Pictured: Transition Specialist, Dakota Glessner, and four of the Bellevue School District School-to-Work Transition Students.

At Work!

Changing the face of employment

FY 2025
Annual Outcome Report

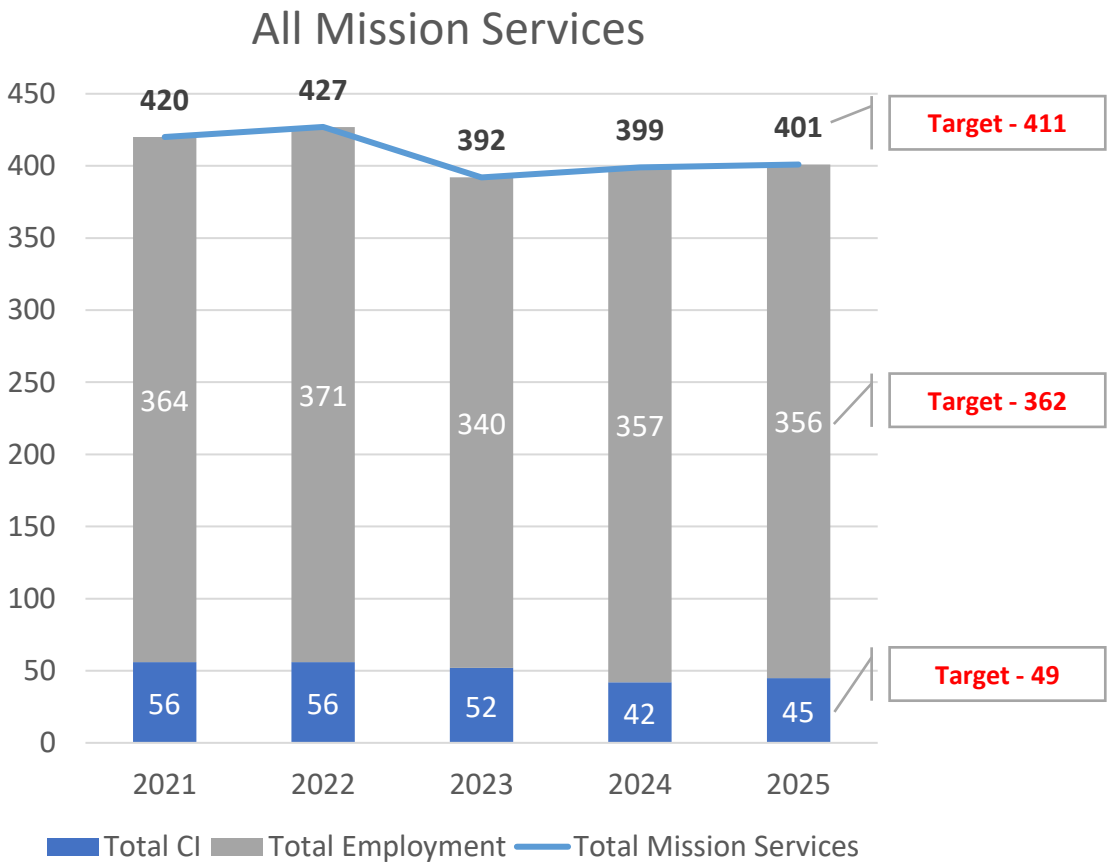
October 1, 2024 – September 30, 2025

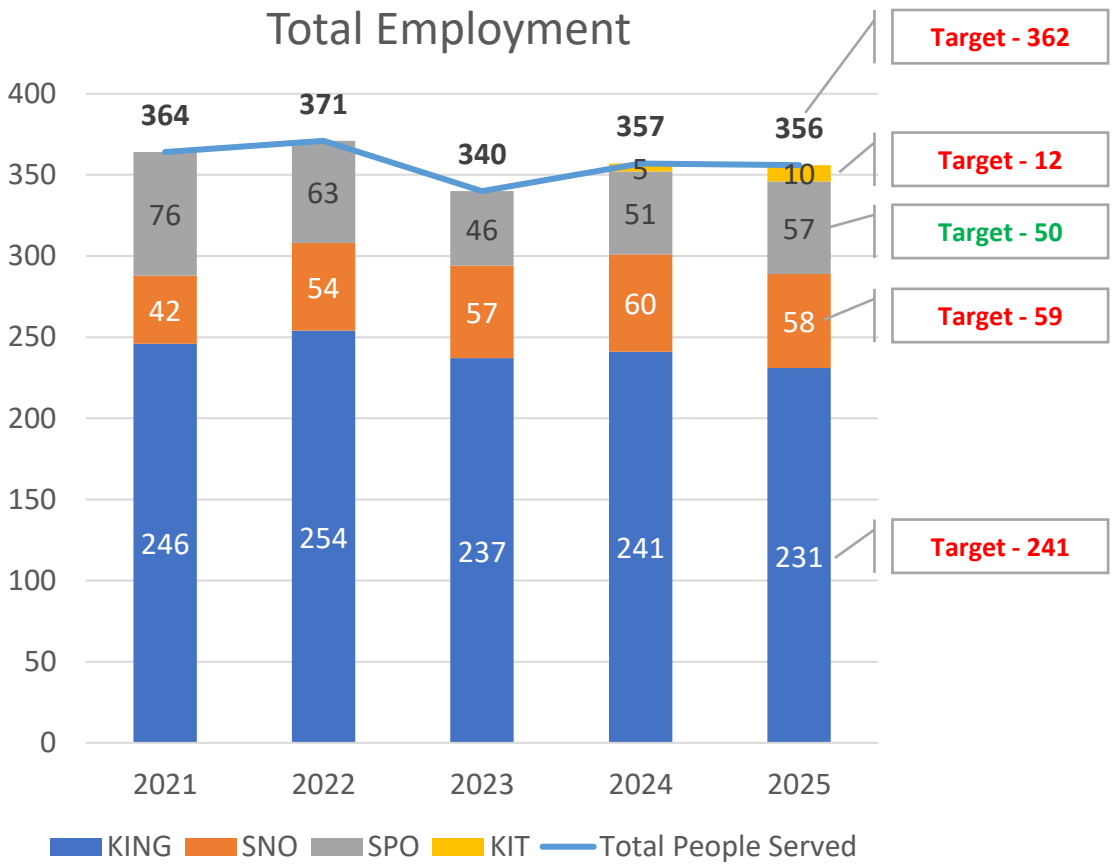
Last Revised: 11/17/2025

Mission Services

Daniel Harting & Holli Lawrence, Co-Directors of Mission Services
Data Collected by Anna Eggink, Quality & Data Manager

Total People Served





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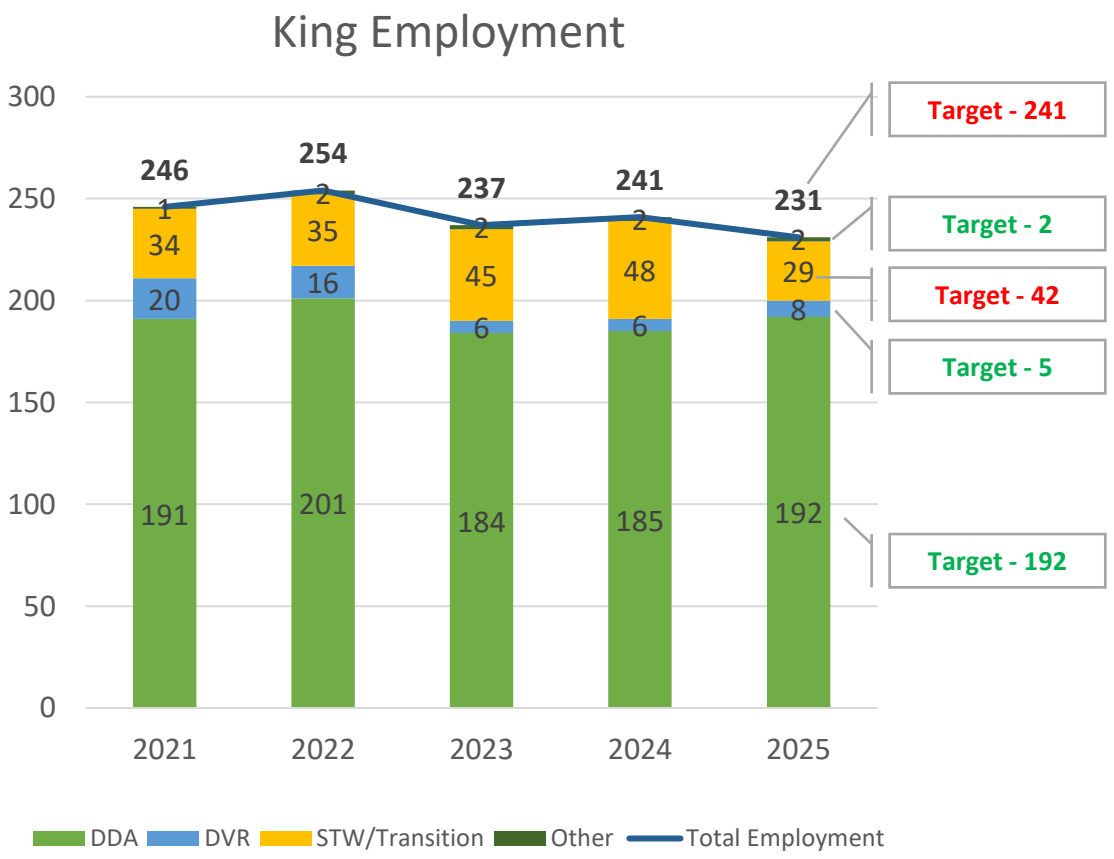

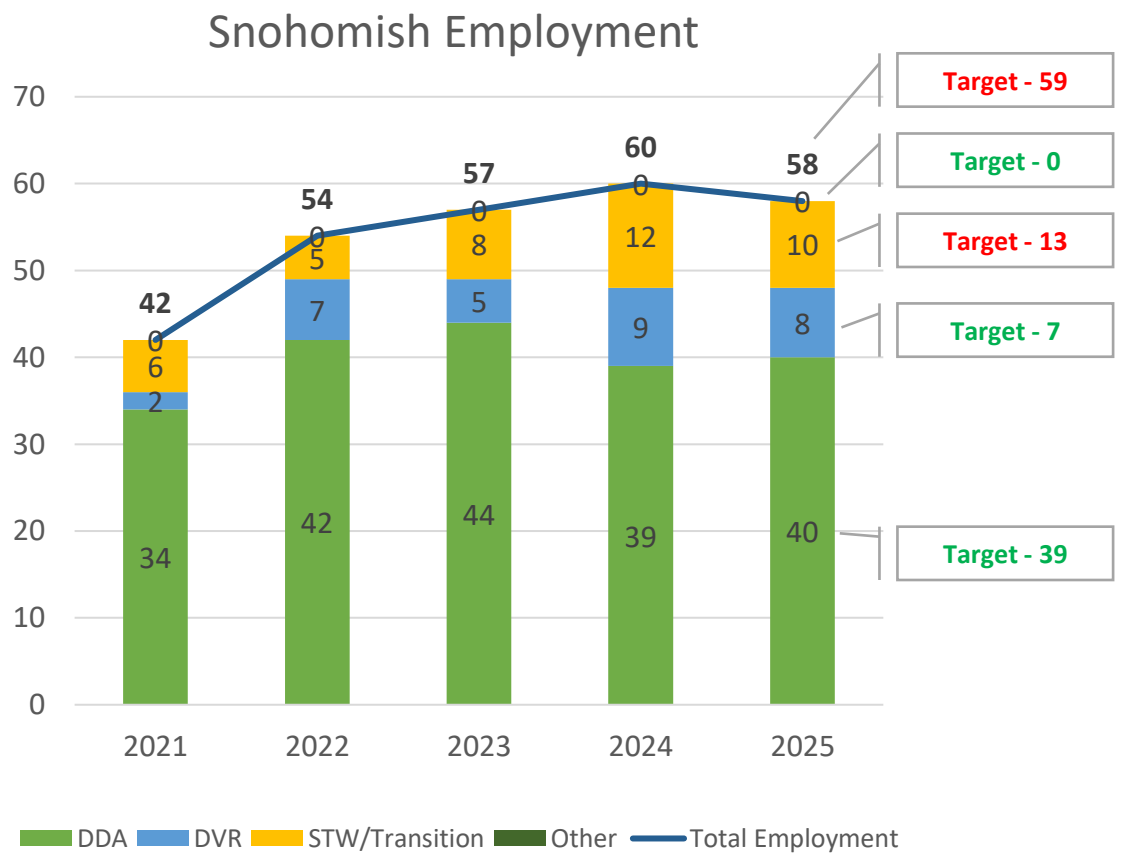

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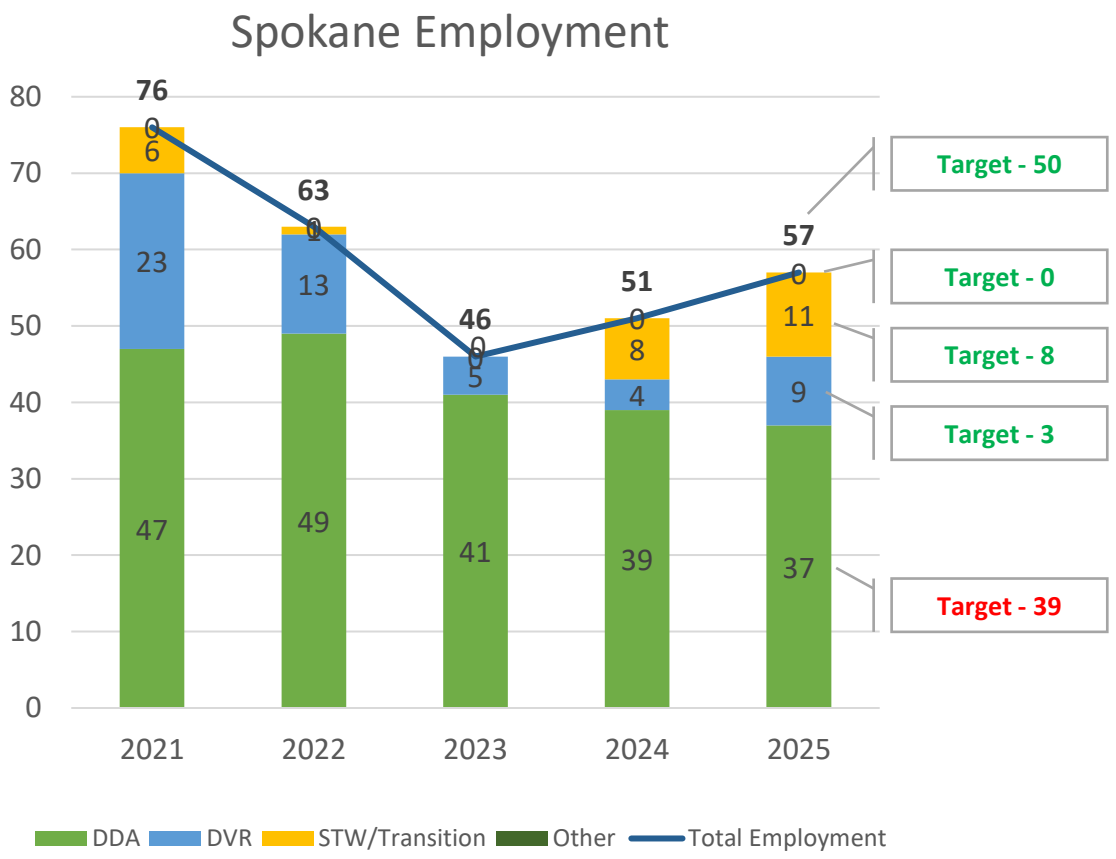

