and Warden).

Based on the results noted below, there were three Yakima County school districts (Mount Adams in White Swan, Toppenish, and Wapato), in which more than ½ the students did not meet the 3rd grade standard for reading, and four districts (Mount Adams, Sunnyside, Wapato and Yakima), in which more than ½ the students did not meet the 3rd grade standard for math. There were eight Yakima County school districts in which more than ½ of the students did not meet the standard for 8th grade science (Grandview, Granger, Mabton, Mount Adams, Sunnyside, Toppenish, Wapato and Yakima).

Table 35. Measurements of Student Progress (MSP) for Adams County 3rd and 8th graders					
2012-13 Measurement of Student Progress 3rd Grade *Reading and Math*				2013-14 Measurement of Student Progress - 8th Grade *Science*	
District	3rd Grade Reading Met Standard	3rd Grade Reading Not Meeting Standard	3rd Grade Math Met Standard	3rd Grade Math Not Meeting Standard	8th Grade Science Met Standard	8th Grade Science Not Meeting Standard
Benge					N/A	N/A
Endicott	--	--	--	--	**73%**	27%
Lacrosse	--	--	--	--	N/A	N/A
Lamont	N/A	N/A	N/A	N/A	--	--
Lind**	**80%**	20%	**73%**	27%	**53%**	47%
North Franklin	**59%**	41%	47%	**53%**	**53%**	47%
Odessa**	**93%**	7%	**93%**	7%	**91%**	9%
Othello**	48%	**52%**	45%	**55%**	**57%**	43%
Ritzville**	**89%**	11%	**78%**	22%	**60%**	40%
Sprague	**75%**	25%	**67%**	33%	N/A	N/A
Warden	49%	**51%**	33%	**67%**	48%	**52%**
Washtucna**	--	--	--	--	N/A	N/A
Washington	**73%**	27%	**65%**	35%	**67%**	33%

Note: N/A means schools are not listed for that grade level in this district, i.e., district doesn't list a middle or elementary school; -- means no data was available for this district for this grade level for this period.
**School participated in the Smarter Balanced Field Test in 2013-14. Data shown only reflect students tested in the MSP. Data may not reflect results for the entire district. SOURCE: Washington State Office of the Superintendent of Public Instruction (OSPI).

| Table 36. Measurements of Student Progress (MSP) for Grant County 3rd and 8th graders | | | | | | |
| 2012-13 Measurement of Student Progress 3rd Grade *Reading and Math* | | | | 2013-14 Measurement of Student Progress - 8th Grade *Science* | | |
District	3rd Grade Reading Met Standard	3rd Grade Reading Not Meeting Standard	3rd Grade Math Met Standard	3rd Grade Math Not Meeting Standard	8th Grade Science Met Standard	8th Grade Science Not Meeting Standard
Coulee-Hartline	67%	33%	71%	29%	--	--
Ephrata*	77%	23%	53%	47%	64%	36%
Grand Coulee Dam*	59%	41%	49%	51%	70%	30%
Grant*	80%	20%	73%	27%	53%	47%
Moses Lake	70%	30%	54%	46%	59%	41%
Odessa***	93%	7%	93%	7%	91%	9%
Othello***	48%	52%	45%	55%	57%	43%
Quincy	57%	43%	55%	45%	28%	72%
Royal	63%	37%	56%	44%	57%	43%
Soap Lake	57%	43%	37%	63%	41%	59%
Wahluke	34%	66%	39%	61%	34%	66%
Warden*	49%	51%	33%	67%	48%	52%
Wilson Creek*	N/A	N/A	N/A	N/A	60%	40%

Note: N/A means schools are not listed for that grade level in this district, i.e., district doesn't list a middle or elementary school; -- means no data was available for this district for this grade level for this period.

*School district boundaries do not correspond to county borders, so these school districts also serve students in other counties.

**School participated in the Smarter Balanced Field Test in 2013-14. Data shown only reflect students tested in the MSP. Data may not reflect results for the entire district. SOURCE: Washington State Office of the Superintendent of Public Instruction (OSPI).

Table 37. Measurements of Student Progress (MSP) for Yakima County 3rd and 8th graders						
2012-13 Measurement of Student Progress 3rd Grade *Reading and Math*					2013-14 Measurement of Student Progress 8th Grade *Science*	
District	3rd Grade Reading Met Standard	3rd Grade Reading Not Meeting Standard	3rd Grade Math Met Standard	3rd Grade Math Not Meeting Standard	8th Grade Science Met Standard	8th Grade Science Not Meeting Standard
Bickleton	--	--	--	--	N/A	N/A
East Valley	**75%**	25%	**67%**	33%	**53%**	47%
Grandview	**58%**	42%	**52%**	48%	39%	**61%**
Granger	**57%**	43%	**57%**	43%	44%	**56%**
Highland	**68%**	32%	**64%**	36%	**53%**	47%
Mabton	**71%**	29%	**64%**	36%	32%	**68%**
Mount Adams	36%	**64%**	27%	**73%**	13%	**87%**
Naches Valley	**77%**	23%	**67%**	33%	**56%**	44%
Selah	**73%**	27%	**62%**	38%	**66%**	34%
Sunnyside	**55%**	45%	49%	51%	31%	**69%**
Toppenish	**50%**	**50%**	35%	**65%**	22%	**78%**
Union Gap	**53%**	47%	**59%**	41%	**58%**	42%
Wapato	49%	**51%**	38%	**62%**	27%	**73%**
West Valley	**81%**	19%	**74%**	26%	**58%**	42%
Yakima	**54%**	46%	42%	**58%**	43%	**57%**
Zillah	**63%**	37%	**56%**	44%	**62%**	38%
Note: N/A means schools are not listed for that grade level in this district, i.e., district doesn't list a middle or elementary school; -- means no data was available for this district for this grade level for this period. ***School participated in the Smarter Balanced Field Test in 2013-14. Data shown only reflect students tested in the MSP. Data may not reflect results for the entire district. SOURCE: Washington State Office of the Superintendent of Public Instruction (OSPI).*						

AT RISK YOUTH

Unsupervised children

The Washington KIDS COUNT Data Center shows teens in Grant and Yakima Counties are around twice as likely "not to be in school AND not to be working" than the state average.[31]

Table 38. Youth Not in School AND Not Working				
Location	**2005 - 2007**	**2006 - 2008**	**2007 - 2009**	**2008 - 2010**
Washington	7.8%	7.7%	8.3%	8.3%
Grant	12.6%	*12.1%	15.1%	*17.5%
Yakima	13.4%	15.5%	15.1%	16.0%

Total juvenile arrests

According to the Washington State *Juvenile Justice Annual Report 2012,* Washington State's juvenile arrest rate per 1,000 in 2011 was 33. All three of OIC's service counties experienced a higher juvenile arrest rate, with Adams County ranking first in the state at over twice the state arrest rate:

Table 39. Juvenile Arrest Rates			
Description	**Adams**	**Grant**	**Yakima**
Arrest rate per 1,000 in 2011 (under age 18; violent crime, property crime, drug and alcohol crime and vandalism)	70.5	40.2	36.5
State rank by rate of juvenile arrests, 2011	1st	18th	21st
% of juvenile arrests by race -- Black	1.6	4.3	3.2
% of juvenile arrests by race – White	97.9%	91.9%	89.2%
% of juvenile arrests by race – Native American	0.0%	3.5%	7.1%
% of juvenile arrests by race – Asian	0.5%	0.2%	0.5%
Note: Race proportions include persons of Hispanic origin. Persons of Hispanic origin can be of any race; however, typically this data includes persons of Hispanic origin in the White data category.			

An interview with Juan Garza, Administrator of Adams County Juvenile Court, noted that in Adams County, much progress has been made addressing gang involvement in the county since 2010. The Adams County Sheriff's office also stated that the gang problem is mostly concentrated in the Othello area and in the county, is presently minimal. The Juvenile Court Administrator identified the most pressing problems for youth as follows:

1. Alcohol and drug abuse
2. Co-occurring disorders (mental health/chemical dependency)
3. Long wait times to get into chemical dependency treatment (while waiting for admission to a treatment program, youth re-offend, and end up in Juvenile Rehabilitation Administration (JRA) custody instead of in chemical dependency treatment)
4. Due to the rules regarding payment for mental health treatment, youth with chemical dependency can be referred outside the Spokane Regional Support Network (RSN), which serves Grant and Adams Counties, but not youth with mental health/co-occurring disorders.

Gang involvement

The Grant County Sheriff's office provided the following data regarding violent gang related calls:

OIC Administration reviewed the *2012 Yakima County Gang Assessment,* developed by the Yakima County Gang Commission.

