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Port Jobs 2011 Annual Report



Expanding opportunities.
Building success.

Port Jobs receives funding and in-kind support from the



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Report prepared in February 2012

KEY 2011 RESULTS

Expanding Opportunities. Building Success.

Background

In 1993, the Port of Seattle spearheaded the creation of **Port Jobs**, a 501(c)(3) nonprofit organization, to provide a forum for stakeholders to work together on workforce issues in Port-related business sectors.

Port Jobs works to increase access to living wage jobs and to foster a more vibrant and equitable economy for residents of and businesses in Seattle and King County. We do this through four core services:

- Airport Jobs
- Airport University
- Apprenticeship Opportunities Project (AOP)
- Financial Tools for the Trades

Since 1993, Port Jobs has served more than **78,400 community residents**, helping fill more than **12,300 job openings** with airport employers and in the skilled trades.

2011 Snapshot

We are pleased to present this *2011 Annual Report*. Key outcomes include:

- 8,773 job seekers assisted and 682 open positions filled at Sea-Tac Airport. (Airport Jobs)
- 65 employers listed job openings
- 41 airport workers completed 69 college credit-bearing classes onsite at the airport. (Airport University)
- 149 people completed jobs skills classes. (Airport University)
- 85 people placed in apprenticeships and trades-related jobs earning an average of \$18.54 per hour plus benefits. (AOP)
- 107 apprentices received financial assistance to help launch or retain their careers in the trades. (AOP)
- 183 apprentices and pre-apprentices learned money management skills. (Financial Tools for the Trades)



LEVERAGED FUNDING

Leveraging the Port of Seattle's Support

The Port of Seattle is Port Jobs' largest funder. In 2011, the Port provided \$515,000 in direct funding to Port Jobs, approximately 60% of Port Jobs' revenue. The Port also contributed \$162,650 in in-kind support to Port Jobs, including in-kind space for the Airport Jobs center and Port Jobs' administrative office.

The Port of Seattle's 2011 direct and in-kind funding to Port Jobs includes support for Port Jobs' Pier 66 operations, Airport Jobs, and major funding for the Apprenticeship Opportunities Project, which is administered by Port Jobs through a subcontract with ANEW (Apprenticeship and Non-Traditional Employment for Women) .

Two notable changes in Port-related 2011 funding for Port Jobs were:

- The first year of a new three-year contract between Port Jobs and the Port. This contract is administered by the Port's Office of Social Responsibility; and

- Increased direct Port funding for the Apprenticeship Opportunities Project.

Port Jobs also receives funding from competitive private foundation grants and has contracts with the City of Seattle, King County, and the state and federal governments. This funding provides additional operational support for Airport Jobs, the Apprenticeship Opportunities Project, Airport University, Financial Tools for the Trades, and wrap-around services.

The funding from the Port of Seattle therefore acts as leverage for other funding. In 2011, Port Jobs also raised \$345,000 in additional funding from private foundation grants, the City of Seattle, King County, the state and the federal government.

The chart on the following page provides an overview of Port Jobs' funding sources, and the services that each helps to support.

PORT JOBS 2011 FUNDING

		Fundors						Total funding by program sector	Total funding
		Port of Seattle	King County	City of Seattle	State of Washington	Other Leveraged Funds			
Services	Operating Support	\$ 465,000		\$ 48,667	\$ 84,765	\$ 124,484	\$ 722,916	\$ 885,567	
	In-Kind	\$ 162,651					\$ 162,651		
Apprenticeships	AOP	\$ 140,000 *	\$ 22,858	\$ 24,333			\$ 187,191	\$ 187,191	
	Financial Tools for the Trades					\$ 40,286	\$ 40,286	\$ 40,286	
Total Funding by Source		\$ 767,651	\$ 22,858	\$ 73,000	\$ 84,765	\$ 164,770			
Total Funding									\$ 1,113,044

* Support for the AOP program was estimated at \$140,000, \$50,000 was funded directly by the Port and \$90,000 was from construction contractors.

TRANSPORTATION AND LOGISTICS

Workforce Development in the Port's Transportation and Logistics Sector

In 2011, Port Jobs worked with the Port's Office of Social Responsibility to support workforce development in the Transportation and Logistics sector. Per contract, the initial focus of this work was two-fold:

- Outreach to Port-related drayage truck drivers who might be displaced due to the January 2011 new Clean Truck standards, which required engines to be 1994 or newer; and
- Transportation and Logistics Customer Service 101 training, targeted to applicants for the Port's new Rental Car Facility Shuttle Bus Driver positions.