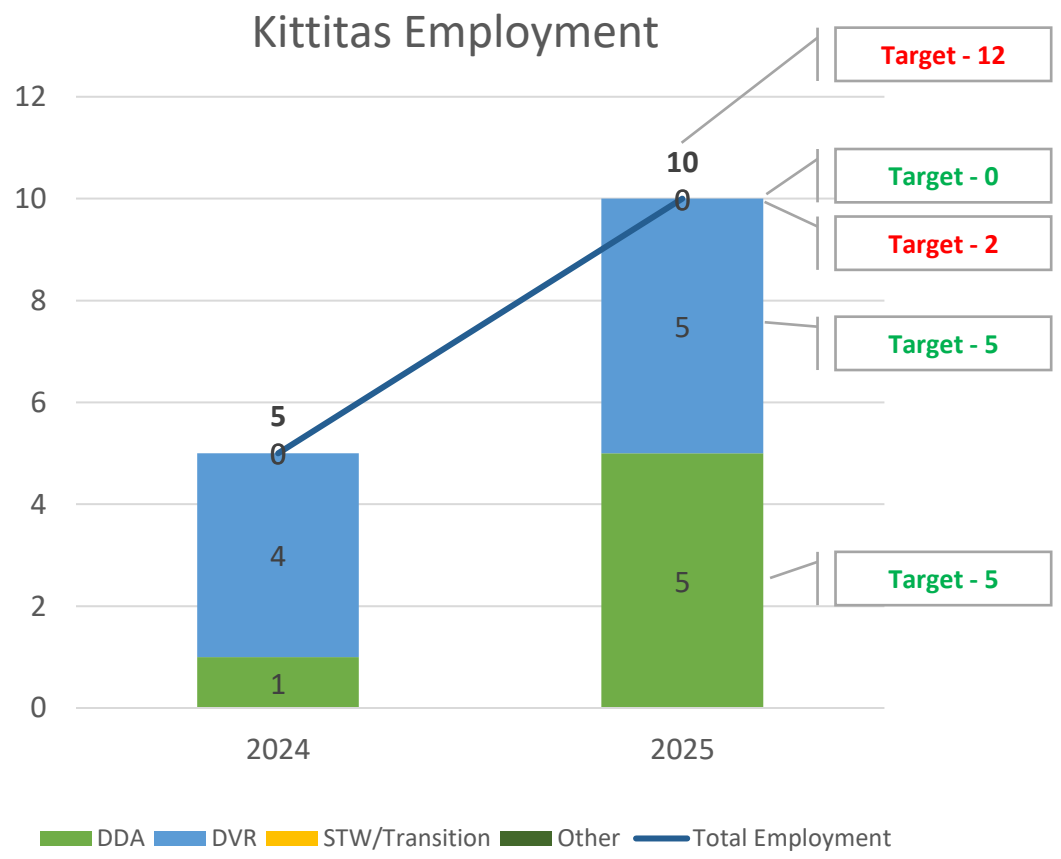

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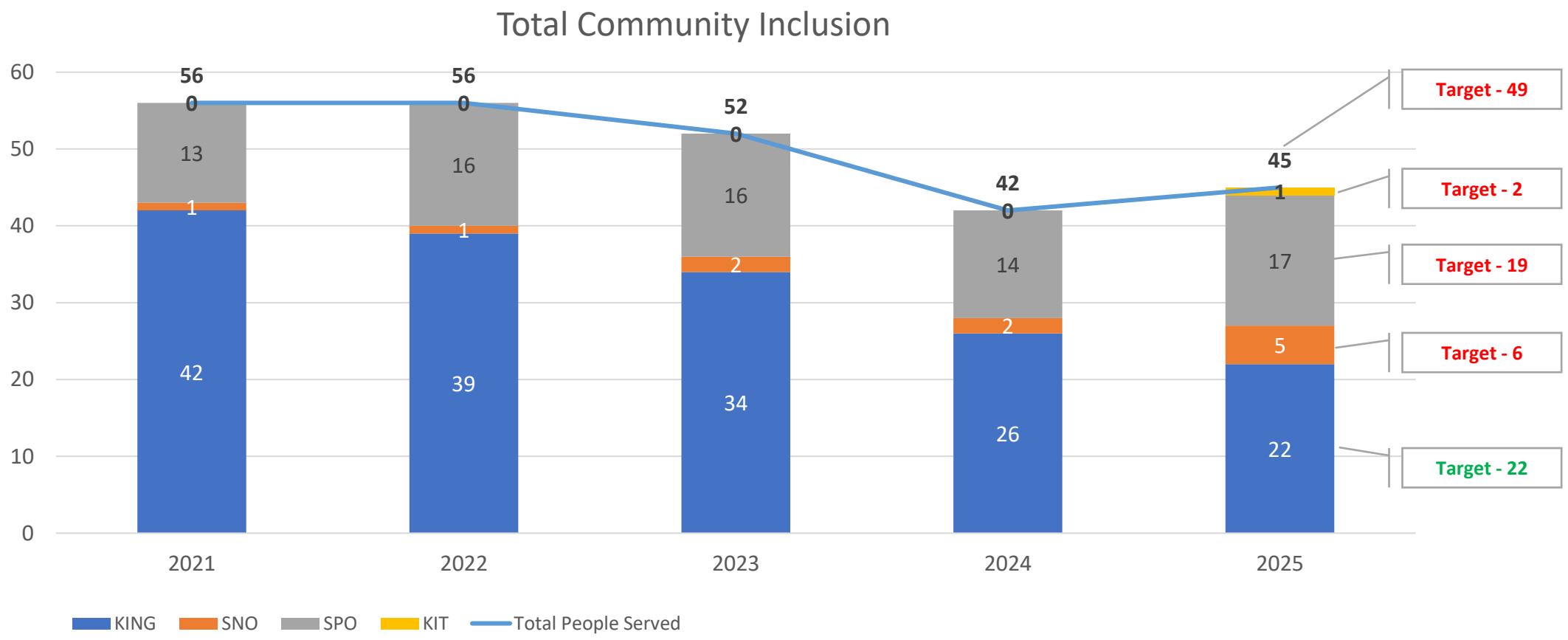
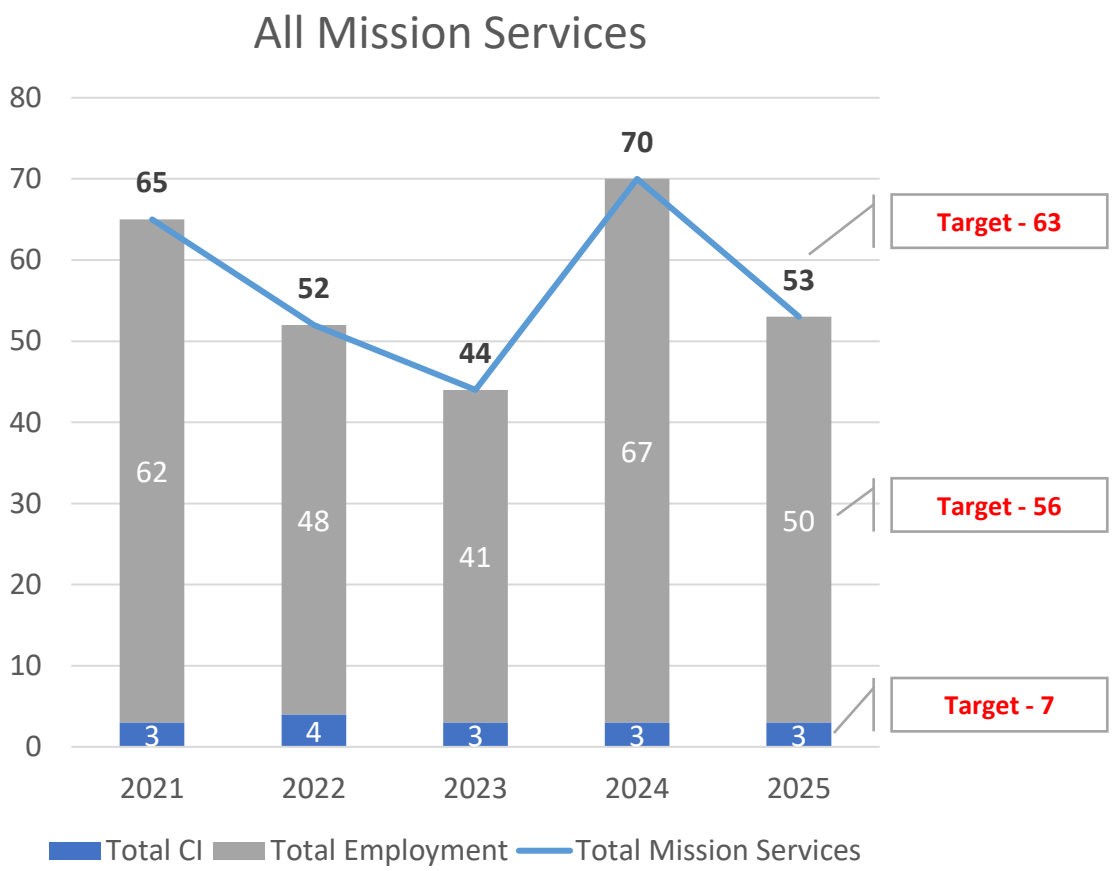
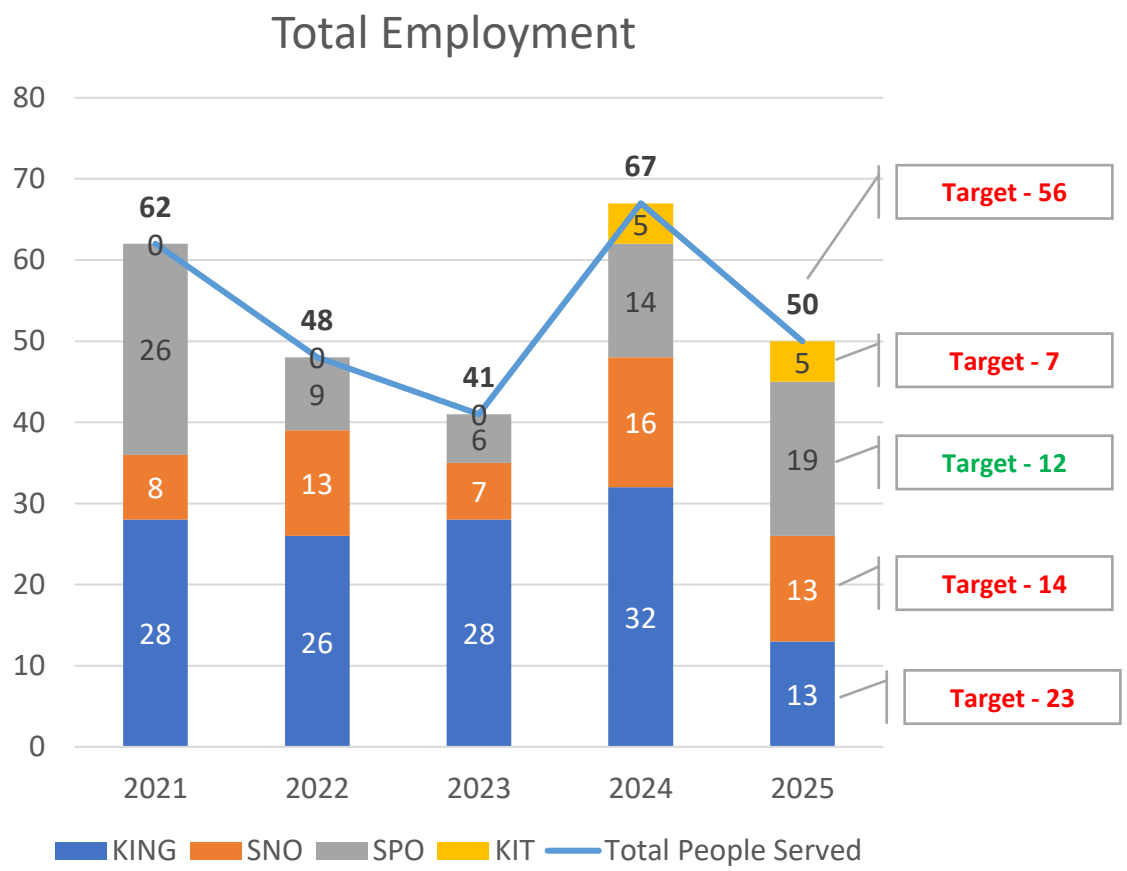
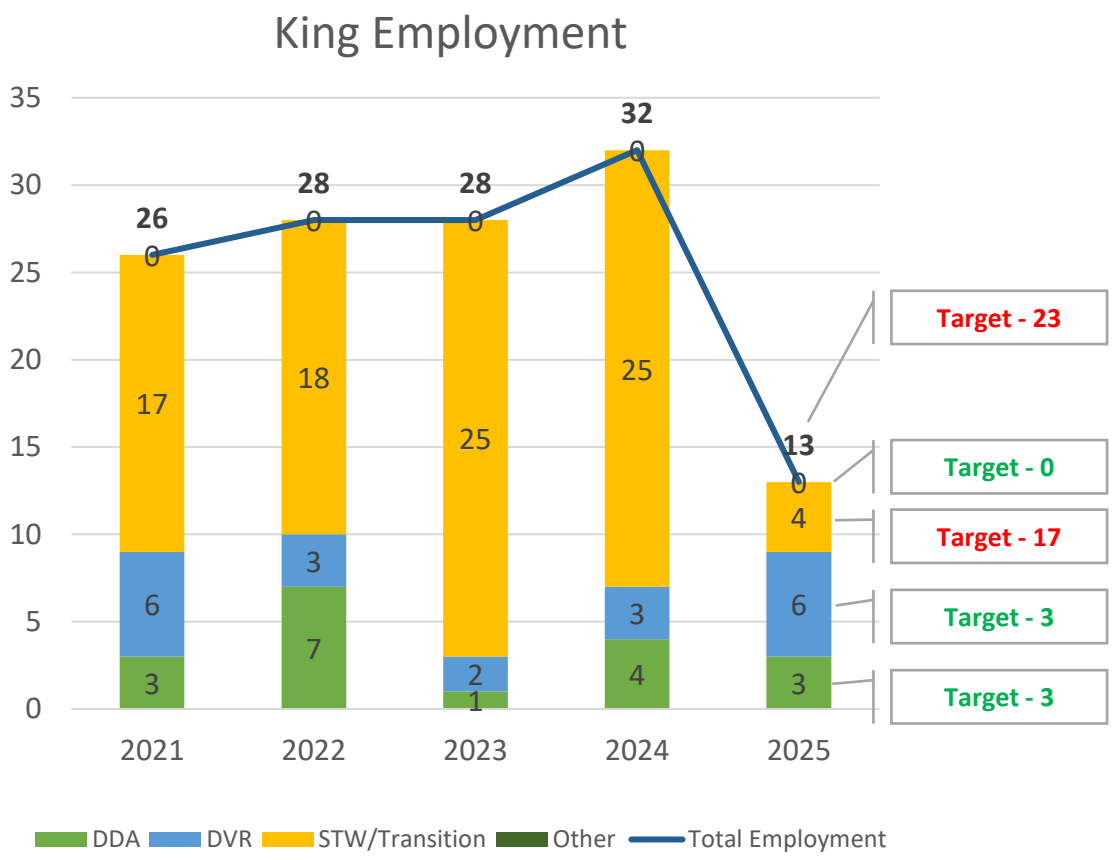