Table 40. Gang Related Calls, Grant County Sheriff's Office						
	2009	2010	2011	2012	2013	2014
Total Weapons offenses	29	73	34	28	37	33
Homicide	1	4	4	2	1	2
Assault with firearm	4	11	26	11	25	24
Assault with knife	3	0	2	6	5	1
Assault with other weapon(s)	4	5	3	10	2	3
Robbery	1	2	1	1	4	3
All inclusive calls for service, gang related	344	633	540	475	259	253
County-wide monthly average of gang related service calls	28.6 per month	52.7 per month	45.0 per month	39.5 per month	21.5 per month	21.0 per month

This assessment included a review of community demographic and perception data, law enforcement data, and student/educational data for the presence of various risk factors as identified by the US Office of Juvenile Justice, Juvenile Delinquency Prevention (OJJDP) Gang Model. A total of 49 risk factors were defined; the *OJJDP Model Guide* states the greater the number of risk factors experienced by youth, the greater likelihood of gang involvement.

Of the four (4) key findings in the report, OIC focused on the following three (3) findings, which aligned with the Agency mission:

1. Yakima County has an environment that contains multiple risk factors for gang involvement including a culture of poverty which is magnified by single parenting, low adult educational attainment, and high seasonal unemployment rates.
2. Yakima County has a high rate of at-risk youth with multiple risk factors for gang involvement including higher rates of school failure, a high teen birth rate, suicide and suicide attempts, depression, illegal drug use, alcohol use, and low neighborhood attachment. Students also report feeling less safe in school.
3. Yakima County contains a multitude of micro cultures among segments of the population as illustrated by the wide disparities in race and ethnicity, income, crime, and educational attainment. This is further evidenced by undercurrents of conflict related to those differences as demonstrated in the survey responses.
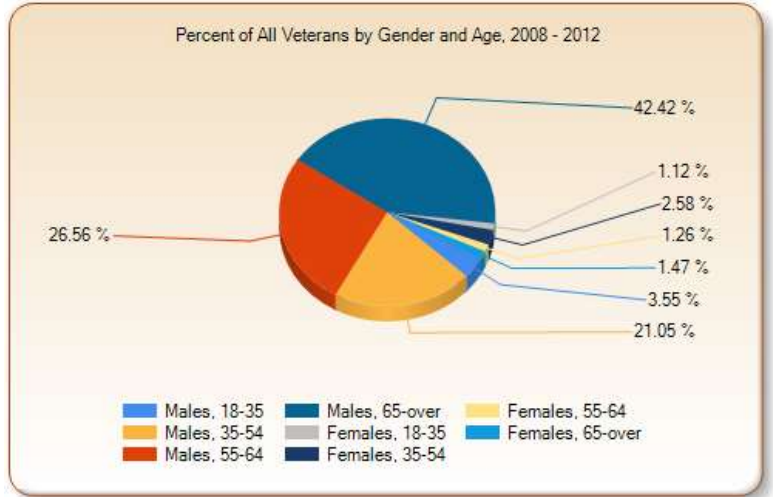
VETERANS

Population

According to the Yakima County Veterans Program, the county is home to approximately 15,694 Veterans. The US Census estimates the veteran population in Adams County to be around 900 - 816 of whom have no service-connected disability rating. In Grant County, it is estimated that there is a veteran population of about 5,994 – 5,277 of whom have no service-connected disability rating.

Age and Gender Demographics

Table 41 shows the numbers of veterans living in the 3-county report area. In the adult population, the greatest percentage (9.73%) of veterans live in Grant County, while Adams County has the smallest percentage of Veterans (7.43%). 8.87% of the adult population in the report area are veterans, which is less than the national average of 9.34%.

Percent of All Veterans by Gender and Age, 2008 - 2012

| Table 41. Age and Gender Demographics of Veterans, 2008 - 2012						
Geographic Area	**Veterans**			**% of Population over 18 by Gender**		
	Total	**Males**	**Females**	**Total**	**Males**	**Females**
Adams	901	840	61	7.43	13.78	1.01
Grant	5,994	5,723	271	9.73	18.28	0.89
Yakima	14,617	13,568	1,049	8.65	16.21	1.23
Report Area	21,512	20,131	1,381	8.87	16.62	1.14
Washington	594,914	544,503	50,411	11.64	21.72	1.94
USA	21,853,912	20,306,044	1,547,868	9.34	17.94	1.28
Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013. *The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.*						

Housing

The U.S. Department of Housing and Urban Development (HUD) estimates that 57,849 veterans are homeless on any given night.

Educational Attainment

Table 42 shows the distribution of educational attainment levels for military veterans in the 3-county region. Educational attainment is calculated for persons over 25, and is an average for the period from 2007 to 2011.
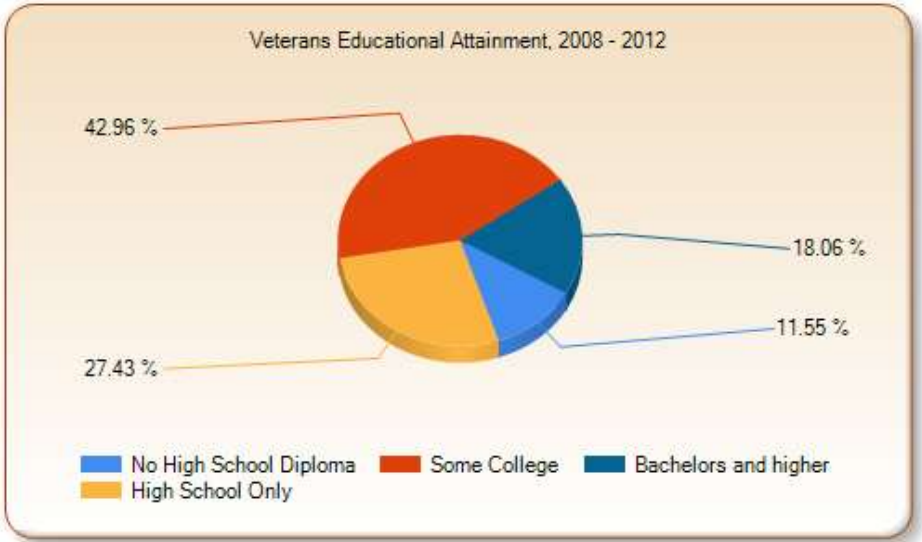
Table 42. Educational Attainment by Veteran Status, 2008 - 2012				
Geographic Area	% No Diploma	% High School Diploma	% Some College	% Bachelors or Higher
Adams	7.33	36.40	37.29	18.98
Grant	8.79	30.05	44.63	16.53
Yakima	12.95	25.79	42.62	18.64
Report Area	11.55	27.43	42.96	18.06
Washington	5.08	23.59	42.34	28.98
USA	8.06	29.64	36.22	26.08

Source: U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.
The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Needs of Veterans

The Yakima County Veterans Program outlines these statistics for veterans on their website:

- 64% of younger veterans have deployed more than once
- 22 veteran suicides per day in the US
- 25% - 40% of new veterans have experienced Post Traumatic Stress Disorder and Traumatic Brain Injury
- About 15% of veterans are women

According to Melissa Winona, Program Manager of the *Supportive Services for Veterans Families (SSVF)* office in Yakima (operated by Blue Mountain Action Council through a partnership with OIC), adjustment from military to civilian life can be difficult for multiple reasons. While working with veterans, some of the common factors that bring them to seek help include mental health, substance abuse, service related injuries, lack of education or skills employable in a civilian community, and limited or no support from friends/family/community networks. When veterans request assistance it can be anything from rental assistance to warm gloves. The most common requests are:

1. Rental assistance
2. Help moving into housing (deposits/first month's rent)
3. Employment
4. Employment support services
5. Utility assistance (power, water/sewer/garbage)
6. Phone minutes
7. Furniture (especially beds)
8. Car insurance
9. Driver's license renewal
10. Court fines/fees
11. Child support adjustments
12. Food
13. Clothing
14. General household goods for cleaning and hygiene
15. Gas
16. Car repairs
17. Bus passes

OIC STAFF SURVEY

Employees of OIC were provided opportunity to complete a survey to provide their unique input to the community needs assessment. Many of these employees deal directly with clients and have a real-time perspective of the barriers and challenges low-income people face when attempting to make changes.

Methodology: Of approximately 100 employees, 28 responded to the survey, which was sent via a Survey Monkey link in an email to all staff.

Respondents: Approximately half of the respondents indicated they work directly with clients, while the rest work either in indirect program support or an agency leadership role (i.e.; administrative assistants, maintenance, information technology, fiscal, or manager, director or administrator). The largest numbers of respondents stated they work to help clients obtain better job skills or options, wages or benefits; help clients obtain basic services (food, weatherization, heat bill assistance, money management skills, access to other supports); and/or attain education credentials such as a GED.

How staff see the Agency: More than ¾ of employees either agree (57%) or strongly agree (29%) with the statement: "Overall, OIC of Washington is making a difference for low-income people who want to achieve self-sufficiency."