Truck Drivers

The extensive work by the Port over the past three years through the Clean Trucks program was so effective that the Seaport terminals did not experience high numbers of truck drivers needing assistance.

Port Jobs followed up on our 2010 outreach to truck drivers by upgrading our registration information and database at our Airport Jobs center in July 2011, enabling us for the first time to track job seekers who

have Commercial Drivers Licenses and those with Port drayage driving experience. Drivers who decide to switch out of Port terminal driving may apply for other truck-driving jobs which are posted on our Hotlist, which is updated daily and is accessible online through our Airport Jobs website at www.airportjobs.org.

As the Port reviews the next phase of new Clean Truck standards, currently scheduled for implementation on January 1, 2015, Port Jobs will provide whatever assistance is requested through the Office of Social Responsibility.

T & L Customer Service Training

Port Jobs partnered with Highline Community College, a licensed SuperHost institution, to develop a customized Transportation and Logistics Customer Service 101 training which:

- Incorporates "Sea-Tac Airport 101", an overview of airport operations;
- Carries transferable college credit that counts toward certificate and degree programs;
- Includes the industry-recognized SuperHost credential

- Prepares workers for career advancement with skills upgrade

During the first two quarters of 2011, Port Jobs supported pre-employment needs for applicants for the Rental Car Facility Shuttle Bus Driver positions. We offered tailored workshops to assist job seekers in filling out the Port's online application for skilled bus drivers who did not have adequate computer skills to apply without assistance.

We initially developed a CDL training with Workforce Investment Act funding; the training was cancelled at the Port's request due to an unanticipated number of CDL-bearing job seekers coming on the market in mid-2011.

We worked to support the Port's hiring process, and partnered with Pacific Associates and Neighborhood House to target outreach to veterans with CDLs in alignment with the Port's focus on veteran employment. In September, the Port informed Port Jobs that it had sufficient applicants, and we closed our Shuttle Bus Driver outreach.

In November, we offered the first-ever Transportation and Logistics Customer Service Training with Highline Community College onsite at Sea-Tac Airport. Twenty-four people completed the three week training, receiving college credit and SuperHost certification. Demand for the class created a waiting list of 30 additional students, and the second class was scheduled for January 2012.

Port Jobs leveraged the Port's Transportation and Logistic investment to bring in an additional \$200,000 in 2011/2012. Through the Seattle King County Workforce Development Council and SkillUp Washington, Port Jobs hired a consultant to work with employers in Seattle's Transportation and Logistics sector and map local needs for skilled workers and corresponding education and training programs.

Additionally, the City of Seattle has chosen Port Jobs to help lead the Transportation and Logistics Sector Group of their Pathways to Careers project, directed by the Seattle Community College District.

AIRPORT JOBS

Connecting Job Seekers and Employers at Sea-Tac Airport

More than 14,000 people work at Sea-Tac Airport. Port Jobs opened **Airport Jobs** in 2000 to provide a centralized hub where airport employers could recruit new workers and local residents could find airport employment.

2011 Outcomes

Airport Jobs exceeded its placement goal for the year: 626 Airport Jobs clients filled 682 positions at the airport (yearly goal = 450 jobs). The average placement wage was \$9.31 per hour.

Placements were higher in 2011 than either of the past two years, though they have not returned to pre-recession levels. (See Chart 1 on page 7.) Sixty-five airport employers listed job openings through Airport Jobs. Port Jobs has

continued to build relationships with employers to meet their evolving hiring needs. As a result, we are providing more employers with special recruiting events in our office in lieu of the large job fairs we hosted in the past.

Airport Jobs saw a leveling off in the number of job seekers – more than 8,770 people visited the center in 2011, which was similar to last year, and less than 2009. (See Chart 2 on page 7.)

Many job seekers are immigrants and refugees who are English language learners. Port Jobs is partnering with United

Way and the White Center Community Development Association to insure that our services are appropriate and equitable for all of the populations we serve.

“Port Jobs provides many important services at Sea-Tac Airport. Without them, we would have a harder time staffing our stores, and our staff would not have the opportunities for growth that have been available (at Airport Jobs) over the years.”