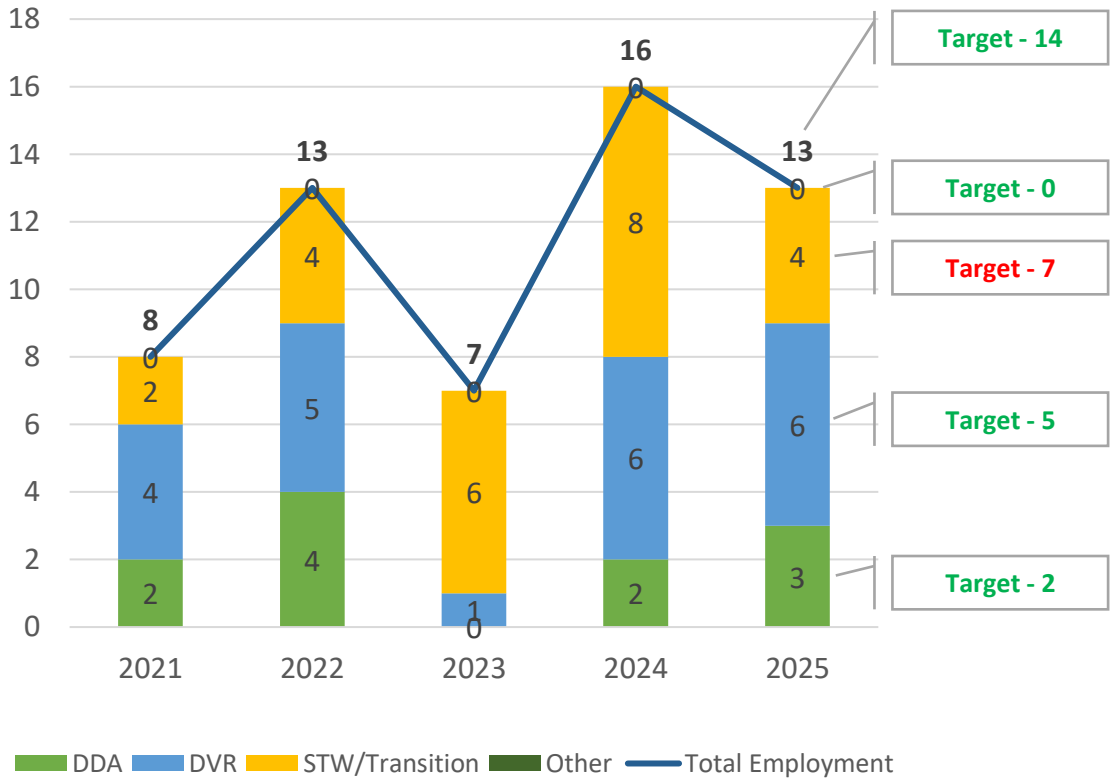
New People Entering Services



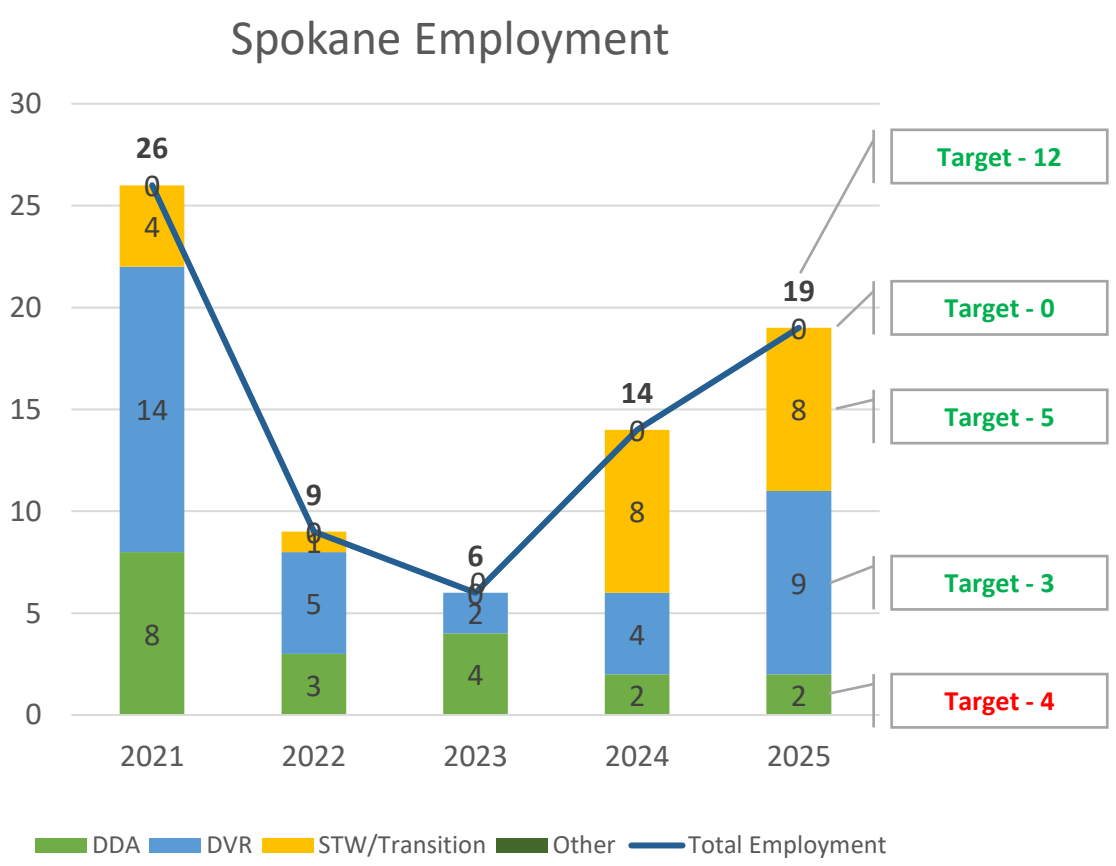


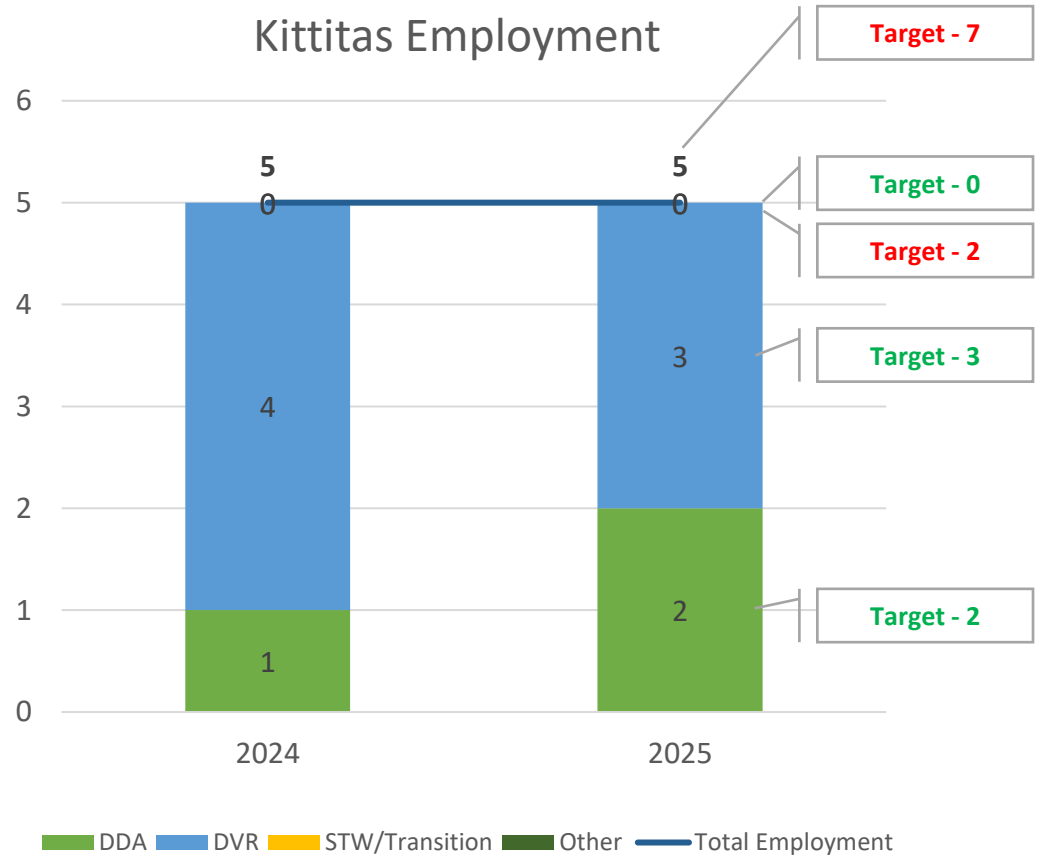
New People Entering Services



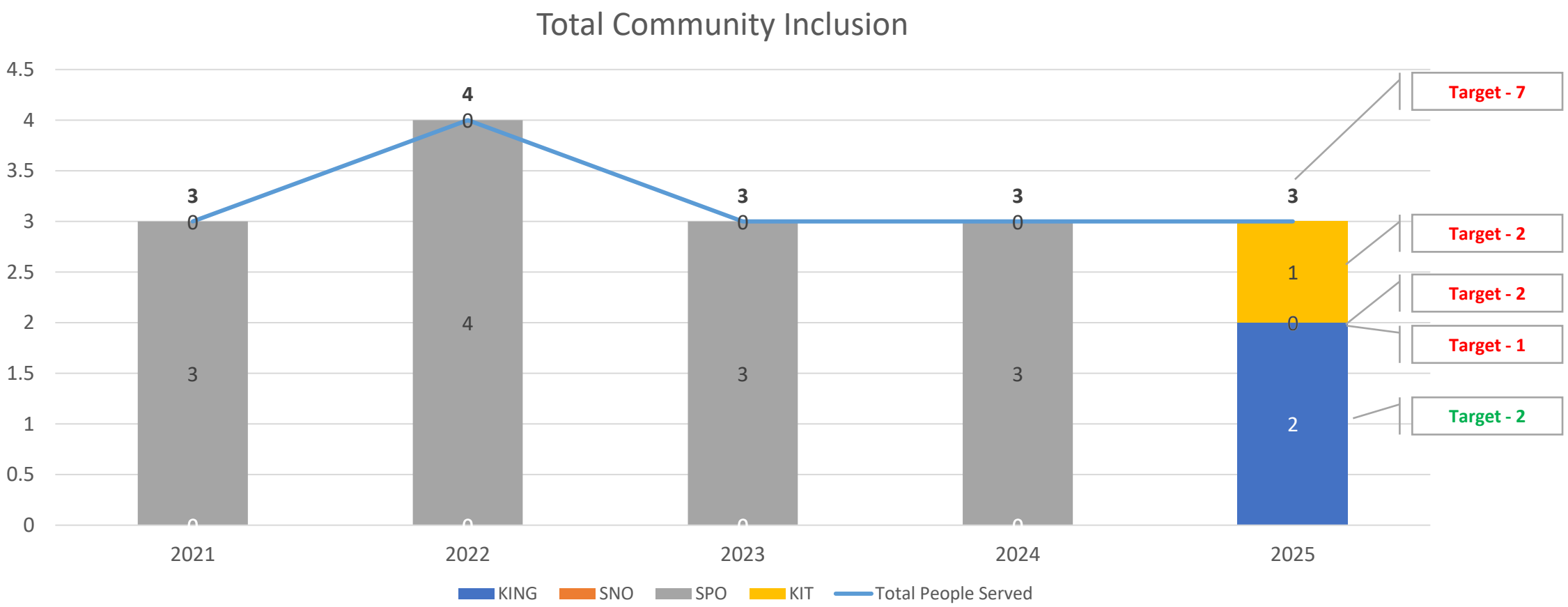


New People Entering Services





New People Entering Services



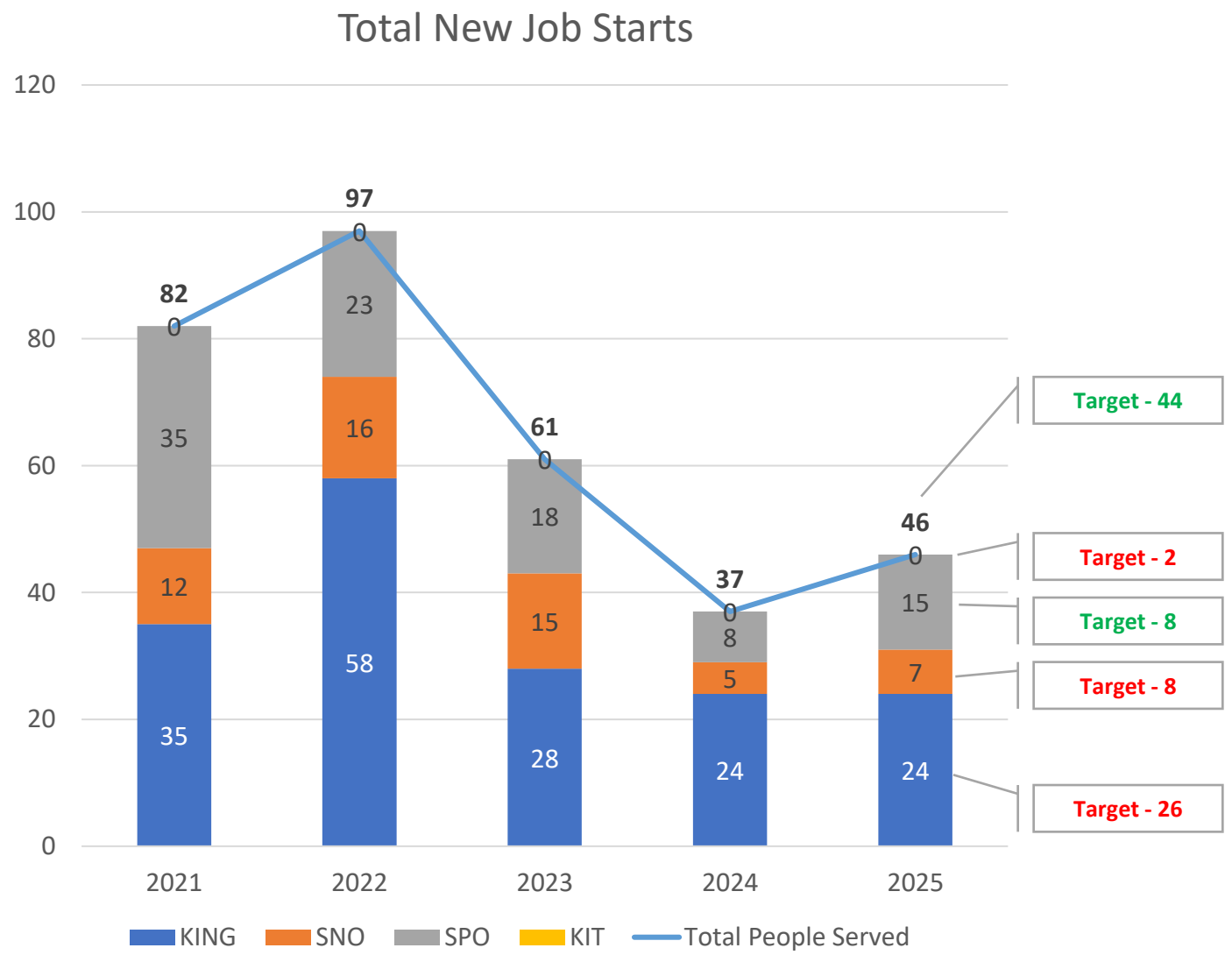
New Job Starts

King County
- Total New Job Starts: 24 jobs for 24 PS
- Reached 90-Day Milestone: 18

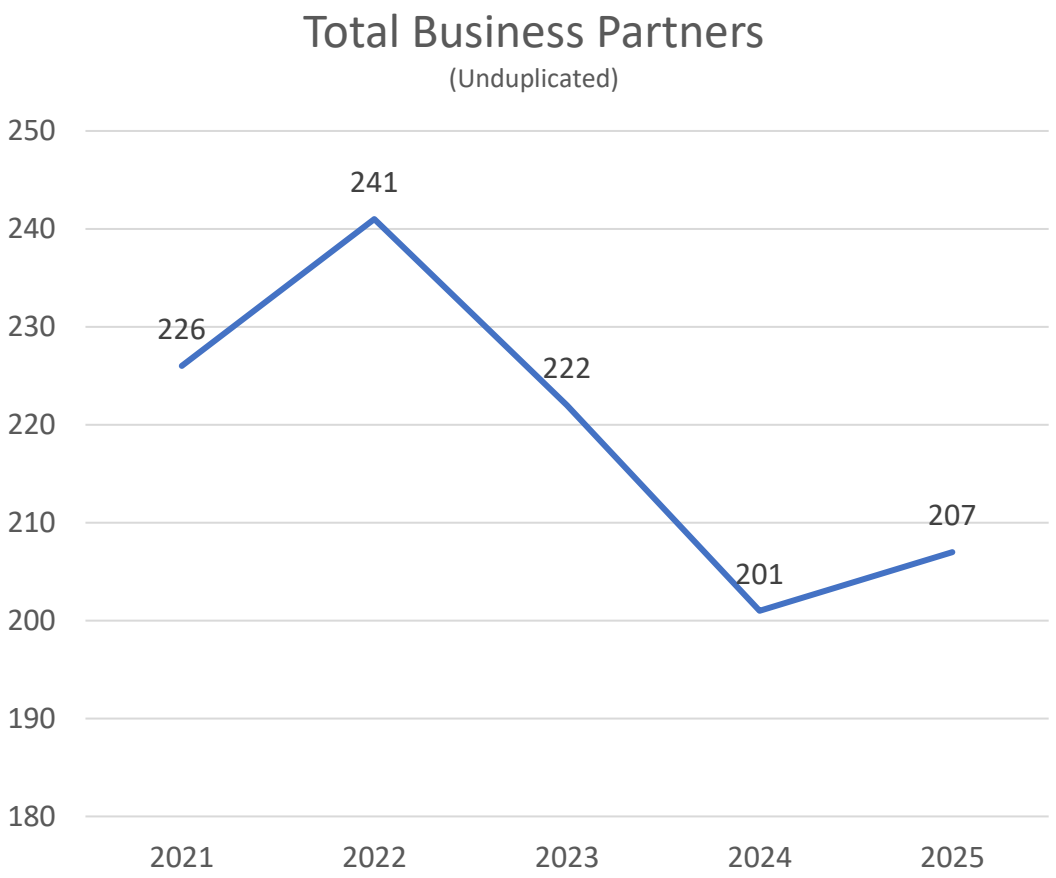
Snohomish County
- Total New Job Starts: 7 jobs for 7 PS
- Reached 90-Day Milestone: 7

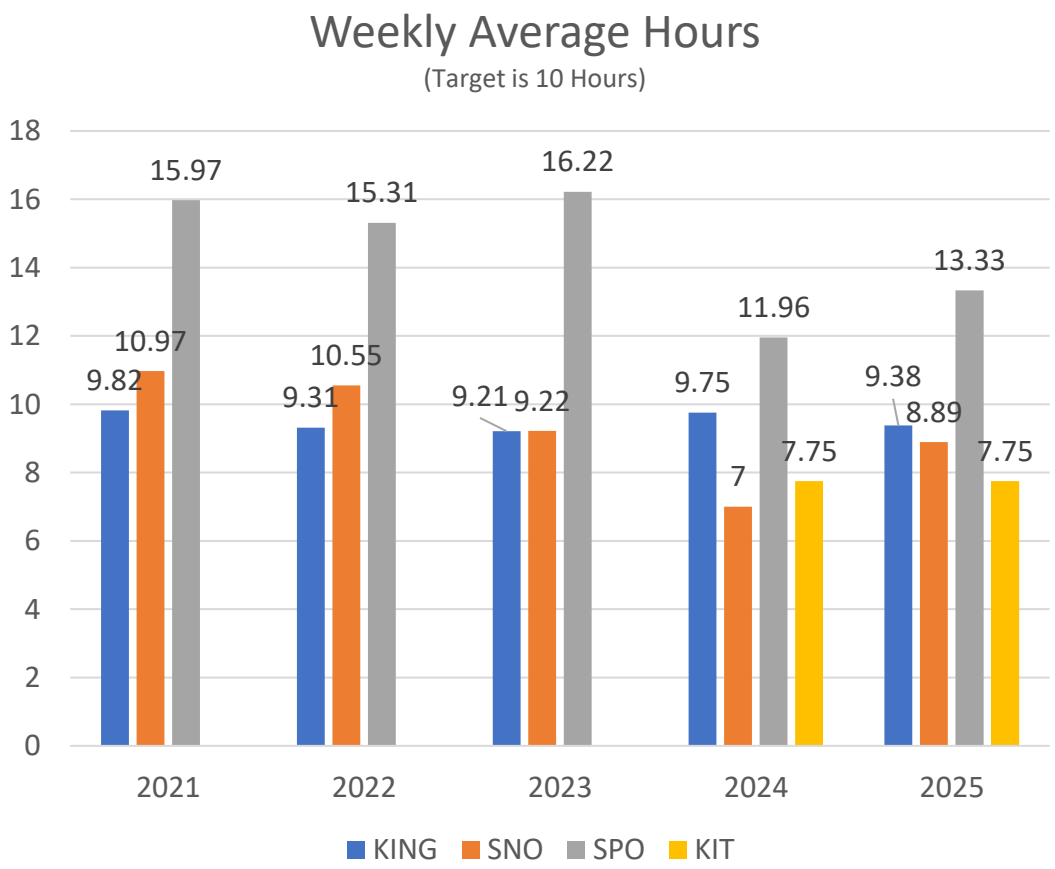
Spokane County
- Total New Job Starts: 15 jobs for 13 PS
- Reached 90-Day Milestone: 8

Kittitas County
- Total New Job Starts: 0 jobs for 0 PS
- Reached 90-Day Milestone: 0