Staff was about equally divided on the following question, with 35% strongly disagreeing with the statement, "Overall, OIC is a 'poverty maintenance,' rather than an 'anti-poverty' focused agency,"--35% neither disagreeing nor agreeing, and 28% either agreeing or strongly agreeing with the statement.

How staff perceive client barriers: Just under ¾ of staff (71%) named "lack of motivation or incentives (easier/better to just stay as is) as the number one challenge program participants must overcome to become self-sufficient; followed by lack of educational attainment and inadequate skills for a particular job or career (tied at 64%).

Language and cultural barriers were named by almost 2/3 of respondents as the next biggest challenge, who indicated a need for English as a Second Language classes for monolingual Spanish speaking participants. Language and cultural barriers was followed by lack of employment supports such as transportation, child care, etc. There were a few staff comments suggesting that on-site child care might better support participants.

Service needs and gaps: Staff commented about the lack of family wage jobs in Yakima in particular, and the local priorities (such as municipalities being willing to spend millions to attract tourism but not thousands to support after-school facilities, for example) and the need for advocacy on behalf of these populations, who often lack a voice at the level of this type of decision-making. Several comments indicated a need for additional training opportunities for participants, as well as training in a variety of formats, such as on-demand or online. Finally, staff expressed a bit of frustration with the amount of paperwork, documentation and computer input required, as well as a need for additional information about community resources so they could refer participants or non-eligible people to other local services.

How staff see their role at OIC:

Table 43. OIC Employee Survey			
"As an employee of OIC, overall, I understand the mission and purpose of the Agency, and I am clear about my role in achieving that mission."	Responses (%)	"As an employee of OIC, I understand the goals of my department, and I am given what I need to get the job done."	Responses (%)
Strongly disagree	0%	Strongly disagree	7.14%
Disagree	3.57%	Disagree	17.86%
Neither disagree nor agree	7.14%	Neither disagree nor agree	7.14%
Agree	39.29%	Agree	35.71%
Strongly agree	50%	Strongly agree	32.14%

PARTNER DATA

All community action agencies, such as OIC work with other public and private organizations to expand service opportunities for individuals or families, and/or to achieve community improvement outcomes. Partners are from all sectors, including faith-based, government, for-profit, school districts, and more (please see *OIC Partner Data Table*).

OIC of Washington and partners tailor their strategies to the needs of each community to:

- expand service opportunities for low-income individuals and families, including routine service referrals and follow up contacts
- coordinate referral and exchange of program participants
- advocate for expanded services or community opportunities for low-income people
- promote individual or community economic development and/or infrastructure investment

Table 44. OIC Partner Data 2014	
Type of Partner	# Partners
Nonprofit	80
Faith-based	54
Local Government	34
State Government	37
Federal Government	13
For-profit Business or Corporation	140
Consortiums/Collaborations	25
Housing Consortiums/Collaborations	14
School Districts	40
Institutions of post-secondary education	38
Financial/Banking institutions	12
Health Services	17
Statewide Associations/collaborations	11
TOTALS	**515**

Part of tailoring strategies to the needs of communities includes identifying needs. In addition to OIC's gratitude to the many data sources referenced throughout this report, special thanks to Lee Murdock of the Yakima County Human Services Department are in order for sharing her tremendous expertise, as well as to People for People for the following:

Washington Information Network (WIN) 2-1-1

OIC participates in the Washington State 2-1-1 information network, both maintaining listings of its programs and services, and referring clients to other agencies listed. People for People administers this program for Adams, Grant and Yakima Counties. WIN 2-1-1 info, accessed online in February 2014, covers Eastern Washington (Greater Columbia region), which includes Adams, Asotin, Benton, Cowlitz, Chelan, Columbia, Douglas, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Wahkiakum, Walla Walla, Whitman, and Yakima Counties.

Table 45. Top 10 requested community resources mentioned by 2-1-1- callers, 2009-2011			
Rank	2011	2010	2009
1	**Misc. community resources**	**Misc. community resources**	**Misc. community resources**
2	**Utility bill help**	Legal counseling	Legal counseling
3	**Housing concerns**	**Housing concerns**	**Utility bill payment help**
4	Transportation requests	Physical Health Care	**Housing concerns**
5	Holiday assistance	**Utility bill payment help**	Physical health care
6	Rent payment help	Rent payment help	Rent payment assistance
7	Government assistance	Government assistance	Tax preparation help
8	Legal counseling	**Food requests**	Government assistance
9	Physical health care	Tax EITC or VITA	Transportation requests
10	**Food requests**	Transportation	**Food Requests**

TRANSPORTATION

The Yakima Valley Conference of Governments (YVCOG) *Coordinated Public Transit Human Services Transportation Plan 2014* and the *QUADCO Coordinated Public Transportation Human Services Transportation Plan2014* recently assessed the transportation needs and resources of special needs populations as well as the general public in Yakima and Adams, Grant, Kittitas, Lincoln Counties, respectively.

Grant and Yakima Counties are among the largest in the state in terms of land area. This creates additional challenges for people trying to get from place to place, especially low-income and special needs people trying to obtain an education, employment credential or a job. Surveys conducted as part of the above-mentioned reports indicated the following:

Table 46. Reasons for using transportation services			
Rank (highest to lowest % of responses)	Adams County	Grant County	Yakima County
1.	Don't have an available car	Don't have an available car	Lack of running car
2.	Disability	Use public transit by choice	Disability
3.	Older adult and don't drive	Disability	Lack of driver's license
4.	Use public transit by choice	Can't afford to drive	Lack of auto insurance
5.	Can't afford to drive	Older adult and don't drive	Can't afford to drive
SOURCE: Yakima Valley Conference of Governments (YVCOG) *Coordinated Public Transit Human Services Transportation Plan 2014* and *QUADCO Coordinated Public Transportation Human Services Transportation Plan2014*			

The same reports indicated survey responses regarding the question, "Transportation is needed for the following" showed more than 1/3 of respondents in Adams and Grant Counties, and over ¼ of respondents in Yakima county utilized transportation services to get to work:

Common destinations	Adams	Grant	Yakima
Employment	36.36%	38.25%	28.7%

Regarding common destinations, in Grant County, it should be noted that 19% of respondents stated they needed transportation for school and/or training, and in Yakima County, 25% of survey respondents named Food Bank.

Both of the reports highlighted opportunities to increase community awareness of transportation services available to low-income and special needs populations.

In Adams, Grant and Yakima Counties, OIC of Washington programs may provide the following transportation supportive services (depending upon program regulations, client eligibility requirements and funding availability):

- Gas vouchers
- Bus passes
- Referrals to transportation providers, such as People for People
- Driver's license (initial test fee)
- Minor mechanical (battery replacement, fix a flat tire, etc.)
- Group transportation to job fairs, college-to-career field trips, etc.

SURVEY DATA

CLIENT SURVEYS

In December 2014, OIC distributed more than 2,000 paper surveys (in English and Spanish) to clients in its Youth (WIA 1-B, Yakima Music en Acción & YouthBuild), Yakima Energy Assistance, Yakima Food Bank, Adams and Grant County Prosperity Center and Southeast Yakima Community Center programs. Clients were asked to categorize themselves as *youth, seniors, veterans*, or *none of the above.* They were also asked if they had a disability, and if so, to describe it. They categorized their toughest barriers to self-sufficiency as first most challenging; second most challenging and third most challenging; and finally, they rated their level of customer satisfaction with OIC services.

Overall results were as follows: of 505 respondents, 144 or 29% identified themselves as disabled; another 29% identified as none of the above (neither youth, senior, veteran nor disabled). Of the respondents, 7% were senior citizens, 6% were under age 24 and 1% identified themselves as veterans. Regarding their toughest barrier to self-sufficiency, lack of education was named the most, followed by limited English skills and then lack of work. Lack of work was the top answer to the question of what represents the second-biggest challenge to self-sufficiency. Difficulty handling money had the most responses as the 3rd biggest challenge to self-sufficiency.

OIC Energy Assistance, Yakima, Serving Yakima County
In December 2014, OIC conducted a paper survey in English and Spanish of its Yakima Energy Assistance program-- 523 paper surveys were made available for a "Week-In-Time;" 90 (17%) were returned.

Table 47. Client Response, Week-in-Time Survey, December 2014			
Respondents (number)	**Most named barrier to self-sufficiency**	**2nd most named barrier to self-sufficiency**	**3rd most named barrier to self-sufficiency**
27 Spanish respondents	Lack of high school diploma or GED	Limited English Skills	Lack of work experience or job skills
63 English respondents	Lack of high school diploma or GED	Lack of housing, food, electricity or heat	Lack of work experience or job skills

OIC Food Bank, Yakima, Serving the City of Yakima
OIC of Washington conducted a paper "Week-in-Time" survey of its Yakima Food Bank clients between December 3 and December 9, 2014 in English and Spanish. The Food Bank is open 10 a.m. to 2 p.m. on Tuesday, Wednesday and Thursday. Typically, around 400 people come through each of those days. Of 1,200 paper surveys available for clients to complete (480 English and 720 Spanish), a total of 179 surveys (15%) were returned.