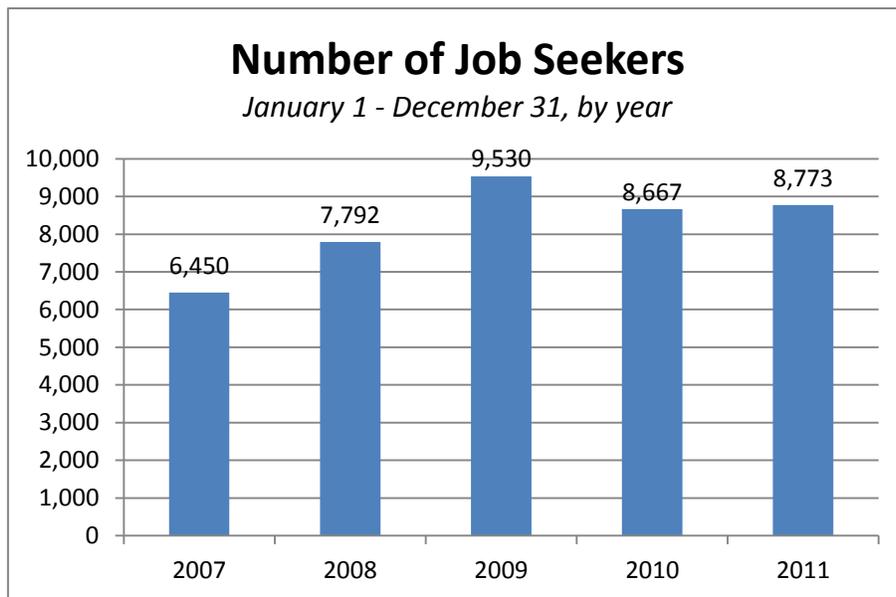
*-Tammy Lathan
Concessions International*



Chart 1



Chart 2



Since opening in 2000, Airport Jobs has served more than **62,000 job seekers**. Employers have filled more than **11,300 positions** with Airport Jobs clients. The five employers that have hired the most clients include: HMS Host (1,222 hires), AirServ (886), DAL Global Services (844), Menzies Aviation (759), and Huntleigh (693).

AIRPORT UNIVERSITY

Workplace-Based College Classes for Airport Workers

Airport University, a partnership between Port Jobs and Highline Community College, brings real college classes onsite at Sea-Tac Airport.

Through a combination of jobs skills classes and credit-bearing courses, airport workers can progress along career pathways in the hospitality, trade, transportation, logistics and tourism industries, and make progress toward certificates and degrees. The Port of Seattle provides critical training space for Airport University classes.

2011 Outcomes

In 2011, 41 airport workers completed 69 credit-bearing, academic college courses through Airport University. These classes included:

- Introduction to Computers/ Windows
- Keyboard Skills
- SuperHost Customer Service Training

Airport University offers small, competitive, needs-based scholarships of up to \$450 to help low-wage workers attend local colleges (as funding is available).

“The many services that Port Jobs offers makes it a progressive and vital contributor to the successes of the business environment at Sea-Tac. Airport University, for example, has been a great development tool above and beyond what we offer internally [to employees].”

**– Paul Lawson, District Manager
Ivar’s Seafood Bars**



AIRPORT UNIVERSITY STUDENT WITH MARY TURLA,
AIRPORT UNIVERSITY COORDINATOR (RIGHT)

In 2011, 90 people completed jobs skills classes that are targeted to limited-English speakers. These classes included airport interview preparation, SIDA (airport badging) test preparation, airfield driving test preparation, and basic computer classes.

Additionally, Port Jobs provided assistance to 59 people who needed to obtain or renew their Washington State Food Handlers Cards.