Other Employment Indicators





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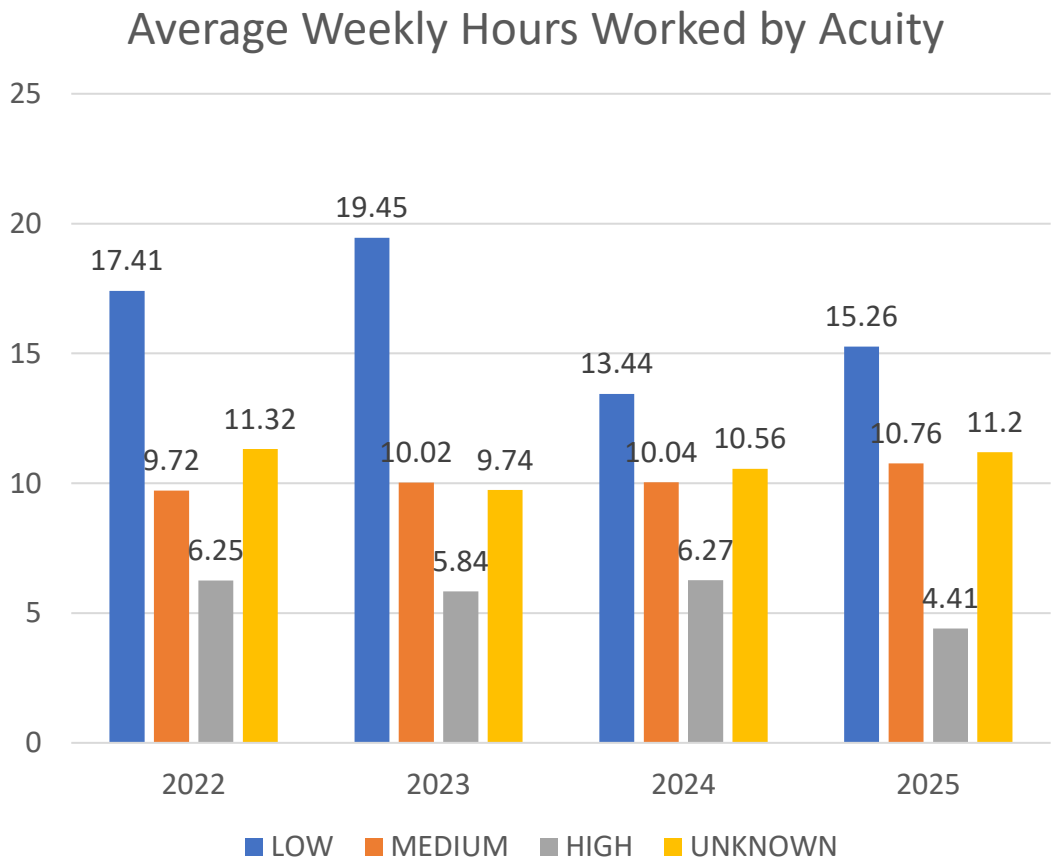
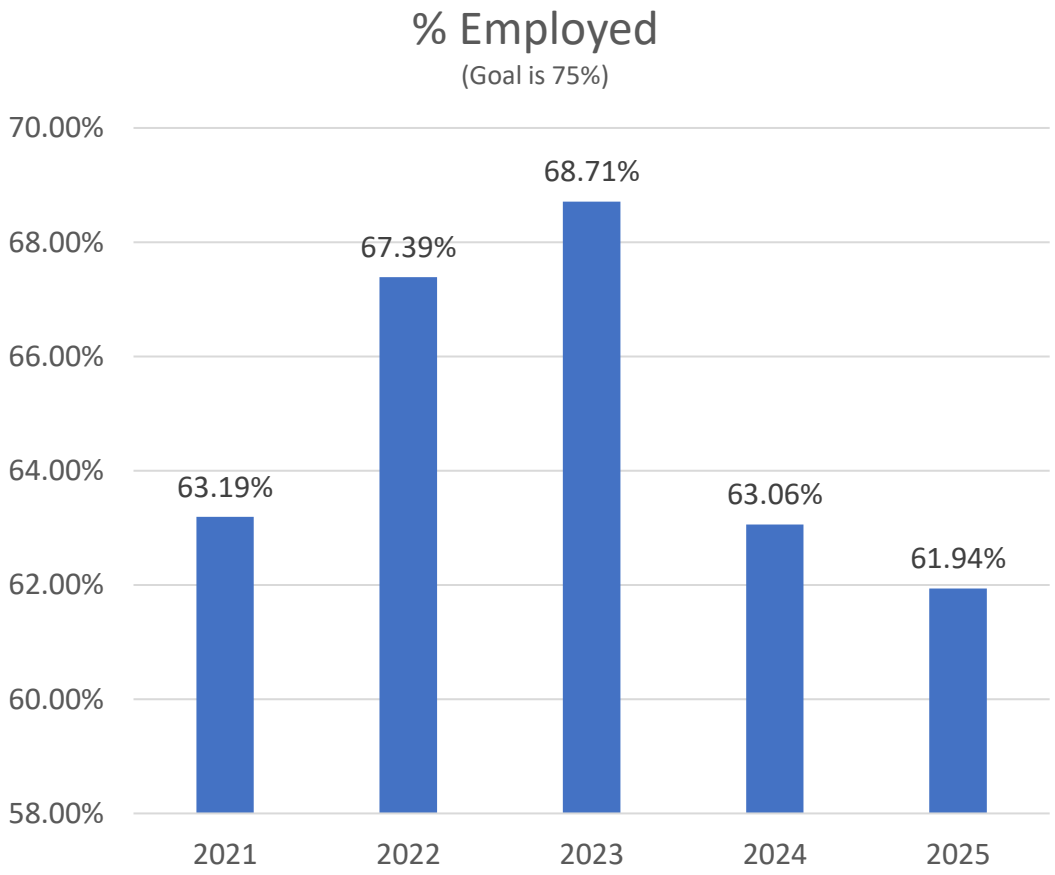
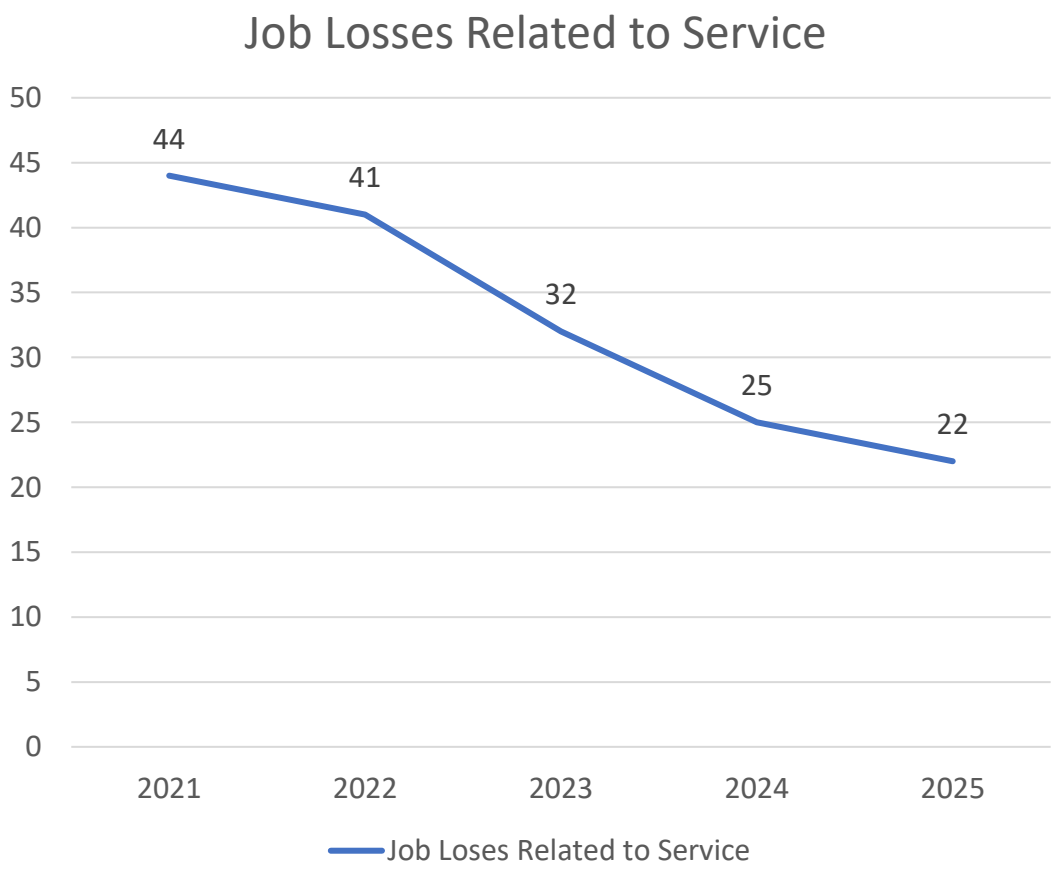
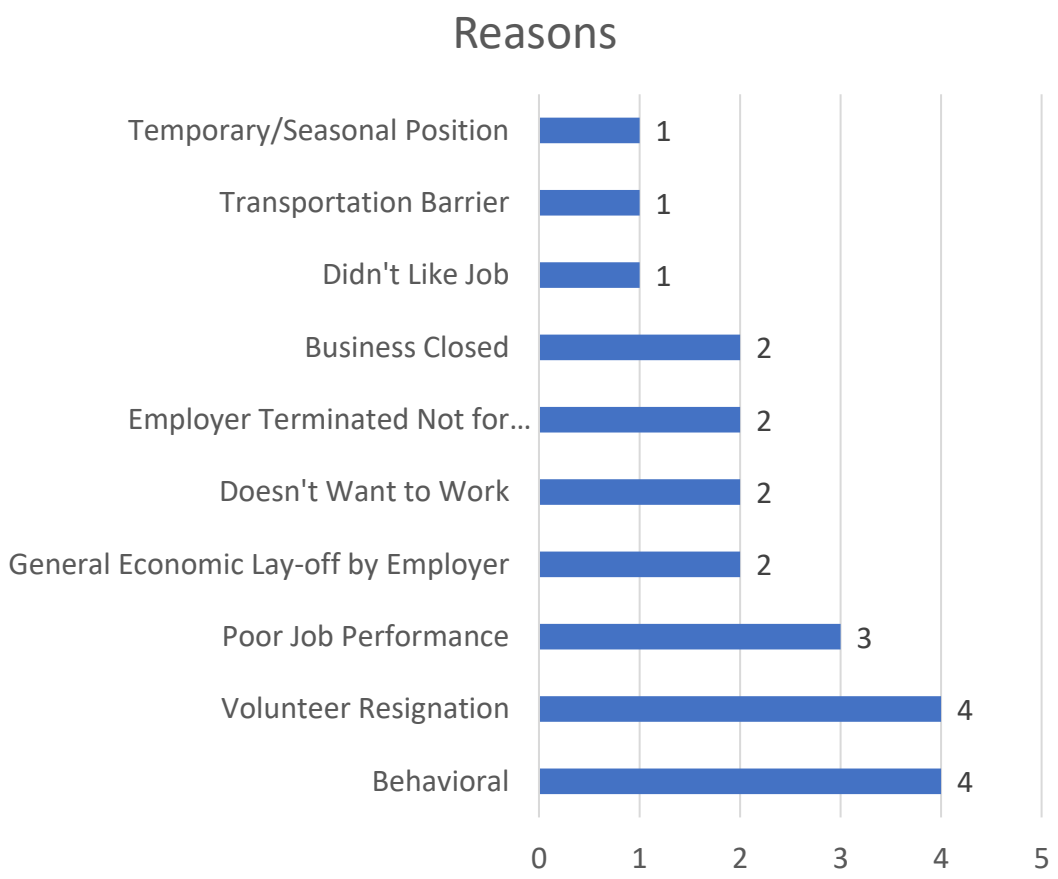