Table 48. Food Bank Client Response, Week-in-Time Survey, December 2014			
Respondents (number)	**Most named barrier to self-sufficiency**	**2nd most named barrier to self-sufficiency**	**3rd most named barrier to self-sufficiency**
12 Youth	Lack of work experience or job skills	Lack of housing	Lack of high school diploma or GED
5 Youth (Spanish)	Lack of high school diploma or GED	Limited English skills	
9 Veterans (2 indicated they were seniors and had a disability; 3 younger than 55 also indicated a disability)	Can't handle money	--	--
60 Not a youth, senior or veteran (23 of whom did indicate a disability)	Lack of transportation or driver's license	Lack of highs school diploma or GED	Lack of housing
Disabled (48 total)	Lack of education	Tie for #1: Lack of housing	Lack of transportation or driver's license

Southeast Yakima Community Center
OIC of Washington operates the Southeast Yakima Community Center under contract with the City of Yakima. The Center and a cadre of volunteers and Agency partners provide a variety of program, including after-school tutoring, supervision, recreation, and summer jobs for at-risk youth, meals and socialization for low-income seniors and other programs. An annual Christmas Meal and gift giveaway attracts literally thousands of low-income individuals, adults and children, and the present they receive at the dinner is for many the only one they will receive. A survey was conducted during the 2014 Christmas meal to help identify barriers and needs—1,239 surveys were distributed, 138 were returned. Respondents identified themselves as follows: 11 were youth, 2 retired, 0 veterans, 40 neither seniors, youth, nor veterans; 56 have a disability.   Lack of education was the top barrier, (named by 30) respondents, followed by lack of work (21 respondents categorized this as their number one barrier to self-sufficiency, and lack of transportation was named by 20 respondents as their number one barrier to self-sufficiency. The number one answer for the second most challenging area was lack of work, and the top answer for the third most challenging barrier was inability to handle money. Of the 138 surveys returned, 3 respondents said they either have a GED or are working to get it, 1 said the question was not applicable; 22 are not pursuing a GED at this time (English speaking); 4 are not pursuing a GED at this time (Spanish speaking) and the other108 didn't answer the question.

After-school youth orchestra program:
In December 2014, OIC surveyed the parents of its Yakima Music en Acción (YAMA) program by distributing 55 paper surveys (50 in Spanish and 5 in English). Ten Spanish surveys were returned; 1 English survey. Limited English Skills was the most named barrier to self-sufficiency for the Spanish clients; followed by lack of child care and a tie between lack of a high school diploma or GED and lack of transportation or a driver's license.

Youth education and employment programs:
OIC conducted a paper "Week-in-Time" survey of its WIA 1-B Youth and YouthBuild employment training and education programs in December 2014. Of 105 surveys distributed (105 English/5 Spanish), 47% (49 surveys) were returned. The most named barriers are broken down as follows:

Table 49. YouthBuild and Workforce Investment Act (WIA) 1-B Youth Programs			
Respondents (number)	**Most named barrier to self-sufficiency**	**2nd most named barrier to self-sufficiency**	**3rd most named barrier to self-sufficiency**
Youth Total (49)	Lack of high school diploma or GED (25)	Lack of transportation or driver's license	Lack of work experience or job skills
Physical Disability (20%)	Lack of work experience or job skills	Lack of high school diploma or GED (tie with #3)	Lack of transportation or a driver's license
Mental Disability (17.5%)	Tie with #2 & 3 Lack of work experience or job skills	Lack of high school diploma or GED	Lack of transportation or a driver's license
No disability	Lack of high school diploma or GED	Lack of work experience or job skills	Don't know how to handle money

COMMUNITY RESOURCES

Helping individuals and families become self-sufficient is about many things. It may mean education or an employment skills credential to help a client get a job, or obtaining a bus pass to get to college classes, or locating affordable child care services for a working parent. It may mean learning how to manage finances or lower the home energy bill through conservation activities. It may also mean the administration of a nonprofit partnering with government or funding sources to bring new programs or services to a community; or engaging leadership from a variety of sectors to collaborate to solve a community problem.

OIC of Washington programs help people trying to move up, (High School Equivalency/Credit Retrieval; employment training; budgeting and first-time homebuyer classes) as well as those trying to stay afloat (home energy bill assistance, food bank, weatherization). Effective planning requires an analysis of both community needs and resources, including:

COMMUNITY LEADERSHIP

A key trend is the number of long-term area CEO's who have recently retired or are planning to retire soon. These local experts represent all sectors—employment and training programs, hospitals and health systems, school districts and post-secondary education, government, the arts, early childhood education, social services, Boards of Directors, and even funding sources. This is not unique to the OIC service area; according to a Jan. 15, 2015 story on Northwest Public Radio,[32] roughly 10,000 people reach retirement age every day in the US, and losing numbers of veteran workers over short periods of time can be a challenge to even the biggest companies. Potential impacts for community action include loss of connections between the Agency and government, other providers, and foundations; decades of expertise with particular programs no longer available; lack of familiarity with the regulations, requirements, program, clientele; and difficulties locating qualified replacements. As an agency, OIC conducted a review of its key positions in 2011 and determined several long-term employees were within a few years of retirement. A leadership training program/transition plan was implemented to address this. However, it is unclear what the impact of the many community transitions will be over the long-term for the service area as a whole.

AGENCIES AND GOVERNMENT

Many government and nonprofit entities have struggled since 9-1-1, even before the Recession. Some have had to cut programs, reduce services, and/or lay off staff; others have failed to keep their doors open at all. Still others have aligned their agencies with larger corporate entities headquartered outside the service area. Increasing regulations and decreasing funding have led to tighter budgets and agencies trying to do more with less. Long-term providers have lost grants even after they have operated them for decades. In other cases, competition between entities for community funding has replaced collaboration, causing dollars to be pulled by funding sources and awarded to other communities.

WORKFORCE DEVELOPMENT

Washington has 12 regional Workforce Development Councils that help ensure workers are trained to fill jobs in local areas and lay the groundwork for further business and job growth.

Economic Development Councils/Associate Development Organizations help businesses by holding seminars and workshops, providing one-on-one counseling, hosting networking events and providing demographics and other valuable information.

Located throughout Washington, Small Business Development centers promote economic vitality by providing advice, training and research to entrepreneurs and existing businesses statewide.

Table 50. Workforce, Economic and Small Business Development Resources			
County	Workforce Development	Economic Development	Small Business Development
Adams	North Central Workforce Development Council 234 North Mission Avenue, Wenatchee Web: www.skillsource.org	Adams County Economic Development Council 425 E Main Street, Othello Web: www.growadamscounty.com	Small Business Development Center Co-located at Grant County EDC 6594 Patton Boulevard NE, Moses Lake
Grant	North Central Washington Workforce Development Council As above	Grant County EDC 6594 Patton Boulevard NE, Moses Lake Web: www.grantedc.com	Small Business Development Center Co-located at Grant County EDC As above
Yakima	South Central Washington Workforce Council 120 South Third Street #200A, Yakima Web: www.co.yakima.wa.us/e&t	Yakima County Development Assn. EDC 10 North 9th St., Yakima Web: www.ycda.com	Small Business Development Center 10 N. 9th St., Yakima
SOURCE: Washington Workforce Development News, Workforce Training & Education Coordinating Board, December 10, 2014 email			

EMPLOYMENT SKILLS TRAINING

Current OIC employment training partnerships provide access to training and certification for enhanced job skills:

Table 51. OIC of Washington Job Training Partnerships 2014 – ADAMS & GRANT COUNTIES			
County	Occupation	Training Provider	Leading to credential
Adams	Forklift	Columbia Colstor	Certificate
Grant	Bilingual Medical Terminology and Bilingual Office Procedures	Accurate Language Systems (Via Web TV from Wenatchee, WA)	Certificate
Grant	Business Management	SkillSource	Certificate of completion -Technology and Computer classes
Grant	Flagger	Big Bend Community College	Certificate
Grant	CDL	Big Bend Community College	Class A
Grant	In-Home Care Provider	The Cambridge	Certificate
Grant	Nursing Assistant	Big Bend Community College	NA-R, NA-C
Grant	Nursing Assistant	Columbia Crest	NA-R, NA-C
Grant	Nursing Assistant – FAST TRACK	Wenatchee Valley College	NA-R, NA-C