Chart 3

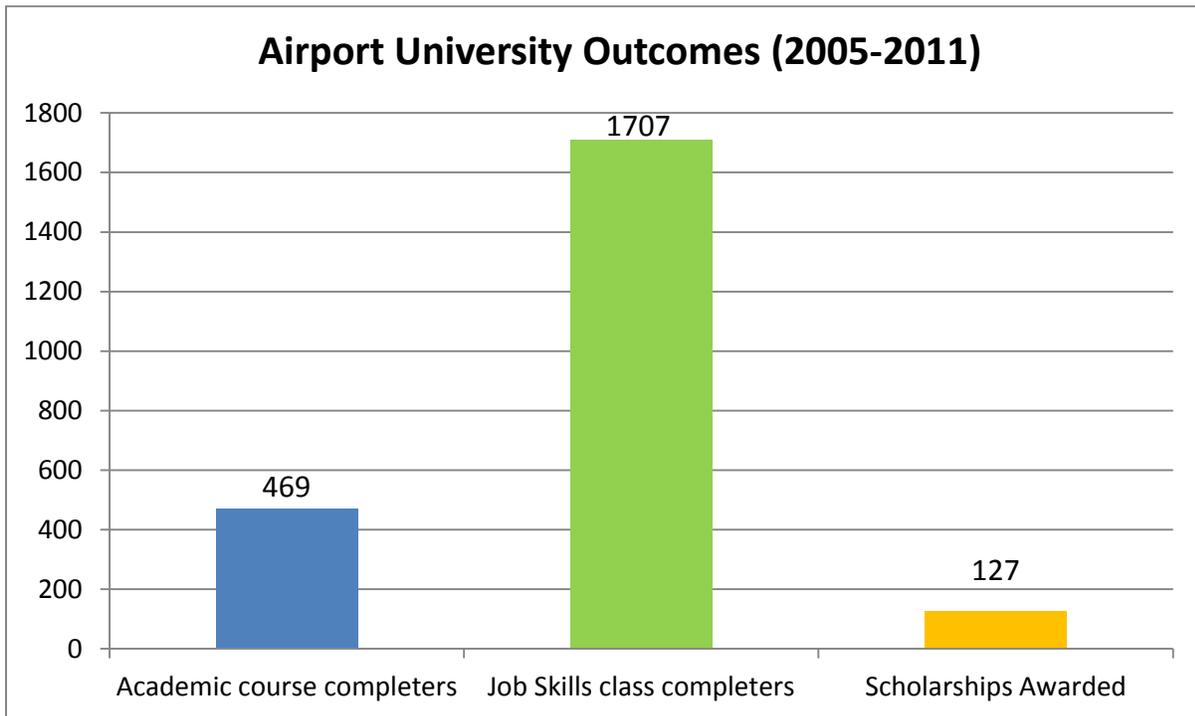


Chart 3 shows that since 2005, airport workers have completed 469 credit-bearing academic courses in computers, customer service, and leadership/supervision. More than 125 scholarships have been awarded. Job seekers and airport workers have completed more than 1,700 job skills classes in SIDA test preparation, airfield driving test preparation, airport interview preparation, food/alcohol permitting, and other similar courses.

THE APPRENTICESHIP OPPORTUNITIES PROJECT

Connecting Residents to Well-Paying Construction Careers

Created in 1994, the Apprenticeship Opportunities Project (AOP) helps low-income individuals, women, and people of color enter and succeed in apprenticeships and in trades-related jobs. Port Jobs partners with Apprenticeship and Nontraditional Employment for Women (ANEW) to operate AOP. ANEW is one of the oldest pre-apprenticeship programs serving women in the United States. Since 1994, AOP has placed more than 1,800 people in skilled trades jobs and has provided financial assistance to more than 1,200 people.

2011 Outcomes

AOP surpassed its 2011 placement goal, with 85 people hired into apprenticeships and trades-related jobs where they earned an average of \$18.54 per hour plus benefits. Placements were higher in 2011 than they were in either of the past two years, though

“I could not have done it without AOP. They made sure I was 100% covered, so I would not fail.”