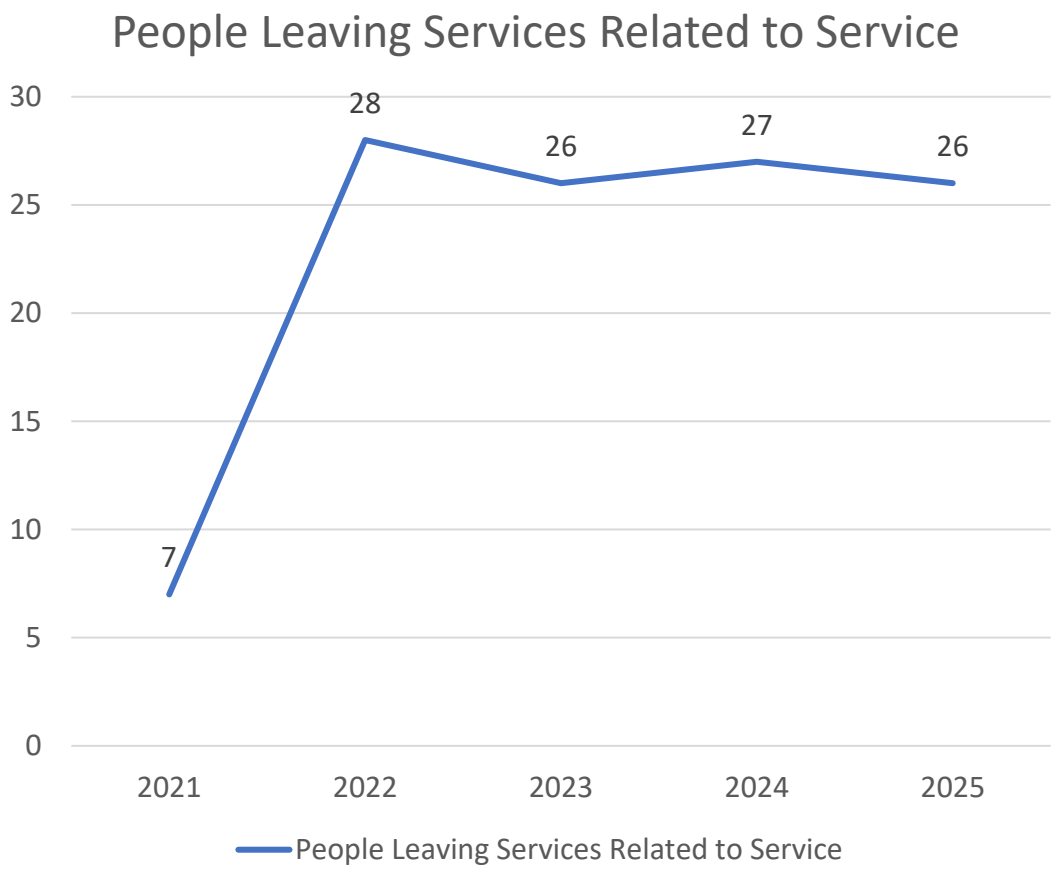


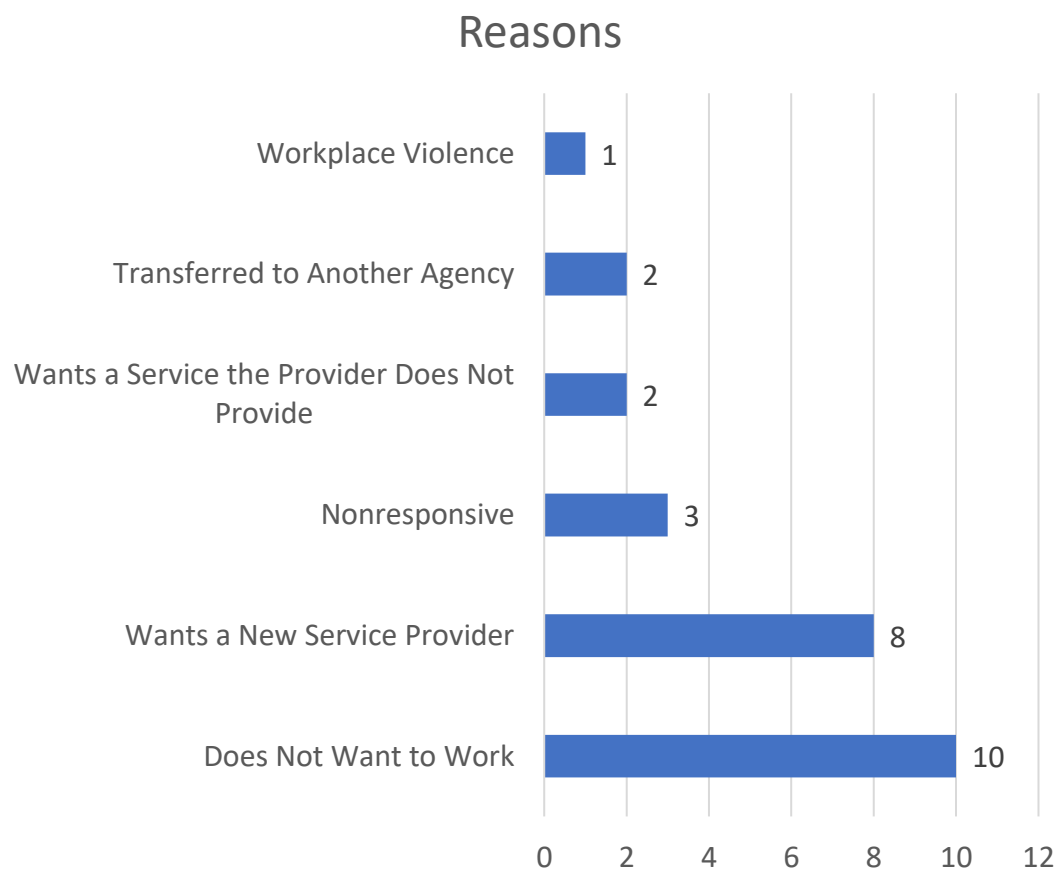
Job Losses Related to Service



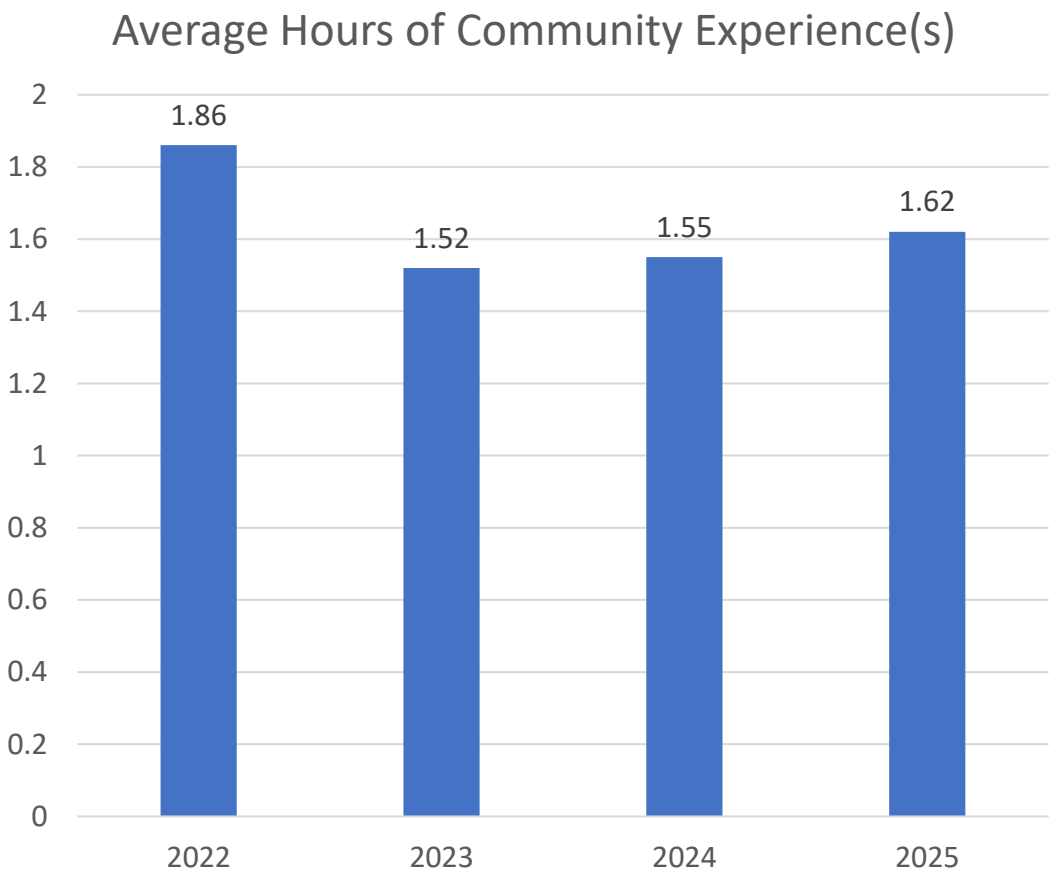


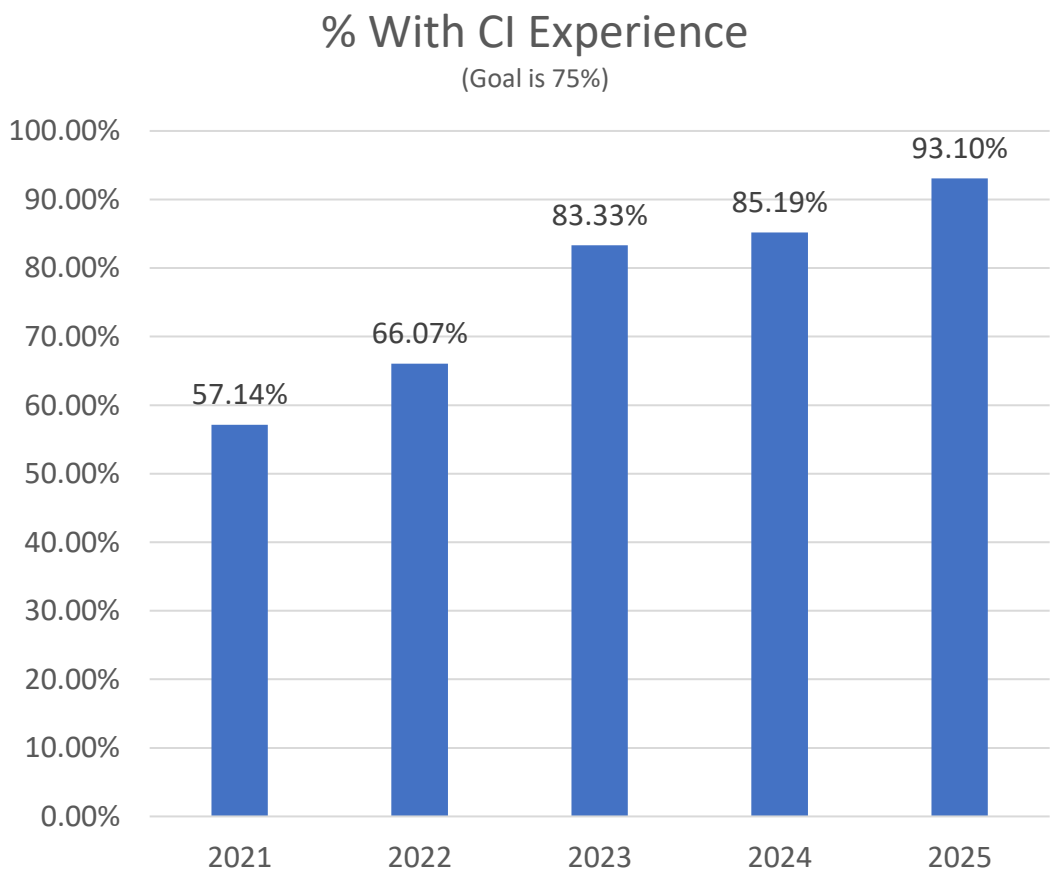
People Leaving Services Related to Service





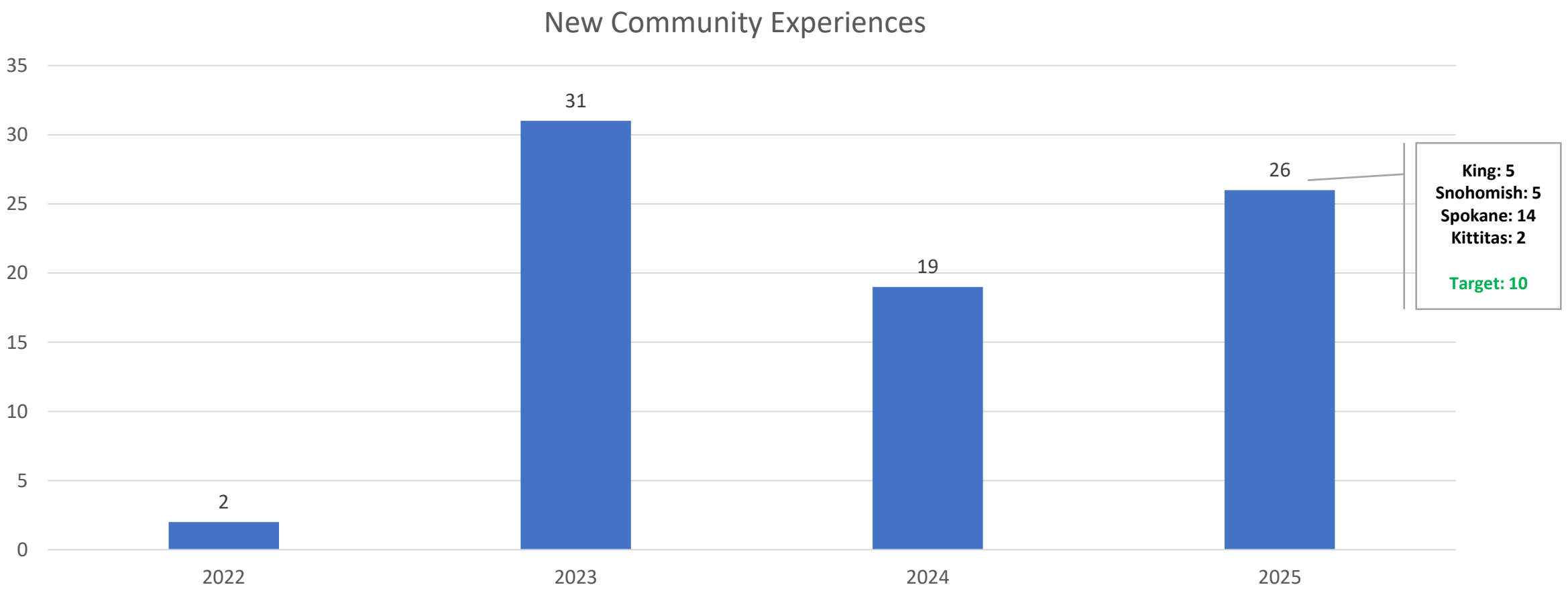
Other Community Inclusion Indicators





61 community experiences were documented in SETWorks with weekly hours.
The experiences with 0 hours were note included in the average.

Other Community Inclusion Indicators



King County Placement Details

*Highlight indicates New Employer or CI Site

IE Placements

Safeway	Terreno Realty Corporation	Pagliacci	Trader Joe's
Pizza Hut	Trader Joe's	Aegis	QFC
Bellevue Sunrise Daycare	Tolt Montessori	Safeway	Michael's
Vashon Youth and Family Services	Top Golf	Village Theatre	North Bellevue Community Center
PedalHeads	Seattle Parks Summer Camp	Snapdragon	Faith Lutheran School
Safeway	Trader Joe's	KCIT	

CI Placements

Highland Center	Mt. Si Senior Center	Trial Youth Coffee
Northshore Senior Center	Hopelink	

Snohomish County Placement Details

*Highlight indicates New Employer or CI Site

IE Placements

Hope Covenant Church	Walmart	Green Works
Ross Dress For Less	Stuffington's Ceramics and More	Bridgeways
Allied Business Services		

CI Placements

Northshore Senior Center	All Aboard	Northshore Senior Center
Stuffington's Ceramics and More	Lynnwood Senior Center	

Spokane County Placement Details

*Highlight indicates New Employer or CI Site

IE Placements

MOD Pizza	Division of Vocational Rehabilitation	Amazon Fulfillment Center	Slayed Beauty Collective
Blue Origin Express	Allied Universal Security Services	Premier Manufacturing	Adirondack Lodge Apartments
Riverview Retirement Community	Subway	Ninja Nation	Wishing Tree Books
South Spokane YMCA	Bear Totem Table & Tankard	McDonald's	

CI Placements

SpokAnimal	Spokane Valley Senior Center	Northwest Christian School Thrift Store	Northwest Christian School Thrift Store
SpokAnimal	Hillyard Senior Center	Northwest Christian School Thrift Store	Art Salvage
The Hook and Needle Nook	Heartistry	River Ridge Association of Fine Arts	Scale House Market
Meals on Wheels	Partners Inland NW		

Kittitas County Placement Details

*Highlight indicates New Employer or CI Site

IE Placements

CI Placements

FISH	Central WA Disability Resources	

Human Resources

Prepared by Jen Braley, HR Director

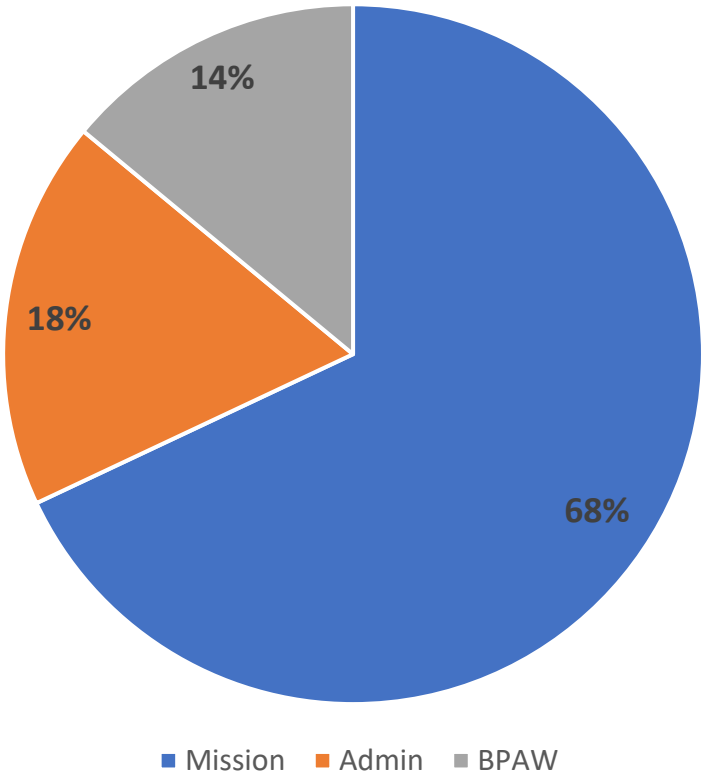
Employee Distribution

Administrative Staff – 12

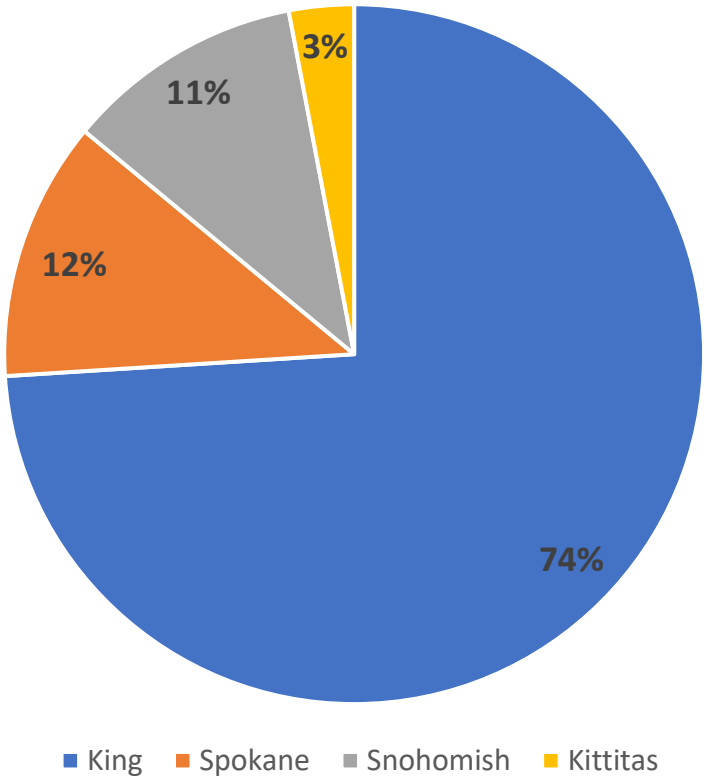
Business Powered By Staff – 9

Mission Services Staff - 45

By Department

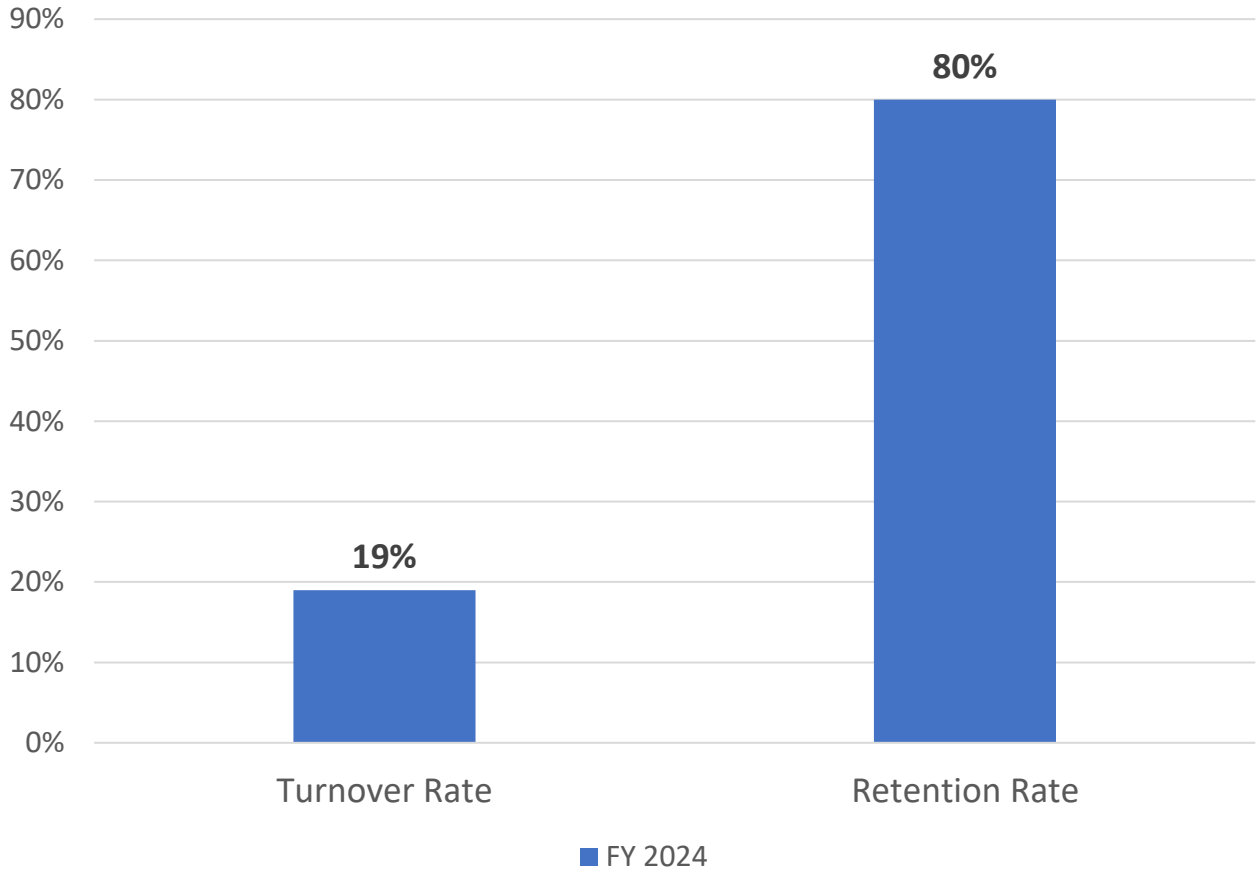


By County



Growth & Development

Turnover & Retention



- YoY Turnover improved from 29% to 19%.
- We had a total of 13 terminations this FY, 19 terminations last FY.
- Although retention seems to have dropped, we adjusted the measurement this FY to measure “True Retention” instead of “Simple Retention”.