Table 52. OIC of Washington Job Training Partnerships 2014 – YAKIMA COUNTY		
Occupation	**Training Provider**	**Leading to credential**
Barber	Elite Cosmetology	Barber License
Bilingual Medical Terminology	Accurate Language Inc.	Bilingual Medical Terminology Certificate
CDL	H & R Elite Training	CDL class A and B
Childcare Workers, NAC, NAR	Yakima Health District	Food Handler Card
Childcare Workers	Susan Cox's STARS	STARS training
Childcare Workers	Marina Sanchez	STARS training
Childcare workers, Homecare Providers, Truck Drivers	OIC , Jeff Robison	First Aid & CPR
Continuing Education with Childcare	Marina's Educational Services	STARS and continuing education
Electrician	Perry Technical Institute	Electrical Technician
Forklift Driver Certification	OIC of Washington/Juanita Serrano	Forklift Safety Certification Card
Forklift Certification	GMC Training Institute	Forklift Certification
Insurance Agent	Cervantes Insurance Services	Casualty and Life Insurance License
Mechanic	Perry Technical Institute	Automotive Service Tech.
NAC & NAR	Yakima Valley School	NAR, NAR, First Aid/CPR, HIV/Blood Borne Pathogens,
Nursing Assistant	Aging and Long Term Care of Eastern WA	NAR, NAC, First Aid/CPR, Nurse Delegation for Nursing Assistants, Nurse Delegation with special focus Diabetes, HIV/Blood Borne Pathogens, Long term worker Dementia Specialty Training, Long Term worker Mental Health Training
Specialty Training for NAC	Sparrow Mobile Training	Delegation for Nursing Assistants, Nurse Delegation with special focus Diabetes, Long term worker Dementia Specialty Training, Long Term worker Mental Health Training, HIV Training
Tax Preparer	Liberty Tax	Tax Preparation
Truck Driver	Independent Truck Driving	Class A CDL
Truck Driver	Central Valley	Class A CDL, Class B CDL
Truck Driver	H & R Elite	Class A CDL, Class B CDL
Truck Driver	GMC Training Institute	Class A CDL, Class B CDL
Truck Driver	Elite Truck Driving Academy	Class A CDL, Class B CDL
Truck Driver	C&H Trucking Academy	Class A CDL, Class B CDL

APPRENTICESHIP PROGRAMS

An interview with Michael Thurman, Washington State Dept. of Labor & Industries Apprenticeship Consultant, Central Washington Region 5, noted some of the challenges for people seeking apprenticeships in Grant and Yakima Counties (Region 5)—including:

- About 95% of apprenticeships require a High School diploma or equivalent
- For construction apprenticeships, most require the participant to be at least 18 years of age
- Many statewide apprenticeship programs do not have participating host employers in Grant, Adams or Yakima counties, and if they do, they are most likely located near the major cities or the larger population centers, which means the potential apprentice would most likely need to relocate
- Some apprenticeships require the participant to apply for and get the job first, and then apply to the employer to participate in the apprenticeships
- Apprentices may need to travel to get to jobs that are part of apprenticeship programs, but some programs will reimburse for some of the travel
- There is a shortage of participating employers in the apprenticeship program, particularly in Region 5

LOCAL JOBS

OIC researched the top employers in Adams, Grant and Yakima Counties, contacted them and asked for the email address of someone who might want to provide feedback about their company's need for workers. Next, a link to a Survey Monkey online survey was emailed to them. Due to a low completion rate, it was sent again 1 month later. The final, total response was small—2% of those emailed, but included representation from food processing, government, faith-based nonprofit and private industry. Even with the low completion rate, there were some commonalities:

1. All respondents represented agencies with large workforce needs in Yakima County.

2. 75% of the respondents were aware that OIC is a private, nonprofit community action agency operating programs throughout Washington state to help low-income people become more self-sufficient.

3. All respondents said one of their biggest challenges to finding/keeping qualified applicants to open positions in their company included "Deficits in 'soft skills' (punctuality, attitude, reliability, integrity, honesty, willingness to learn)"

4. 75% said if they could design a training program tailored to equip applicants or new hires to be successful in their company, the area they would most want to emphasize would be job skills for a specific job title or position.

5. 75% said they would consider hiring an OIC of Washington employment and training or other program graduate.

HOUSING

Home Ownership

In addition to various lenders, state and federal entities, local resources include Habitat for Humanity and Catholic Family and Child Services. The City of Yakima, which provided down payment assistance and first-time homebuyers programs, currently does not having funding for those programs. The USDA Rural Development program, operated by Washington state, offers home loans outside the city of Yakima limits and also has a farm labor housing program; and the Yakima Association of Realtors is one of several entities offering multi-session first-time homebuyers classes.

Homelessness

A variety of programs and services address homelessness, some examples: emergency housing (Union Gospel Mission, Calvary Rescue Mission – men only, Rod's House, Homeless Network of Yakima County, YWCA – domestic violence shelter, Yakima County Veterans Program, and Supportive Services for Veterans Programs); and transitional housing (Catholic Family and Child Services, Comprehensive, Next Step Housing, Oxford Houses of Washington, and Providence House of Yakima), as well as subsidized housing via Yakima Housing Authority's Section 8, veterans, and family housing projects. In the Lower Yakima Valley, Northwest Community Action Center offers emergency assistance to families who are homeless or who are in jeopardy of becoming homeless. Funds are available for rental and shelter assistance in Toppenish, Wapato, White Swan, Harrah, Granger, Zillah or Buena. Based on available funding, resources are also available to assist with first month's rent, deposits or past due rent when at risk of becoming evicted. Assistance is provided to families, elderly and disabled individuals who meet income requirements. Emergency shelter for families, elderly, and disabled individuals is provided through local motels for up to five nights.

Housing Foreclosure/Mediation Services

In Adams and Grant Counties, low-income or struggling homeowners either in-foreclosure or nearing foreclosure seek assistance from the OIC Prosperity Center with the foreclosure process and/or assisting with mediation to keep the client in their homes with a refinance or loan modification. In addition to the one-on-one counseling, financial education workshops are conducted throughout the year to assist clients with their budgeting/money management skills. In 2014, 66 (5 per month on average) clients were assisted with foreclosure prevention in Grant/Adams Counties.   Many times the Local Planning Area(LPA) —consisting of DSHS, Employment Security, People-for-People, Big Bend Community College, and Serve Moses Lake (Churches) is involved in assisting a foreclosure client by assisting with State Assistance for cash/food benefits, work retraining, acquiring jobs, clothing needed for jobs, any mental health issues. The LPA is continuously cross referring clients that need a multitude of services. OIC specifically works with the lenders, budgets and financial side of the client's needs while referring to the other agencies for the above services. Other local providers of mortgage/delinquency prevention assistance in the service area include Catholic Charities Housing Services, Northwest Justice Project, and The Dispute Resolution Center of Yakima.

TRANSPORTATION

While transportation providers identified a variety of services available in each county, they also noted an opportunity to increase community awareness of the scope and variety of services available to low-income and special needs groups. OIC staff could be a key resource in educating these groups about resources.
In addition, van pools may be an option for groups of clients needing transportation to a specific employer. This depends upon number of interested individuals, ability to pay the fee(s), and availability of vans and vanpool

programs. For example, in Yakima County, Yakima Transit operates a vanpool program that is 100% cost recovery. Yakima Transit provides the vehicle, insurance, fuel, and maintenance under a monthly-plus-miles-used fee. Due to inflation and other factors, the cost of this service has increased about 30% since 2012.

CHILD CARE FOR WORKING PARENTS:

According to *ChildCare Aware of Washington,* in most parts of the state, the number of child care providers and the total capacity for children in care has dropped over the past few years, as noted below:

Table 53. Child Care availability 2008 - 2012				
County	Number of child care providers 2008	Capacity for children 2008	Number of childcare providers 2012	Capacity for children 2012
Adams	53	835	43	650
Grant	207	2,733	165	2,667
Yakima	566	9,707	453	8,790
SOURCE: ChildCare Aware of Washington, County Profiles, Spring 2013				

Working parents in the OIC service area must not only deal with the cost of child care, but also with the lack of sick care for children, as well as a shortage of child care options for parents working nights, evenings (such as swing shift) or part-time.

Adams, Grant and Yakima Counties have a variety of state and federally-funded early childhood development programs operating free half-day preschool programs for low—income children, migrant children, and tribal children.

OIC of Washington provides after school programs for children at two of the City of Yakima's most needy neighborhoods—Southeast Yakima and North Central Yakima. These programs serve youth ages 5 to 17.