– Apprentice

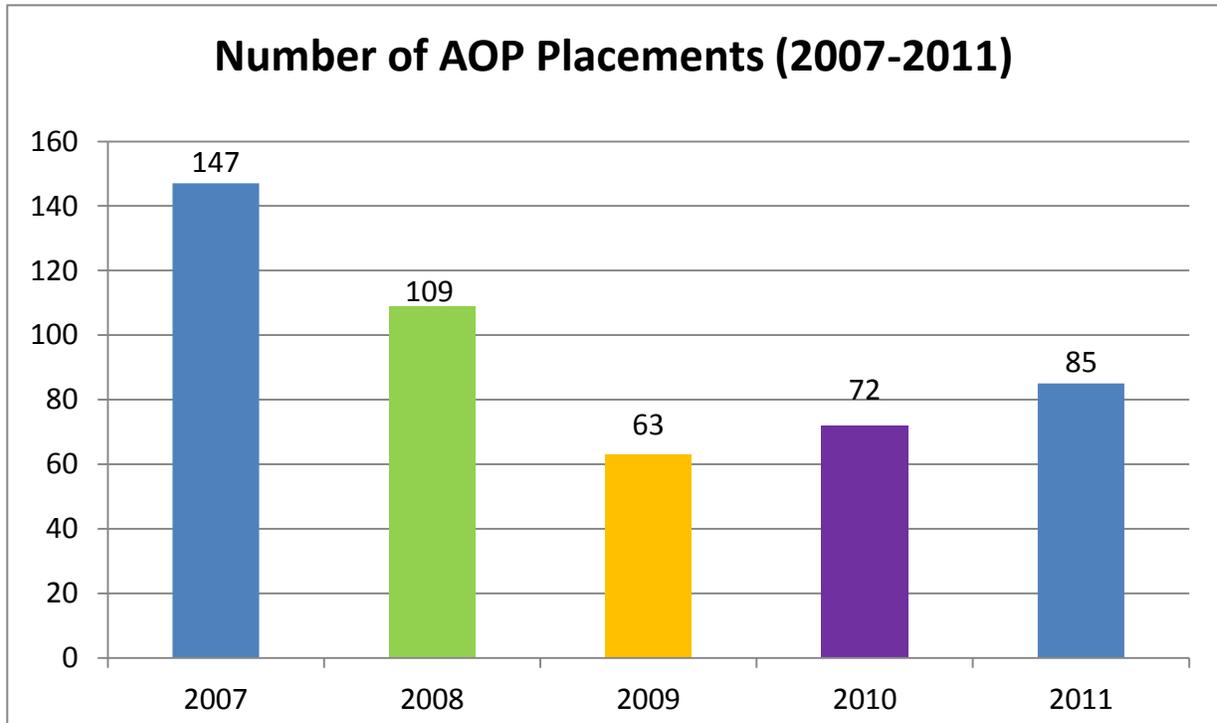


A CLIENT PREPARES FOR APPRENTICESHIP

they have not returned to pre-recession levels. (See Chart 4 on page 11).

AOP provided more than \$36,000 in financial assistance to 107 apprentices in 2011, who met low-income guidelines and had no other resources. Financial assistance is provided for work-related or emergency needs to help apprentices launch **or retain** their careers in the trades. In 2011, most assistance was used to pay for tuition and training fees, tools and work clothing.

Chart 4



FINANCIAL TOOLS FOR THE TRADES

Money Management Skills for Apprentices

Construction workers can earn good wages and benefits, but periods of unemployment are common. A typical first year apprentice may work just 9 months in a normal year and even less in today's economy.

Port Jobs created Financial Tools for the Trades (FTT) in 2005 to teach apprentices how to plan for unemployment, manage their money, build credit, deal with debt, and save for the future.

2011 Outcomes

Port Jobs taught 13 Financial Tools classes to 183 apprentices and pre-apprentices in 2011. More than 1,525 people have attended these classes since 2005.

We delivered several classes to veterans in partnership with the Washington State Department of Veterans Affairs (DVA). DVA is providing information on financial and other resources available to veterans.

"The Financial Tools class has been great. We have taught it to our second, third, and fourth year students. Everyone has had positive feedback."

–Ironworkers Training Coordinator

Through a partnership with American Financial Solutions, a credit counseling agency based in Bremerton, in 2011 we began offering free onsite credit counseling to apprentices in conjunction Financial Tools classes.

Port Jobs also sells a **Trainer Toolkit** so that apprenticeship programs across the country can teach the Financial Tools curriculum to their students. These sales provide a small funding source that helps sustain the Financial Tools project.



OTHER WRAP-AROUND SERVICES

Community Partnerships Provide Robust Services to Job Seekers, Workers and Employers at Sea-Tac Airport

Free Tax Preparation

For the 9th year, Port Jobs partnered with United Way to provide free tax preparation at Airport Jobs. In 2011, volunteers prepared 337 tax returns for airport workers and residents, bringing \$578,000 in Federal tax refunds back into the community. The average adjusted gross income of tax filers was \$29,230.

Basic Food Employment and Training Program

Through a partnership with the Washington State Department of Social and Health Services, more than 950 people (who are required to seek employment while receiving Basic Food services) received job search assistance at Airport Jobs in 2011. Port Jobs also partnered with Within Reach to help eligible job seekers and airport workers sign up for the state Basic Food Assistance program.

Whole Family Jobs Pipeline

Through a 2011 grant from United Way, and in partnership with the Seattle Housing Authority and the White Center Community Development Association, Port Jobs began offering deliberately connected, culturally competent, whole family assessment, career development, pre-employment, training, job placement, job retention and advancement services.



CLASS PARTICIPANTS FROM WHITE CENTER

STRATEGIC OBJECTIVES

Supporting the Port of Seattle's Century Agenda

Port Jobs supports the Port of Seattle's *Century Agenda* Preliminary Strategic Goal to:

“Increase work force training, job and business opportunities for local communities in trade, travel and logistics.”



NOTES



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