Communication

Alexandrea MacIndoe, Director of Communication & Development

Social Media

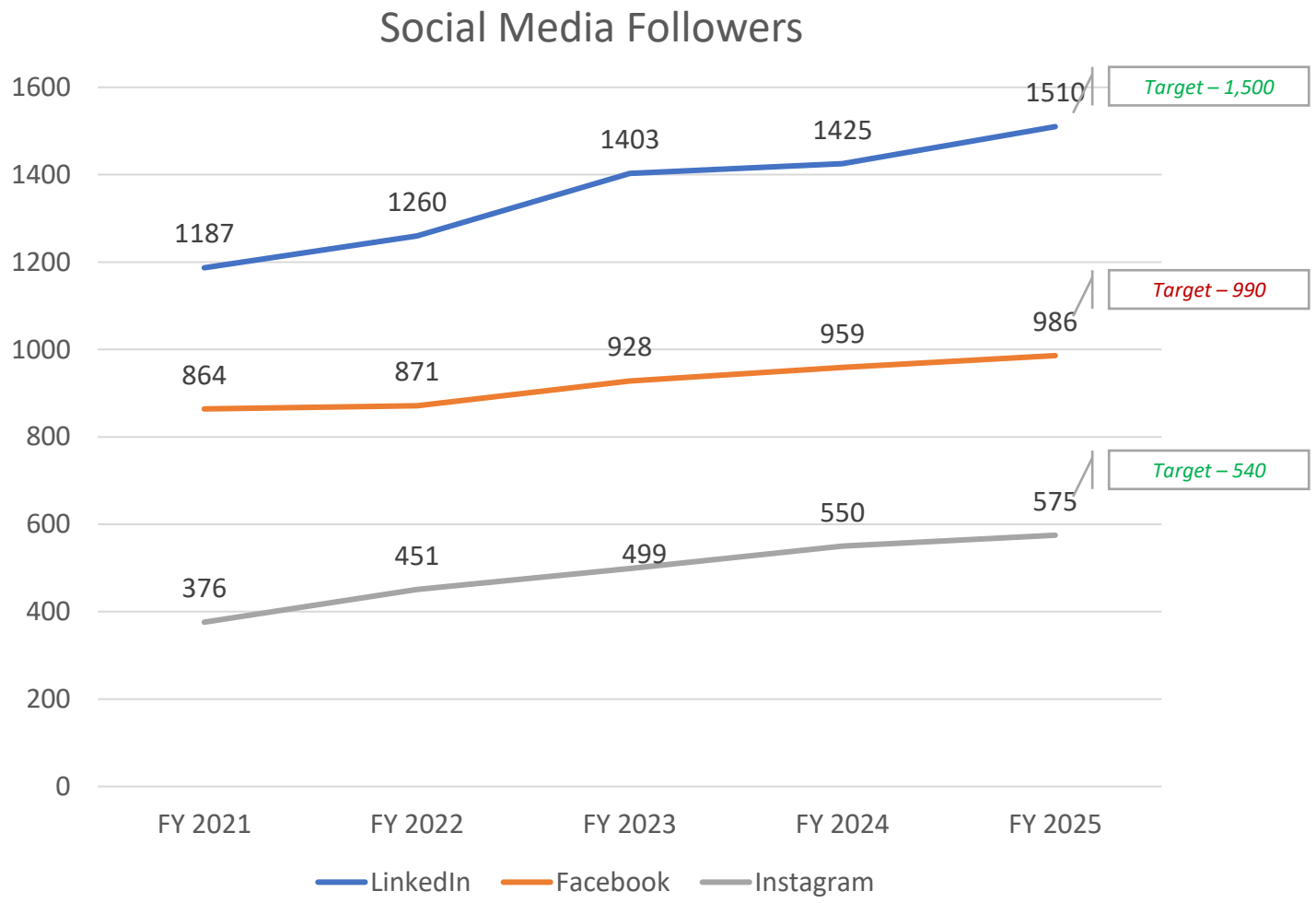
Social Followers determine how many people see our content regularly. Increasing followers help spread awareness and creates an audience for future media efforts.

1. LinkedIn, 1510

2. Facebook, 986

3. Instagram, 575

Marketing did not meet its goals in terms of social followers this year, though we got very close. A combination of new media partners, content media, new employees, and continual superior mission services all play a role in this year's growth.



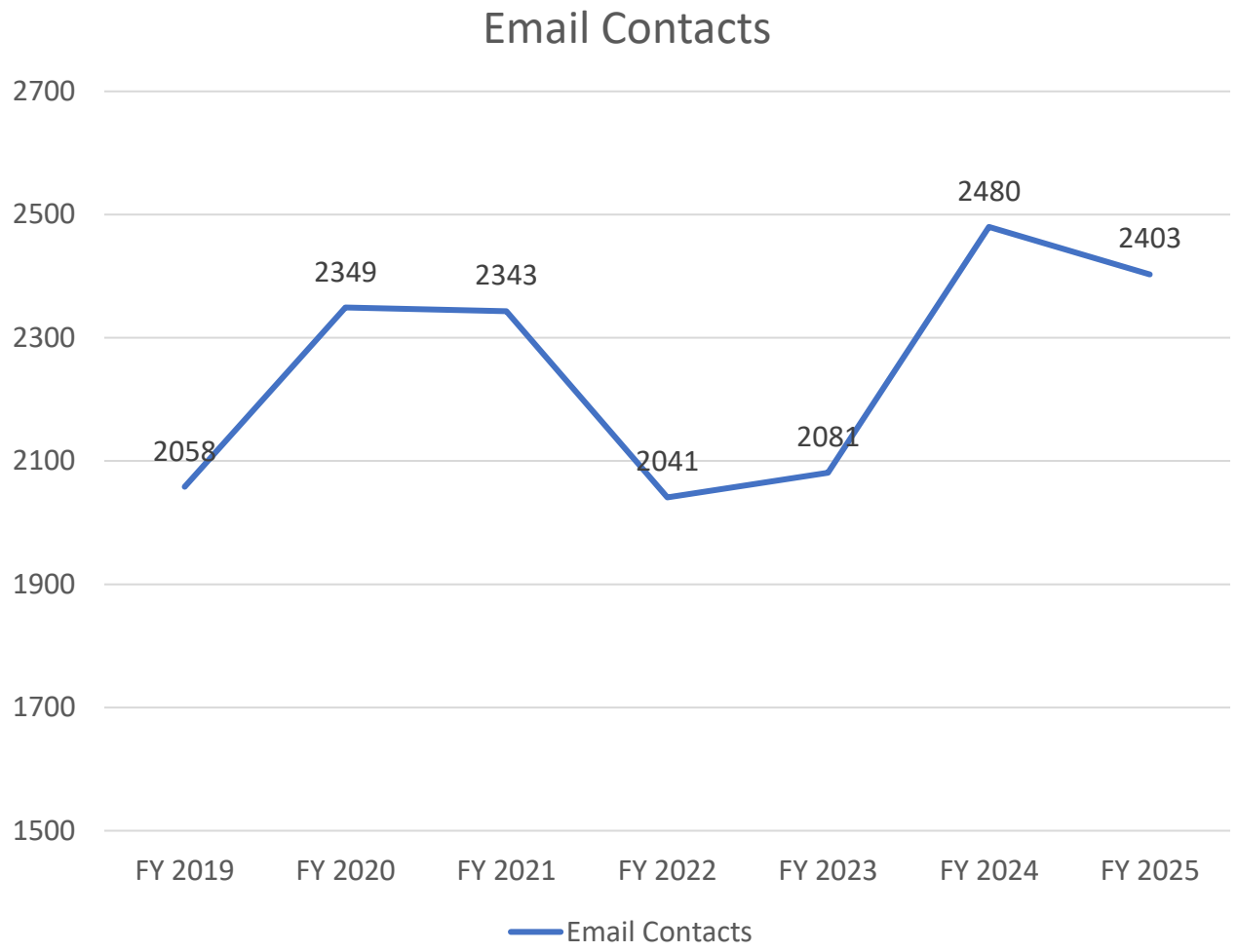
Email Marketing

Email List Contacts represent another audience outside of Social Media that we engage with regularly.

We saw a modest decline in our Newsletter, general sign up from new staff and general audience. This can be attributed to stronger AI email sorting upon receipt.

Advocacy Alerts saw incredible growth. By partnering with CEA, we were able to partner with their contact list so our alerts are more impactful and reach a larger audience.

1. **Newsletter (1475)**
2. **Advocacy Alerts (928)**



Media & Content

Media	
Newsletters	14
Advocacy Alerts (EveryAction)	10
Social Media Posts (Not duplicated by account)	249
Blog Posts	9
Media Placements/Coverage	Issaquah Salmon Days Puget Sound Business Journal – Giving Guide Seattle Times – Year-End Giving Guide Seattle Times – Education Resource Guide Sound Publishing - Vashon Beachcomber
Events	Giving Tuesday (Nov) Advocacy Day (Feb) GiveBIG (May) National APSE (June) Staff Summer Party (Aug) Disability Voting Rights Week (Sept)
Videos	Recruitment Video – A Day in the Life of Employment Consultant

Development

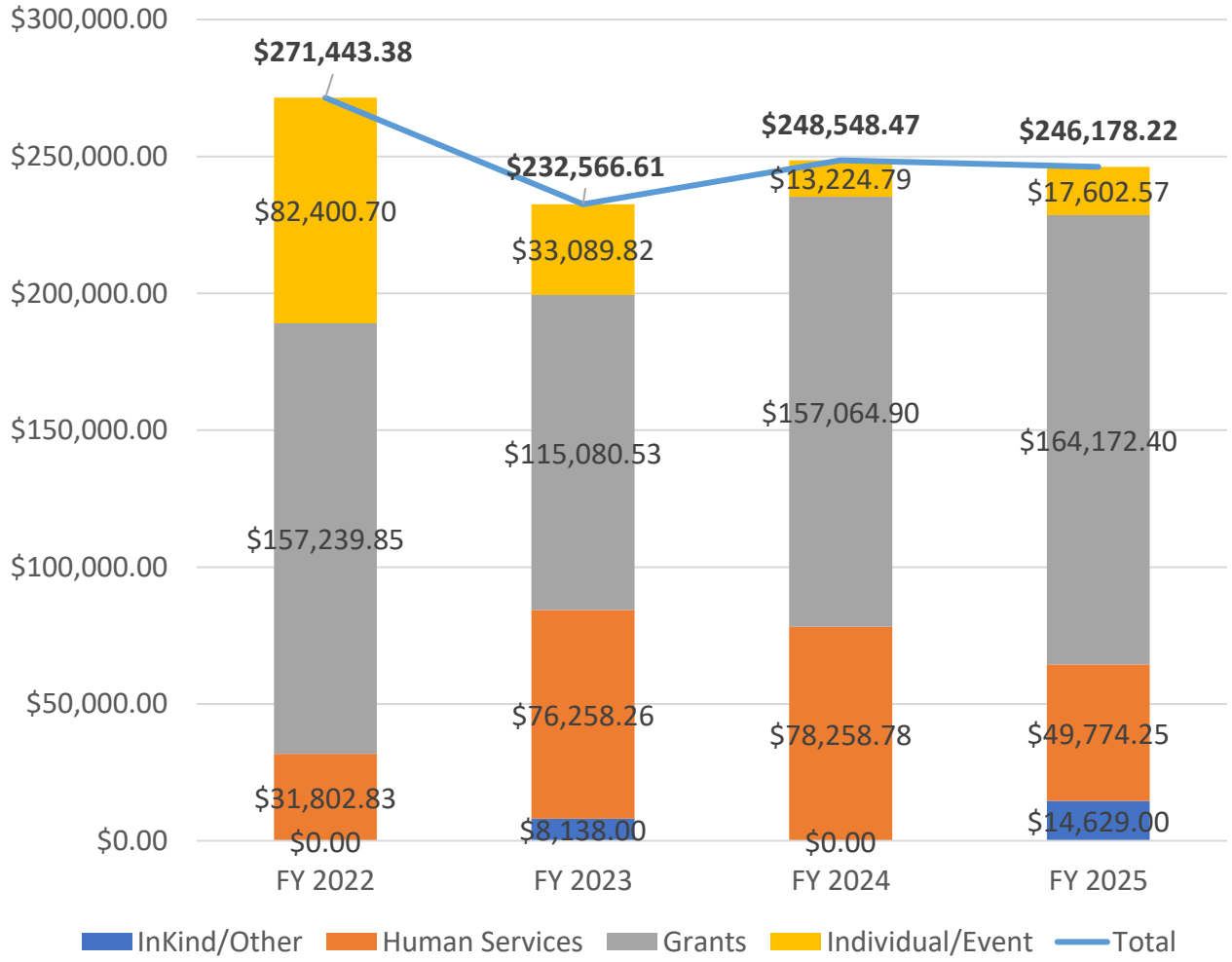
Alexandrea MacIndoe, Director of Communication & Development

Development

The Development Overview gives us a glimpse of what was raised during the fiscal year.

This year, Alexandrea MacIndoe partnered with our Grant Writers, Bloom Grant Consulting and Jason Correa additionally helped with sourcing and applying to several Source America grants.

Together, giving was up from last year by just under $16,000.



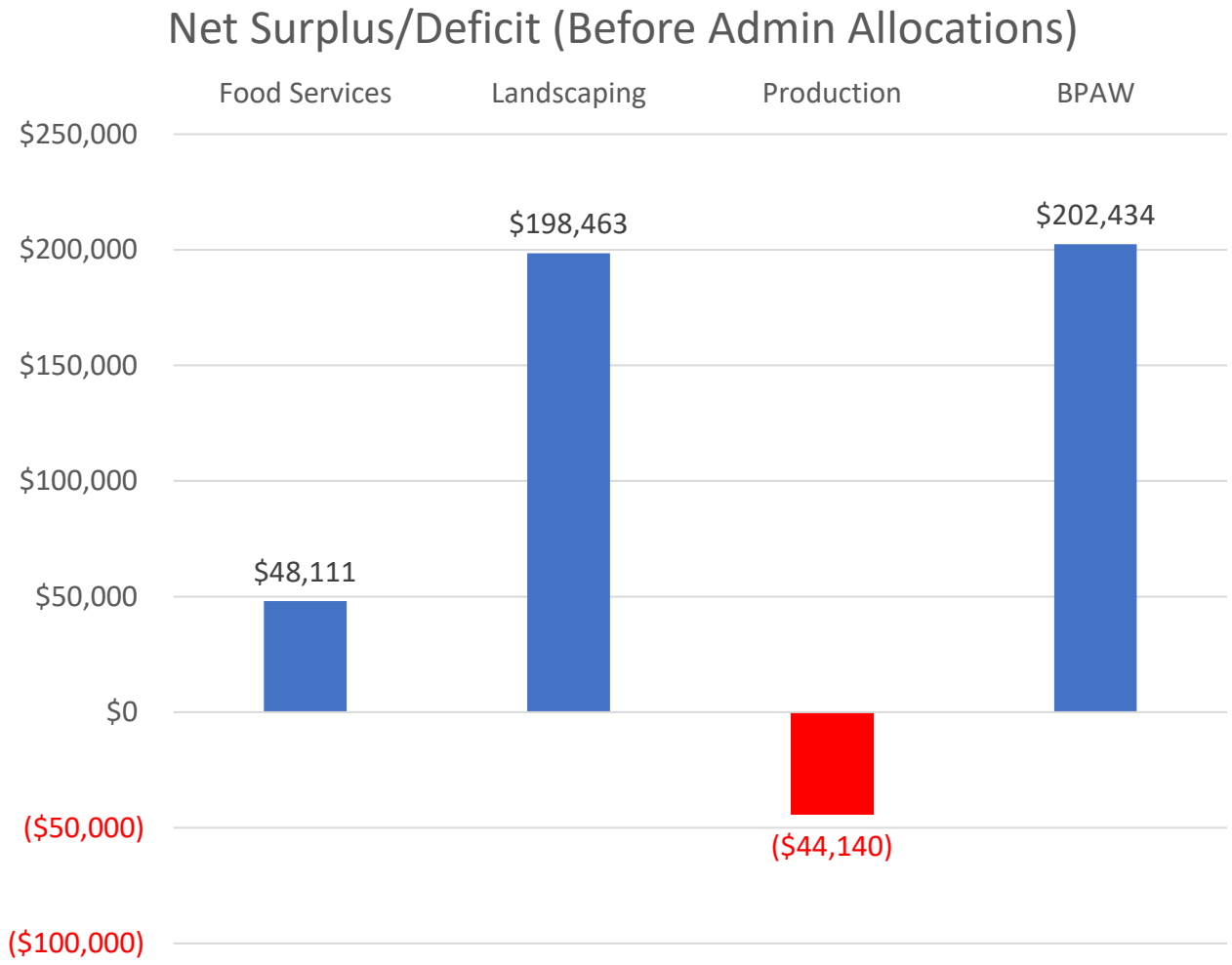
Businesses Powered by AtWork! (BPAW)