Costs of private child care are highlighted below:

Table 54.	Median Monthly Cost Comparison of Child Care by County and Washington State							
		Washington State		Adams County		Grant County		Yakima County	
Age Group	Type	2011 Rate	2013 Rate	2011 Rate	2013 Rate	2011 Rate	2013 Rate	2011 Rate	2013 Rate
Infant	Family childcare home	$702	$758	$542	$572	$542	$563	$556	$568
Infant	Licensed Center	$910	$953	$650	N.A.	$628	$628	$624	$672
Toddler	Family childcare home	$650	$715	$520	$563	$498	$542	$483	$542
Toddler	Licensed Center	$763	$802	$607	$607	$542	$585	$521	$555
Preschool	Family childcare home	$585	$637	$477	$498	$477	$509	$432	$442
Preschool	Licensed Center	$693	$719	$542	$563	$542	$553	$485	$511
School Age	Family childcare home	$305	$381	$217	$273	$217	$260	$216	$221
School Age	Licensed Center	$390	$455	$217	$347	$282	$314	$260	$321

VETERANS

Resources include the Veterans Administration Clinics, Vet Centers, Yakima County Veterans Program, and Supportive Services for Veteran Families (SSVF) programs (Yakima and Grant Counties), to name a few. The array of services includes medical care, housing, education and employment support, counseling and peer interaction, case management and referrals, help with emergency supplies and winter weather gear for the homeless, as well as other services to meet basic needs. There are programs for homeless veterans ready to move into permanent housing. Funding for homelessness prevention and emergency assistance is limited. Eligibility requirements vary.

ANALYSIS OF DATA

SELF-SUFFICIENCY

Diana M. Pearce, PhD, Director of the Center for Women's Welfare at the University of Washington School of Social Work authored *"The Self-Sufficiency Standard for Washington State 2014"* for the Workforce Development Council of Seattle-King County,[33] which calculates how much income a family must earn to meet basic needs. The amount needed varies, of course, by location and by the composition of the family. The standard describes income adequacy (without public or private assistance) for working families covering housing, child care, food, health care, transportation, miscellaneous items, taxes, and emergency savings, as well as the impact of tax credits.

The self-sufficiency standard (what people need to make to live) is significantly higher than the Federal Poverty Level (FPL) guidelines, even though the author admits that the Standard is a "bare bones" measure. In other words, just because someone is over income for the FPL, doesn't mean they are able to make ends meet. The Report highlights that the Self-Sufficiency Standard would be 194% of the FPL for Adams County, 205% of the FPL for Grant County and Yakima Counties.

The report notes the following:

1. The amount needed to be economically self-sufficient varies considerably by geographic location in Washington State. The annual self-sufficiency standard varies from $27,945 to $56,343 statewide.

2. Even as the economy emerges from the Great Recession, many of the longer-term trends continue, particularly stagnating wages…As a result, many find that even with full-time jobs they are unable to stretch their wages to pay for basic necessities…

3. …the gap between income and expenses has continued to widen, as the costs of food, housing, transportation, health care and other essentials have risen—even during the Great Recession, while wages have not.

4. There has been a shifting of risk from corporations and government to individuals over the past several decades. For example, an increasing number of employers have cut or eliminated health coverage, reduced or eliminated pensions, or structured jobs as temporary or contract work.

Per the 2014 Self-Sufficiency Standard, in the OIC service area: 1 adult with 1 infant and 1 preschooler would need to make $19.91 per hour in Adams County, $20.83 per hour in Grant County, and $21.45 in Yakima County to be self-sufficient. (Please see Appendix for detailed tables for each county by family composition).

COMMUNITY NEEDS ASSESSMENT FINDINGS

The Data Analysis Committee reviewed the OIC of Washington mission and the draft report, meeting to discuss and highlight key issues in the service area for further consideration. The Administration of OIC of Washington was briefed on the Data Analysis Committee's work, categorized within the National Performance Indicators, as follows:

NPI Goal	Need	Type of Need	Impact
Goal 1: Low-income people become more self-sufficient	Education and job skills training	Client	Educational attainment, income, employment, housing, poverty
	Technology training (adults) and computer access (youth)	Client	Parenting, youth engagement (adults), education and engagement (youth)
	Life skills training, mentors and examples, including: career and family planning, decision making, money management, personal needs assessment, credit/financing, researching options, problem solving, healthy relating	Client	Educational attainment, employment options, parenting, youth choices
Goal 2: The conditions in which low-income people live are improved	Safe, supervised, academically oriented after-school programs	Client	At-risk youth, working families, communities
	Tuition and other supports (driver's licenses, budgeting classes, better jobs available to support people "moving up")	Client, Organization (funding)	Educational attainment, employment, long-term success
Goal 3: Low-income people own a stake in their community	Parent engagement	Client	Decision-making, outcomes, engagement
	Microenterprise development, including support for Spanish speaking entrepreneurs	Client	Economic development, jobs, possibly services to families in need (such as child care)

Continued….

NPI Goal	Need	Type of Need	Impact
Goal 4: Partnerships among supporters and providers of services to low-income people are achieved	More connections to support workers (i.e., community colleges and apprenticeships to meet employer needs and enhance worker training options; meet with employers—can we train clients to become their best workers?)	Community, Connections and Systems	Workers get training, and jobs; employers get trained workers; programs get students and OJT providers
	Advocacy, oversight and support re: schools and teachers	Organizational/ Connections and Systems	Client and family safety; school accountability
Goal 5: Agencies increase their capacity to achieve results	Community relationship building	Organizational – Community leaders retiring, large employers less locally focused, shortage of grant writers, collaborate to achieve more?	Experience, history, relationships, local focus, community problem solving momentum—future partnerships and solutions?
	Program engagement – to be more attractive than gangs; safety after school, on the way home, off campus, etc.	Organizational	Gang involvement, crime, juvenile arrests, substance abuse, teen pregnancy, cycle of poverty
	Political savvy re: changing demographics	Organizational (workers want to learn Spanish) and Client (want to learn English) Spanish);	Communication, cultural competency, cultural sensitivity, literacy and outreach, Agency relationships, partnerships, community relations, programming

NPI Goal	Need	Type of Need	Impact
	Better PR for communities as place to bring talents and treasures	Awareness	Funding sources, potential new businesses and workers
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments	Child care to support parents; but more than babysitting to help youth academically, developmentally, etc.	Client	• Single HH (female or male) • Two-parent families who can't afford child care • Workers wanting to progress via training or school outside of their jobs
	Parents as advocates, parenting classes to help fill in gaps (what their parents couldn't teach them) so they don't repeat the cycle	Client	Family engagement, youth support, decision-making

Based on this review, the 5 highest priorities to address poverty in the OIC service area were noted as follows:

1. Neighborhood youth at risk need supervised after-school activities and support
2. Low-income working families who want to move up need a safe, supervised place for their kids to go after school
3. Life skills training would increase the chance of success for many low-income people(asset building, money management, decision making, relationship building, citizenship)
4. Low-income people need supports to move up
5. Clients need an advocate to clear pathways to help them get started on their road to self-sufficiency

POTENTIAL POVERTY REDUCTION STRATEGIES/ACTIVITIES

OIC will advocate for services and programs that address the above-mentioned needs and opportunities. This may be accomplished via one or more of the following: additional funding, creating new programs or changing the focus of existing services, increased collaboration and staff training on new/existing community resources, continuing to ensure the highest quality of existing programs.

RECOMMENDATIONS

1. *Review and replicate successful offerings for youth afterschool.*

2. *Engage parents in design and implementation of after-school programs for their children so they also support the parents' on their path to self-sufficiency.*

3. *Offer life-skills and asset building training to clients to support growth and success.*

4. *Provide education, employment training and other supports, including referrals to other providers.*

5. *Implement training to enhance direct line staff knowledge of services, supports, and opportunities available in the community they serve which will assist clients in moving up.*

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APPENDICES

1. **Board input**

   a. Community Needs Assessment Plan

   b. Data Collection

2. **OIC of Washington Client Survey**

   a. English

   b. Spanish

3. **OIC of Washington Employee Survey**

4. **OIC of Washington Employer/Worker Skills Survey**

OIC 2014 Community Needs Assessment

OIC Board of Directors-Community Needs Assessment 2014

1. Board Member responding

Name	
City/Town	
ZIP/Postal Code	

2. Regarding the Tripartite Board requirement for Community Action Agencies such as OIC of Washington, my role in community needs assessment is:

○ As a low-income representative, my input will be a primary source of insight concerning conditions in low-income neighborhoods such as my own, feedback about how to conduct outreach and communication strategies to low-income people, and to help OIC stay responsive to changing community needs and condtions of people trying to attain self-sufficiency.

○ As an elected official representative, I can commission or make available government-sponsored studies of local economic, social, educational or other key conditions affecting poverty, as well as offering other information and perspective.

○ As a community representative from business, labor, religious or other groups, I can offer information from the private sector and access short and long-term resource assessments or development plans that may impact the nature or extent of poverty in the community.

3. What has been your involvement as a Board Member in OIC's planning efforts?

☐ I have been involved in OIC's previous strategic (long-range) planning

☐ I have been involved in past community needs assessment (every three years/mid-range) planning

☐ I have been involved in OIC's annual (short-range) planning process

☐ I have not been involved in OIC plannning in the past

Comments:

4. Please rank the community needs assessment objectives below in order of their importance to you - 1 being most important, 6 being least important. The OIC 2014 Community Needs Assessment should assist me in my role as a Board Member to:

[✓] Identify public policy issues to which OIC should provide input

☑ Understand the full scope of emerging and constant needs of economically insecure residents of the communities OIC serves

☑ Educate the community and its leaders about the needs of low-income people

☑ Choose the role OIC will play in meeting some of the needs and in lowering current and future barriers to economic insecurity for low-income people

☑ Identify partnerships with others in the community that can help OIC fulfill its mission as a Community Action Agency

☑ Demonstrate to the community that OIC has strategically chosen the most important issues to address, alone or with partners, and that it is using its resources most effectively

5. Given that OIC serves one of the largest geographical areas in the state (Adams, Grant and Yakima Counties) as a Community Action Agency, the service area for the community needs assessment should be:

☐ The legally defined service area for which OIC is the designated Community Action Agency--Adams, Grant and Yakima Counties

☐ The current legally designated service area as noted above, plus an additional area of focus. Please name any additional area(s) to assess and give reason(s) below:

OIC's "community" should be defined as:

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6. Thinking about the community you defined, how would you rank the following in order of their importance to help you understand and help OIC be as effective as possible in anti-poverty efforts? (1 being most important, 6 being the least important)

☑ Economic and social conditions affecting families, individuals and neighborhoods

☑ Trends in family conditions that affect employment, safety, security, and well-being of families

☑ How OIC is meeting today's needs

☑ Indicators for how well the OIC Strategic Plan is working

☑ OIC's impact on the community

☑ The degree to which OIC's mission is being achieved

7. In addition to the Board's role in a) reviewing the Community Needs Assessment Report, b) prioritizing community needs and c) making recommendations regarding strategies to address them, are there other parts of the community needs assessment process would you like to have more involvement in:

☐ Defining the parameters of the community needs assessment (presenting new concepts and options to OIC leadership)

☐ Creating a needs assessment plan (who, what, how)

☐ Deciding what data is needed (creating a data "wish list" and determining how to get it (surveys, focus groups, community forums, interviews)

☐ Determining how to organize the data collected

☐ Analyzing data collected

☐ None of the above

Other (please explain):

[ ]

8. Which of the following do you need more information about in order to best help OIC assess and/or meet community needs:

☐ What is changing in our community that affects economic insecurity for some and actual poverty for others?

☐ What is changing that affects the opportunities that will be available in the future?

☐ What do we need to know about trends today?

☐ What do we need to know about conditions we have not fully researched in past assessments?

☐ What community resources may be gained or lost and how OIC might advocate for them?

☐ What does OIC as an agency need (more personnel, funding, facilities, etc.)?

Other (please specify)

[ ]

9. Do you have any other feedback for OIC regarding the community needs assessment?

[ ]

Done

1. Respondent information:

Name _____

Email address _____

2. Community Action Agencies like OIC can access an online needs assessment tool which provides the following data points by county (Adams, Grant, Yakima) from US Census and other recognized sources. Please check all of the categories you'd like to see included in the community needs assessment:

☐ Population change, 2000-2012

☐ Age and gender demographics

☐ Race (note: per US Census definitions, there is a difference between ethnicity and race)

☐ Veterans age and gender demographics

☐ Poverty (Number, rate change 2000-2012, households, by family type, by age group)

☐ Employment (current unemployment, unemployment change, household income, commuter travel patterns, travel time to work, 13-month unemployment rate, 5-year unemployment rate)

☐ Education (educational attainment, adult literacy, veterans educational attainment)

☐ Housing (housing age, homeowners, vacancy rates, number of unsafe, unsanitary homes)

☐ Income (income levels, 2008-2012, household income)

☐ Nutrition (Free and Reduced Lunch Program, households receiving SNAP by poverty status)

☐ Health Care (Federally qualified health centers, Medicare and Medicaid providers, persons receiving Medicare, uninsured population)

3. Is there other data that is NOT mentioned above that you would like to see included/evaluated in the needs assessment (i.e., ethnicity data such as growth of the Hispanic population in Yakima County, Limited Language Proficiency Data, such as Russian or other non-English speaking data for Grant County, etc.). Please provide your data "wish list" below:

4. In the OIC service area, over the past 3 years, are you aware of programs being discontinued or limited that previously helped low-income people? If so, please describe what program or service changed, why, and what needs are now not being met:

5. Over the past 3 years, are you aware of agencies starting new programs that could help clients in OIC's service area to become more self-sufficient? If so, please specify the agency, new service, and geographical area covered:

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▲

▼
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6. In addition to the above-mentioned data, OIC is collecting survey data on community needs from: clients, employees, partners, and top employers. How involved would you like to be in evaluating all of the data, once it is compiled:

◯ After the Community Action data is compiled, I would like to review it (about 45 pages)

◯ After the survey data is collected, I'd like to review the summary reports for each survey noted above

◯ After the survey data is collected, I'd like to review the summary report only for a specific group or groups (please specify below— employees, clients, partners, top employers)

◯ After all of the data is collected, I'd like to be on the data analysis team which will review the data in detail, identify priorities and make recommendations.

◯ I don't need to see the collected data before it is presented in the final community needs assessment draft for Board review/approval.

I would like to see the following survey summary report(s):

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7. I have the following recommendation (noted below) OR would like to participate in the community needs assessment in the following way:

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▲

▼
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OIC of Washington Client Survey 2014

1. I am a client of the following OIC program(s) (please circle all that apply):

Adult Employment Training	Foster Care	Southeast Yakima Community Center	Youth Employment Training
Energy Assistance	High School Equivalency	Weatherization	YouthBuild
Food Bank	Senior Meals	Yakima Music en Accíon (YAMA)	Other:_____

2. I identify myself as (please check all that apply):

Check	Description
	Youth (under age 24)
	Senior citizen (55 or over)
	Veteran of the United States Armed Forces (any age)
	None of the above

3. I have the following disability:

Circle answer	Please explain the type of disability:
Physical	
Mental	
Sensory	
Other	
None	This does not apply to me

4. The top 3 challenges to my getting on my feet and staying self-sufficient are:

Type of challenge	#1 Toughest barrier	#2 Toughest barrier	#3 Toughest barrier
	Put an X next to your #1	Put an X next to your #2	Put an X next to your #3
Lack of education (no high school diploma or GED)			
Lack of work experience or job skills			
Lack of transportation or driver's license			
Grooming/clothing: need work clothes, haircut, hygiene, to cover a tattoo or piercing, etc.			
Limited English skills			
Trouble reading, writing, etc.			
Lack of child care or family support			
Can't pass a background check			
Lack of housing, food, electricity or heat			
Don't know how to handle money			

5. *If applicable, please explain:* The biggest challenge I face in successfully completing my GED is:

❑ OR I am not pursuing a GED at this time.

PLEASE CIRCLE THE ANSWER THAT BEST FITS HOW YOU FEEL:

6. **OIC staff listened well, understood my and/or my child's needs, and returned my calls quickly:**

   Strongly disagree   Disagree   Neutral   Agree   Strongly agree

7. **OIC staff referred me to other services that I or my child needed:**

   Strongly disagree   Disagree   Does not apply   Agree   Strongly agree

8. **My child/I actively participated in developing a plan that addresses academic concerns:**

   Strongly disagree   Disagree   Neutral   Agree   Strongly agree

9. **My child's tutoring was tailored to my child's needs:**

   Strongly disagree   Disagree   Did not happen   Agree   Strongly agree

10. **OIC staff kept my personal family's information confidential and behaved in a professional manner at all times:**

    Strongly disagree   Disagree   Neutral   Agree   Strongly agree

11. **OIC staff made sure that all of the services my child received worked well together:**

    Strongly disagree   Disagree   Neutral   Agree   Strongly agree

12. **If there were any mistakes or issues with staff, these were resolved quickly:**

    Strongly disagree   Disagree   Does not apply   Agree   Strongly agree

13. **When I had an issue or concern with staff, I was aware of the complaint process available to me:**

    Strongly disagree   Disagree   Does not apply   Agree   Strongly agree

14. **I am very satisfied with the services I have received from OIC:**

    Strongly disagree   Disagree   Neutral   Agree   Strongly agree

15. **Do you have any other feedback for OIC?**

Encuesta de clientes de OIC de Washington 2014

1. Soy cliente de los siguientes programas de OIC: (Por favor de hacer un circulo sobre todos los que correspondan)

Empleo y Entrenamiento para Adultos	Cuidado de Crianza	Centro comunitario del Sureste de Yakima	Empleo y Entrenamiento para Jóvenes
Asistencia de Energía	Equivalencia de escuela secundaria	Climatización	YouthBuild
Banco de comida	Alimentos para los ancianos	Yakima Música en Acción (YAMA)	Otro: _____