Jason Correa, Director of Operations

BPAW Outcomes

Objective – Meet budget expectations and have positive net profits

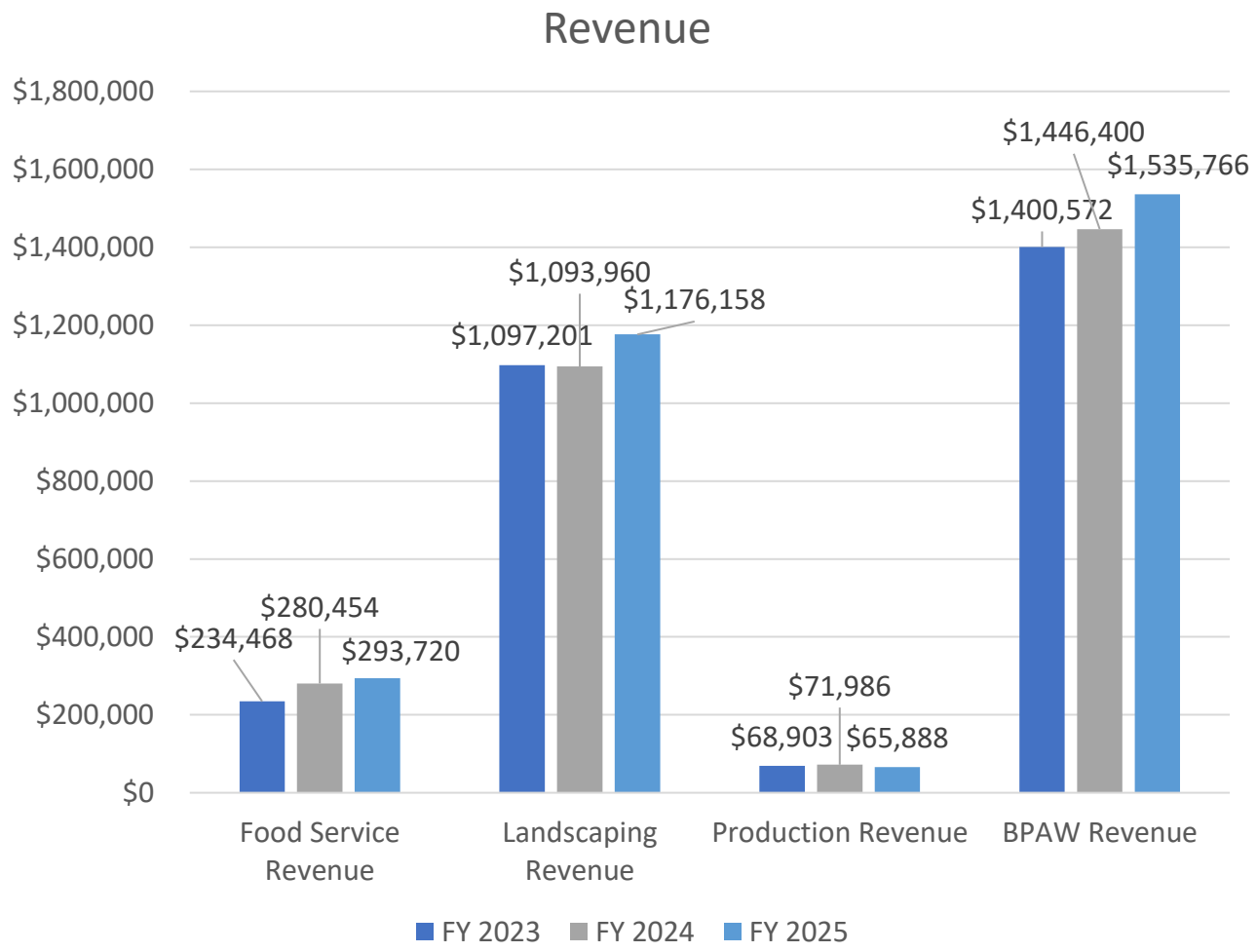
- BPAW overall had a net surplus that was slightly lower than budgeted
- Food Services and Landscaping had Net Surpluses for the year
- Production had a NET deficit for the year. With the loss of businesses over the years, the space is costing more to operate, we are exploring new business opportunities. Two people with disabilities remain on staff.
- Overall, BPAW had a ~$202K **Net Surplus before allocations** for the year.



BPAW Outcomes

Objective – Increase revenue and improve revenue diversity

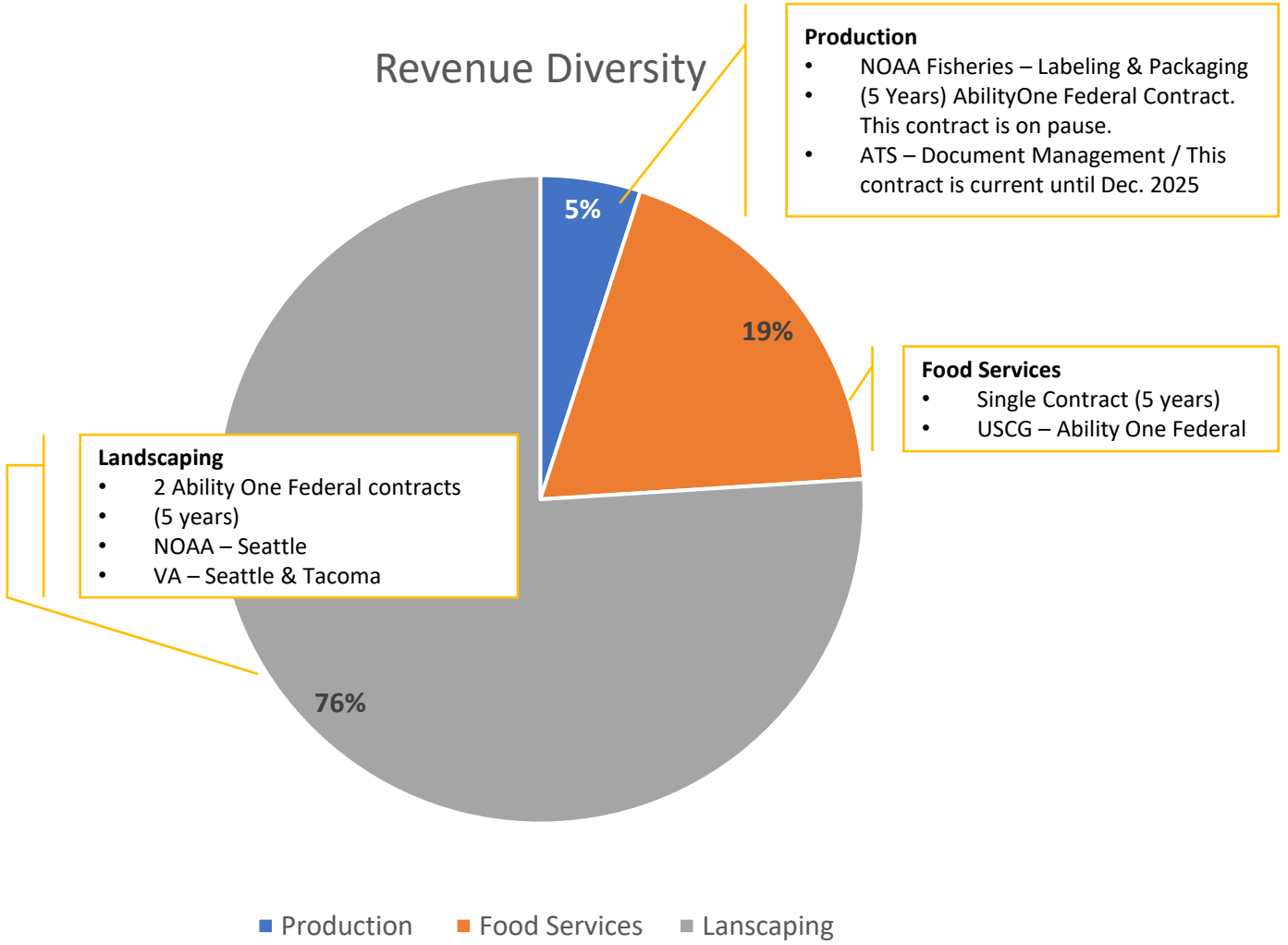
- Overall BPAW revenue increased from previous year and was slightly higher than budgeted
- Food Services: Slight bump up due to contract follow-on year wage determination
- Landscaping: Revenue has remained consistent over the past two years. There may be an opportunity to add an additional VA location (Magnolia) next year.
- Production: Revenue deficient has decreased from previous year. We have monitored operational costs and cut excess spending where applicable. We are exploring grant opportunities to expand new business operations.



BPAW Outcomes

Objective – Increase revenue and improve revenue diversity

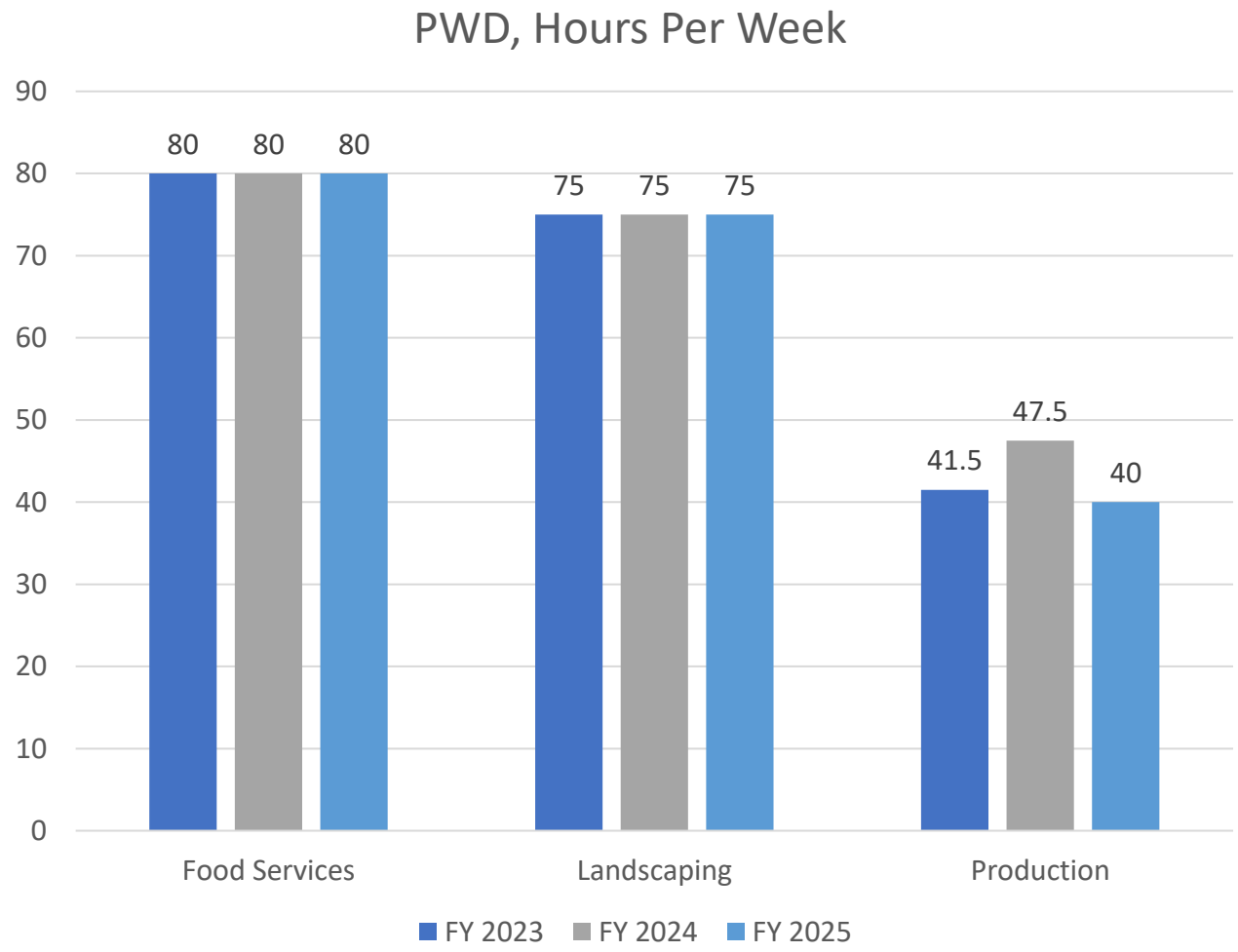
- Percentage of contribution to the total BPAQ revenue ($1,535,766) is weighted towards Landscaping due to addition of new VA Puget Sound contract
- There is a lack of revenue “diversity” for Food Services in that it is a single contract business. Landscaping and Production each have just two contracts
- Production is one small contract that employs 1 person with disabilities. The other AbilityOne contract we had is on pause at this time.



BPAW Outcomes

Objective – Mission Integration. Increase hours and/or wages for people with disabilities (PWD).

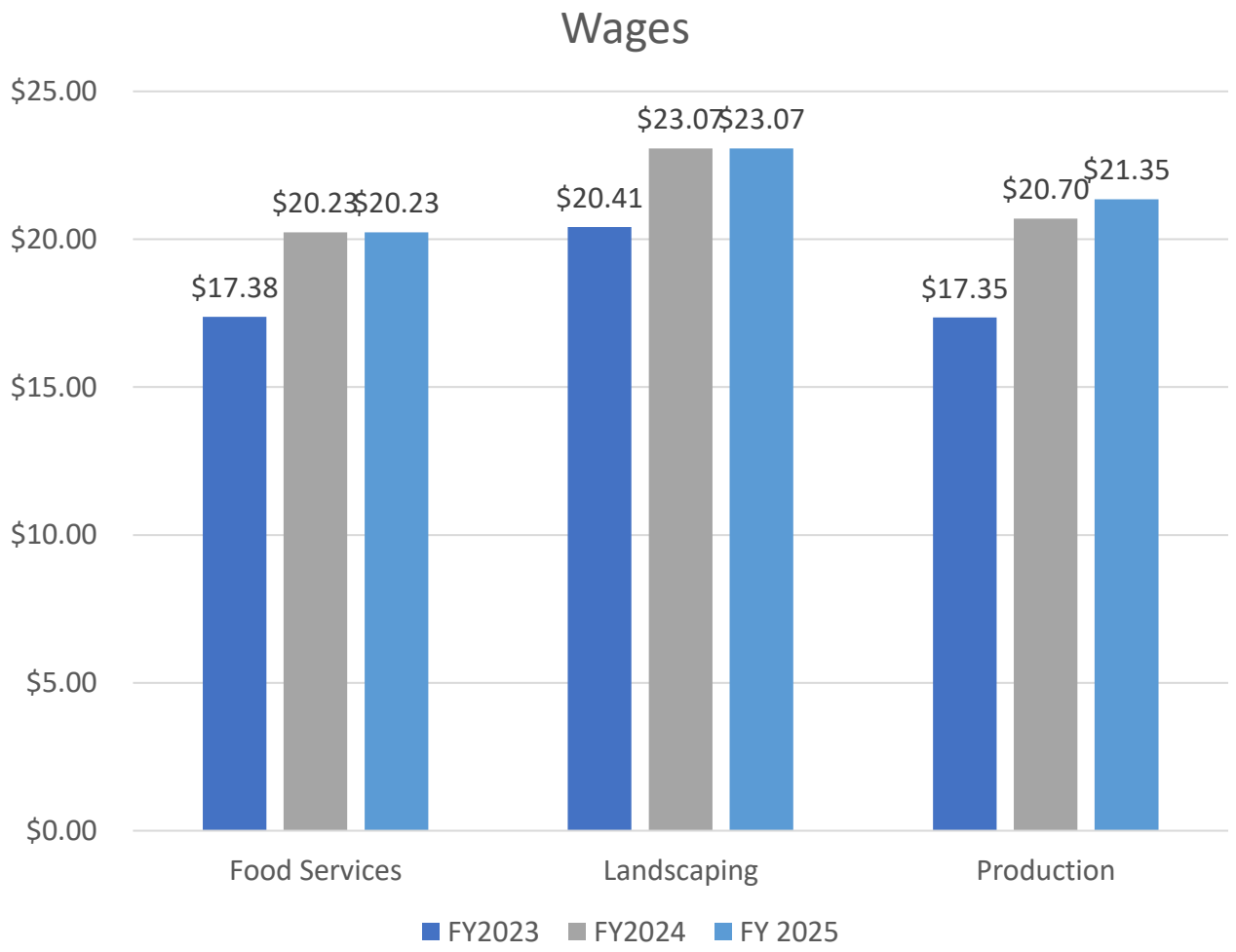
- Food Services and Landscaping continued to work through government shutdowns, with hours for both businesses remaining consistent from the previous year
- Production work hours have decreased due to the NOAA vials contract coming to a pause. We are looking for this to resume in 2026.



BPAW Outcomes

Objective – Mission Integration. Increase hours and/or wages for people with disabilities (PWD).