2. Yo me identifico como: (por favor de marcar todos los que apliquen)

Marque	Descripción
	Joven (menor de 24)
	Jubilado (mayor de 55)
	Veterano de las Fuerzas Armadas de los Estados Unidos (cualquier edad)
	Ninguna descripción mencionada

3. Tengo las siguientes discapacidad:

Hacer un Circulo	Explique el tipo de discapacidad que circulo:
Física	
Mental	
Sensorio	
Otro	
Ninguno	Esto no me aplica a mi

4. 3 retos que me impiden superarme y ser autosuficiente:

Tipo de desafío	Desafío #1	Desafío #2	Desafío #3
	Marque una X a un lado de su #1	Marque una X a un lado de su #2	Marque una X a un lado de su #3
Falta de educación (no tiene Diploma de la preparatoria o su GED)			
Falta de entrenamiento o experiencia de trabajo			
Falta de transportación o licencia de conducir			
Aseo/Ropa: necesita ropa de trabajo, corte de pelo, higiene, cubrir un tatuaje o perforación			
Ingles limitado			
Dificultad para leer y escribir			
Falta de cuidado de niños o apoyo familiar			
No puede pasar una verificación de antecedentes			
Falta de vivienda, alimentación, electricidad, o calefacción.			
Falta de conocimiento para llevar un presupuesto monetario			

5. Que diría usted que ha sido lo más difícil en completar su GED. Explique:

☐ O, no estoy completando mi GED en este momento.

POR FAVOR DE HACER CÍRCULO SOBRE LA RESPUESTA QUE MEJOR LO AGA SENTIR:

6. **Mi administrador de caso me escucho, entendió mis necesidades, y regreso mis llamadas rápidamente:**

   Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

7. **Mi administrador de caso me refirió a otros servicios:**

   Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

8. **Yo activamente participe en el desarrollo de mi plan para empleo o educación:**

   Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

9. **Mi plan de empleo o educación fue desarrollado alrededor de mis necesidades:**

   Muy en desacuerdo   No estar de acuerdo   No ocurrió   Estar de acuerdo   Muy de acuerdo.

10. **Mi administrador de caso mantuvo mi información confidencial y se manejó de manera profesional en todo momento:**

    Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

11. **Mi administrador de caso se aseguró que todos los servicios que yo recibía trabajaran en conjunto:**
    Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

12. **Si hubo algún error en la calculación de mis beneficios, estos fueron resueltos rápidamente:**

    Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

13. **Cuando tuve algún problema o preocupación con mi administrador de caso, estuve consciente del proceso de quejas:**

    Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

14. **Yo estoy satisfecha con los servicios que he recibido de OIC:**

    Muy en desacuerdo   No estar de acuerdo   Neutral   Estar de acuerdo   Muy de acuerdo.

15. **Tiene algún otro cometario para OIC?**

Please provide your feedback and/or comments below

1. Contact information (optional, but please complete if you want to be contacted for follow up regarding your response)

Name

Title

Department

Email address

2. What is your role in helping OIC clients achieve self-sufficiency and escape from poverty?

☐ Educational attainment

☐ Better job skills or options, wages and/or benefits

☐ Basic services (food, weatherization, heat bill assistance, money management, access to other supports)

☐ After school programs for youth

☐ Indirect program leadership or support (MIS, administrative assistant, manager, Director)

☐ Agency support department (facilities, maintenance, IT, administration, fiscal, etc.)

Other (please specify)

3. Please indicate how much you agree with this statement: Overall, OIC of Washington is making a difference for low-income people who want to achieve self-sufficiency.

Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
◯	◯	◯	◯	◯

Other (please specify)

4. What would you say is the biggest challenge OIC has to helping clients become self-sufficient and why:

5. If given the opportunity, how would you resolve or address the challenge you just mentioned?

6. What do you see as the biggest challenges clients and/or other low-income people served by OIC must deal with as they work to become self-sufficient?

☐ Lack of educational attainment

☐ Not aware of services available in the community to support their efforts

☐ Lack of living wage jobs in the area

☐ Inadequate skills for a particular job or career (please specify career(s) below)

☐ Inadequate social skills to be successful at a workplace long-term

☐ Language and or cultural barriers (please describe in comment box below)

☐ Lack of motivation or incentives (easier/better to just stay as is)

☐ Lack of employment supports such as transportation, child care, etc. (specify below)

☐ Inability to manage resources effectively to get ahead

Other (please specify)

_____

7. Evaluate the following statements.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
Overall, OIC is effective in helping clients move from poverty to self-sufficiency.	○	○	○	○	○
OIC is not as effective as it could be in helping clients move from poverty to self-sufficiency, but there is evidence of improvement and momentum is building.	○	○	○	○	○
OIC is not as effective as it could be in helping clients move from poverty to self-sufficiency, and that doesn't seem to be improving.	○	○	○	○	○
Overall, OIC is a "poverty maintenance," rather than an "anti-poverty" focused agency.	○	○	○	○	○

Other (please specify)

_____

8. Evaluate this statement: As an employee of OIC, overall, I understand the mission and purpose of the agency, and I am clear about my role in achieving that mission.

Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
○	○	○	○	○

Other (please specify)

_____

9. As an employee of OIC, I understand the goals of my department, and I am being given what I need to get the job done.

Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
○	○	○	○	○

10. Do you have any other feedback about how OIC can support your department/unit and/or help you as an employee be more successful in your work?

OIC of Washington Employer/Worker Skills Survey

1. Survey Respondent Information

Name	
Title	
Company	
Address	
City/Town	
State/Province	
ZIP/Postal Code	
Country	
Email Address	
Phone Number	

2. What are the locations of your biggest workforce needs (city or town, etc.)

3. Were you aware that Opportunities Industrialization Center (OIC) of Washington is a private, nonprofit community action agency operating programs in your area (including education and employment training) to help low-income people become more self-sufficient?

○ Yes

○ No

Other (please specify)

4. As one of your community's top employers, what do you see as the biggest challenges for low-income people in your community who want to become self-sufficient?

☐ Completing an education

☐ Finding a job in our community

☐ Obtaining and/or keeping a good paying job

☐ Having adequate job supports such as child care, basic needs, housing, transportation, etc.

☐

Understanding how education and job skills could help them get out of poverty

☐ Understanding how to handle finances to get ahead over the long term

☐ Breaking generational cycles of dependence on "the system"

Other (please specify)

[   ]

5. If you could design a training program tailored to equip applicants or new hires to be successful in your company, which of these areas would you most want to emphasize?

☐ Job skills for a specific job title or position (please specify position(s) below)

☐ Helping trainees who already have the "basics" such as GED or high school diploma complete a certificate program needed in our industry

☐ Basic math

☐ Basic English

☐ Reading

☐ Writing

☐ Training leading to a specific credential, i.e., Forklift, CDL, NA-C, etc. (please specify)

Other (please specify)

[   ]

6. What are your organization's biggest challenges to finding/keeping qualified applicants for open positions in your company?

☐ Low educational attainment (such as high school drop out)

☐ Deficits in "soft skills" (punctuality, attitude, reliability, integrity, honesty, willingness to learn)

☐ Lack of job knowledge (unable to do the work of a specific position)

☐ Language or literacy barriers (please specify below)

☐ Good people use our positions as a stepping stone to their next career move because we don't have the next step "up"

☐ People with education/experience generally leave our community for larger markets with more opportunities

☐ The requirements of our positions are too specialized for entry-level or newly transitioning workers

Other (please specify)

[   ]

7. Would you consider hiring someone who has recently completed an OIC/US Dept. of Labor employment and training program (i.e., YouthBuild, Workforce Investment Act 1-B Youth, National Farmworker Jobs Program, etc.) or another OIC of Washington program?

○ Yes. I would consider it or I already hire participants from those programs, and would do so again

○ Yes. I am interested but need someone to contact me to set this up

○ No. We don't have many suitable openings for these workers

○ No. Based on past experience with employment training programs (please explain)

○ I'm not sure, would need additional information about the program

Other (please specify)

[   ]

8. If OIC could tailor its employment training programs to the needs of high demand employers such as your company, would you be willing to provide specific input regarding the skills job seekers must have for you to consider/hire them?

○ Yes. I would like to be contacted to provide more information.

○ No. I am not interested.

○ I'm not sure, would need additional information about what would be required.

Other (please specify)

[   ]

9. If you could provide a learning opportunity for an OIC participant, please check all that you might be willing to provide:

☐ Paid internship

☐ Nonpaid internship

☐ Work Experience (OIC pays a portion of the participants salary for an agreed upon period of time)

☐ Volunteer

Other (please specify)

[   ]

10. Do you have any other feedback on how OIC could improve its education, employment and training or other programs in support of low-income people seeking to become more self-sufficient?

[   ]