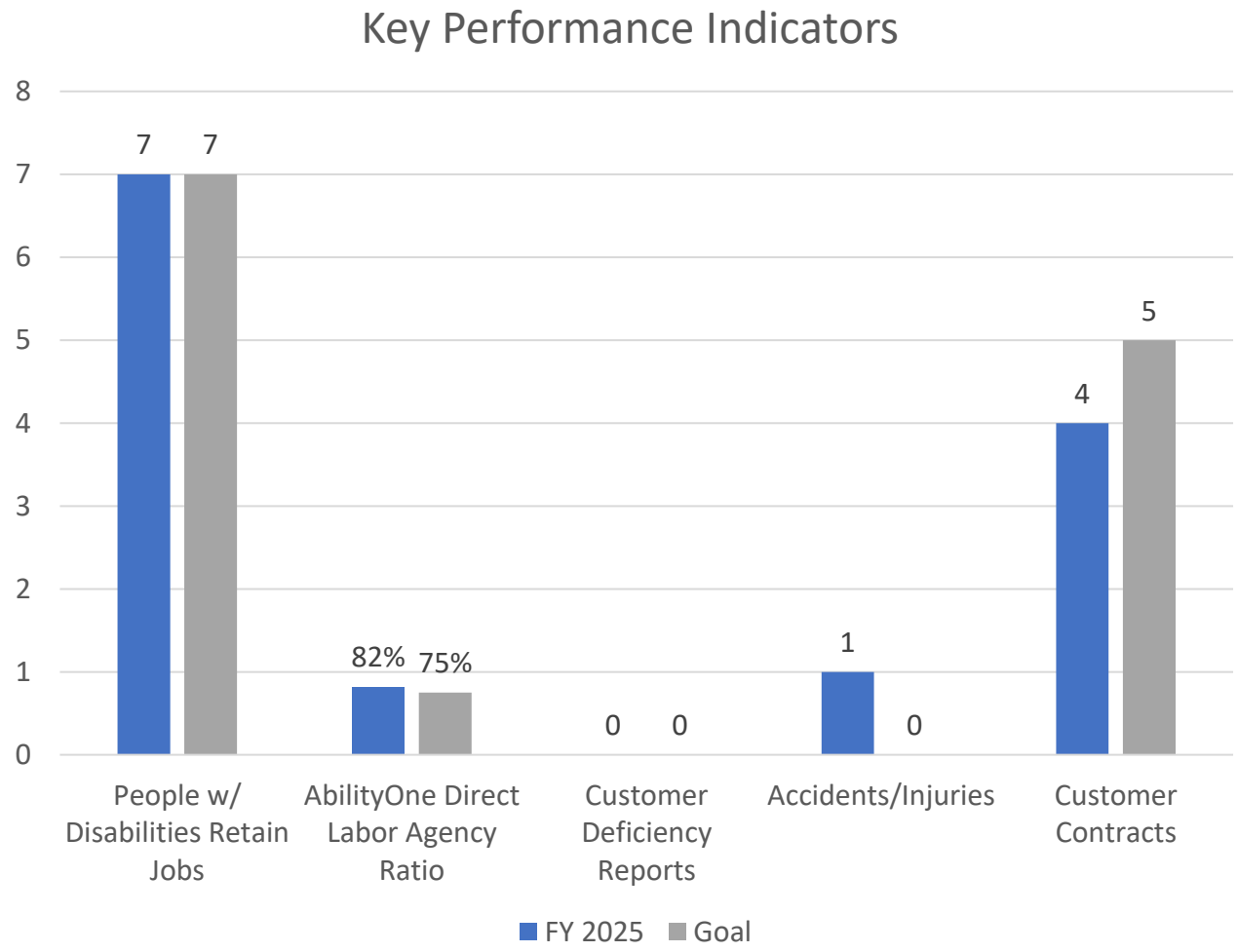
- Food Services
  - Federal Wage Determination
- Landscaping
  - Federal Wage Determination
- Production
  - WA State Minimum Wage
  - Federal Wage Determination



BPAW Key Performance Indicators

Basic goals for all businesses in accordance with regulations and guidance.

- People with Disabilities Retain Jobs
  - Staff remain stable
- AbilityOne Direct Labor Agency Ratio (% hours performed by people with disabilities)
  - Exceeded 75% requirement
- Quality – On time, on budget, to specifications
  - 0 Customer Deficiency Reports
  - USCG Recognized by Base CO
- Safety – Reduce accidents and injuries
  - 0 Accidents
- Retain All Current Customers and Contracts



Infrastructure: IT & Facilities

Jason Correa, Director of Operations

Information Technology

Convergence

- Remote IT Management
- Help Desk – 24/7/365
- Complete Care Package – IT Partnership
- Dedicated Support Team
  - Team Goonies
- On-Site Supports

FY 2025 Highlights

Continued Partnership with Convergence Managed IT Supports

- Information Technology, computer, network, infrastructure, and SharePoint supports
- New Firewalls at all locations

Security Protocols remain compliant with latest requirements:

- Backups, Antivirus, Spam filters, Encryption
- Data Protection, Login credentials, MF Authentication

Hardware Inventory, Maintenance

- Microsoft Surface laptops for Mission Staff
- Upgraded or Recycled end-of-line laptops and desktops

Successful Audits

- Department of Social & Health Services IT compliant

Facilities

Bellevue

- Employment Services King, STW, DVR
- Admin, HR, Marketing
- AtWork! Owned

Issaquah

- Businesses Powered by AtWork!
- AtWork! Commercial Services (ACE)
- Long-term rent-free lease

Everett

- Employment Services Snohomish
- Lease 5th Floor Office

Spokane

- Employment Services Spokane
- Lease 2nd Floor Office

Ellensburg

- Employment Services Kittitas
- Lease office space

FY 2025 Highlights

Leases:

- IOC – Survived the Bomb Cyclone Storm
- IOC – Tree clean up and building repair from storm.
- SPO – 2 year lease renewal (Expired 6/30/2027)

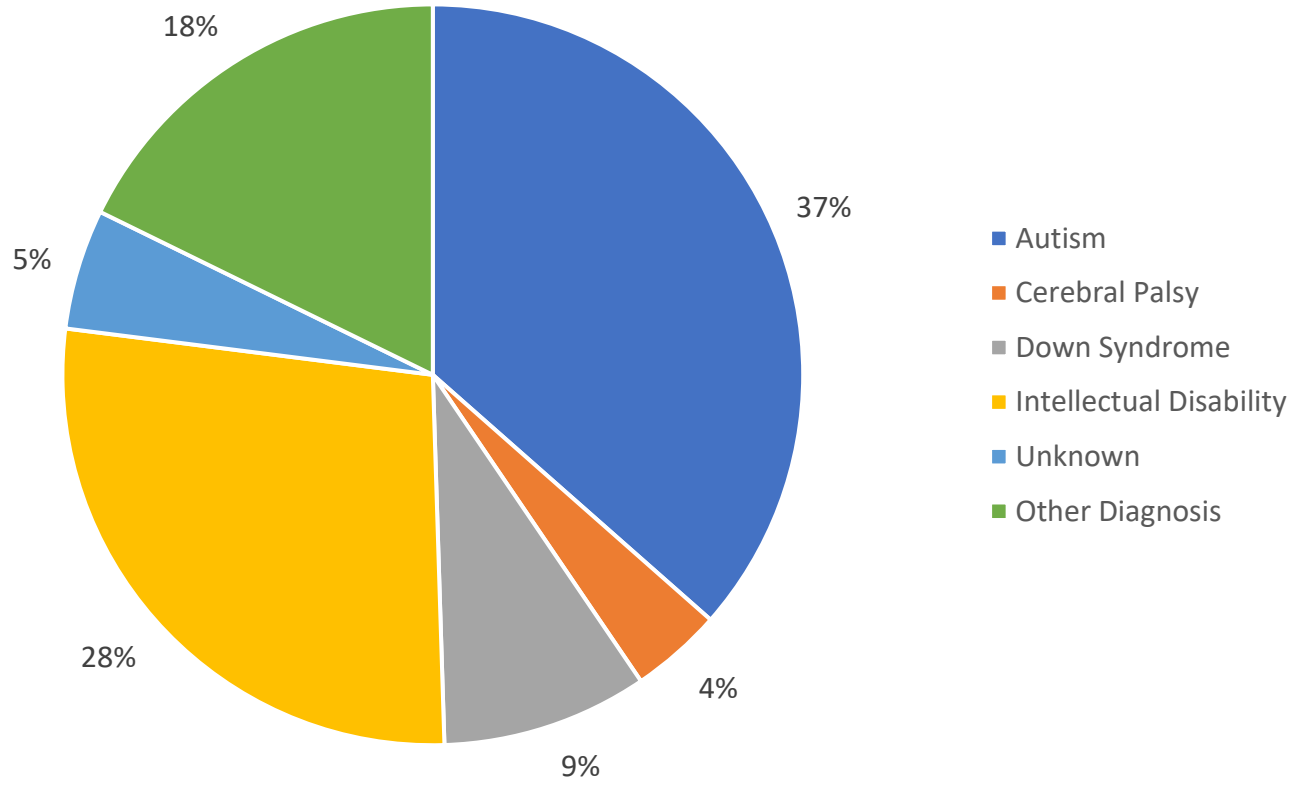
Contract/Service Agreements

- Ellensburg – Suite #2
- IOC – Inclusive Technology of Washington
- IOC - Extend Issaquah Food Bank space

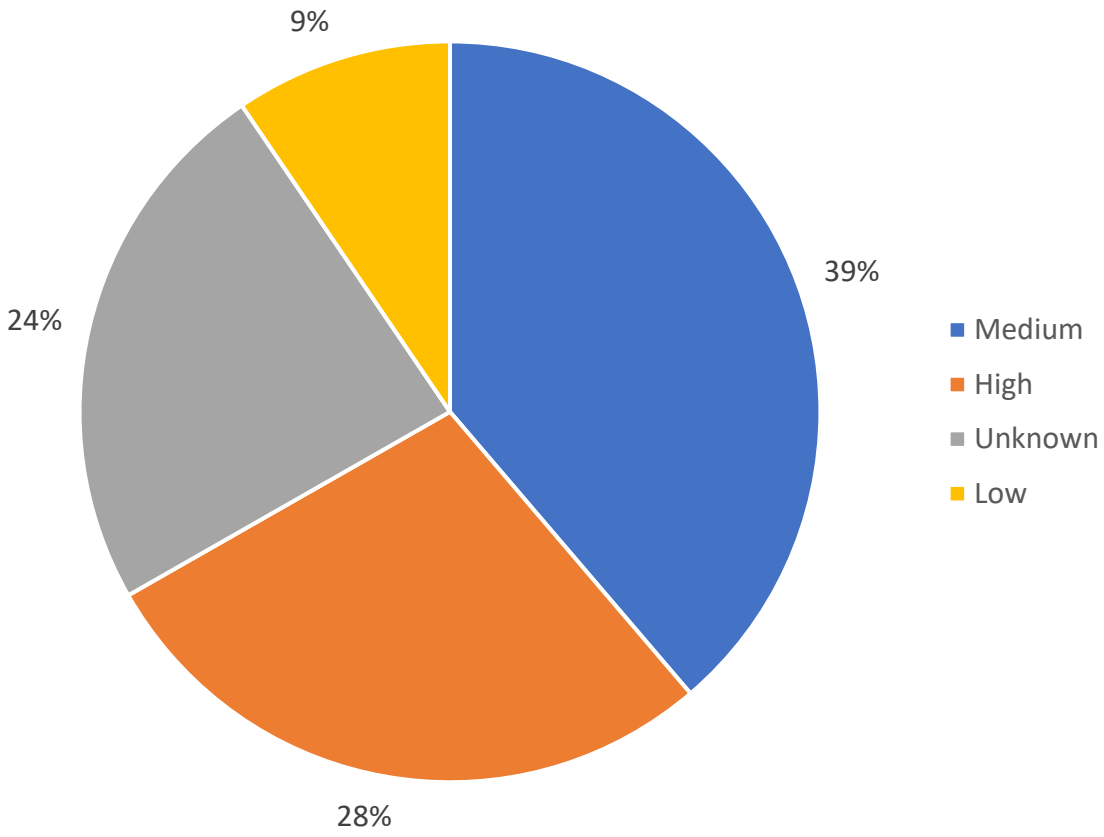
Mission Demographics

Anna Eggink, Quality & Data Manager

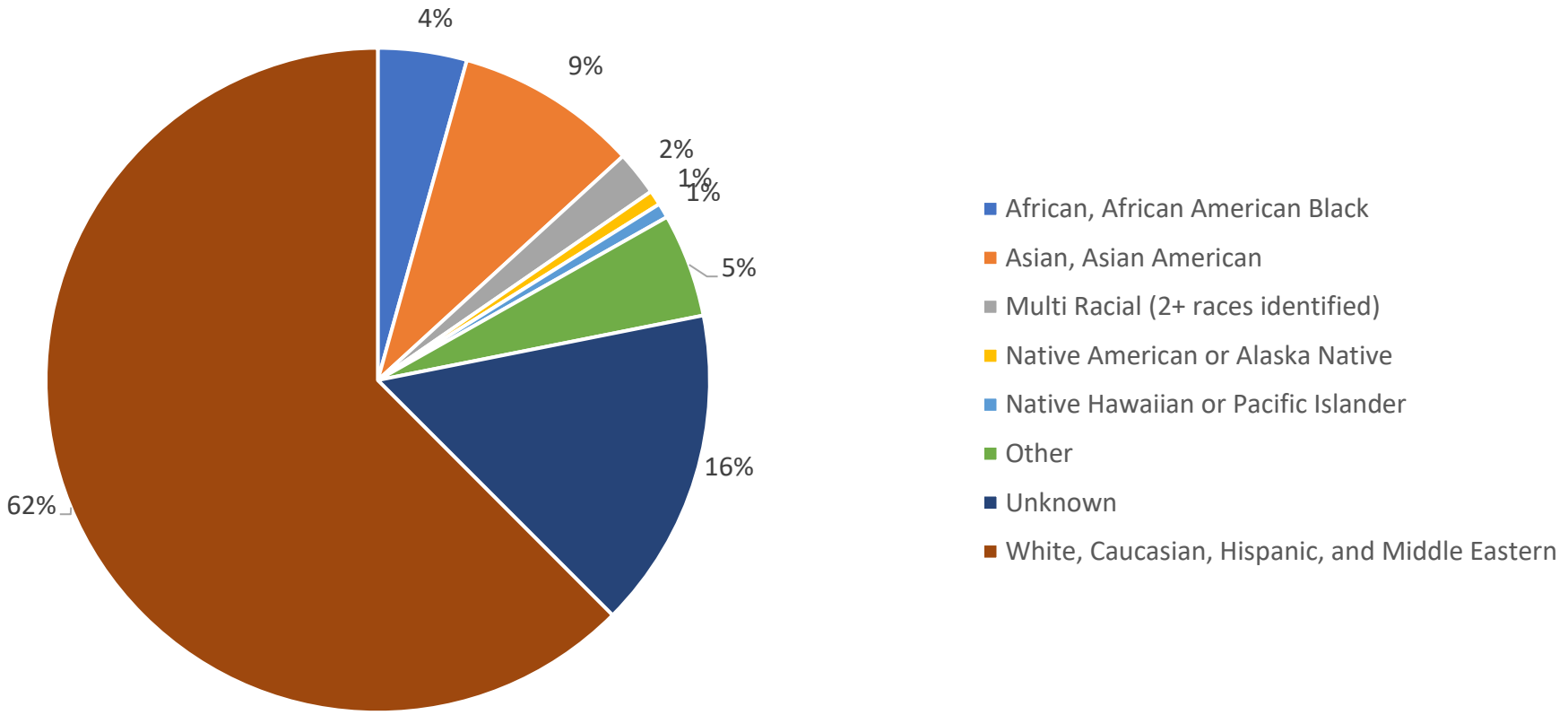
Primary Diagnosis



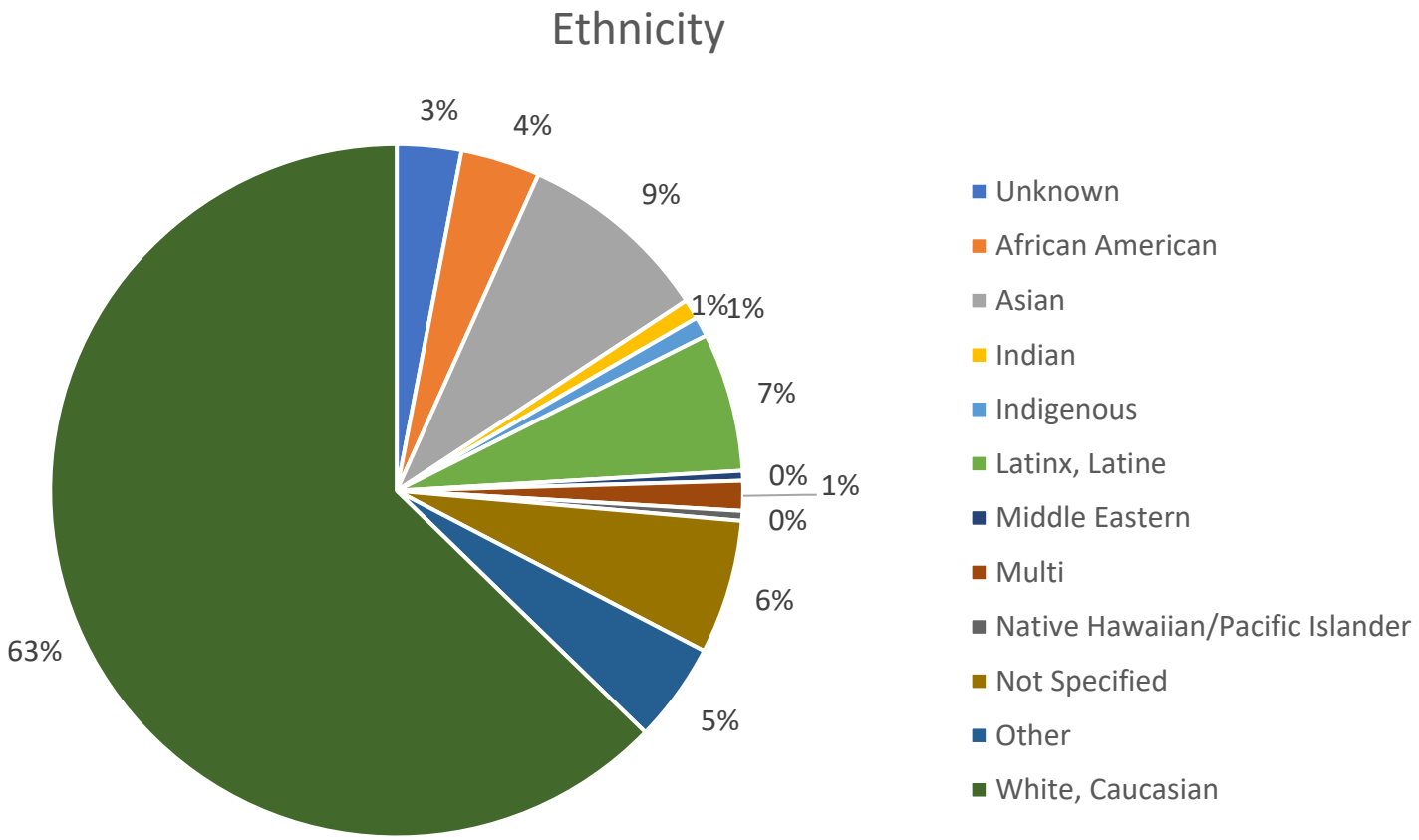
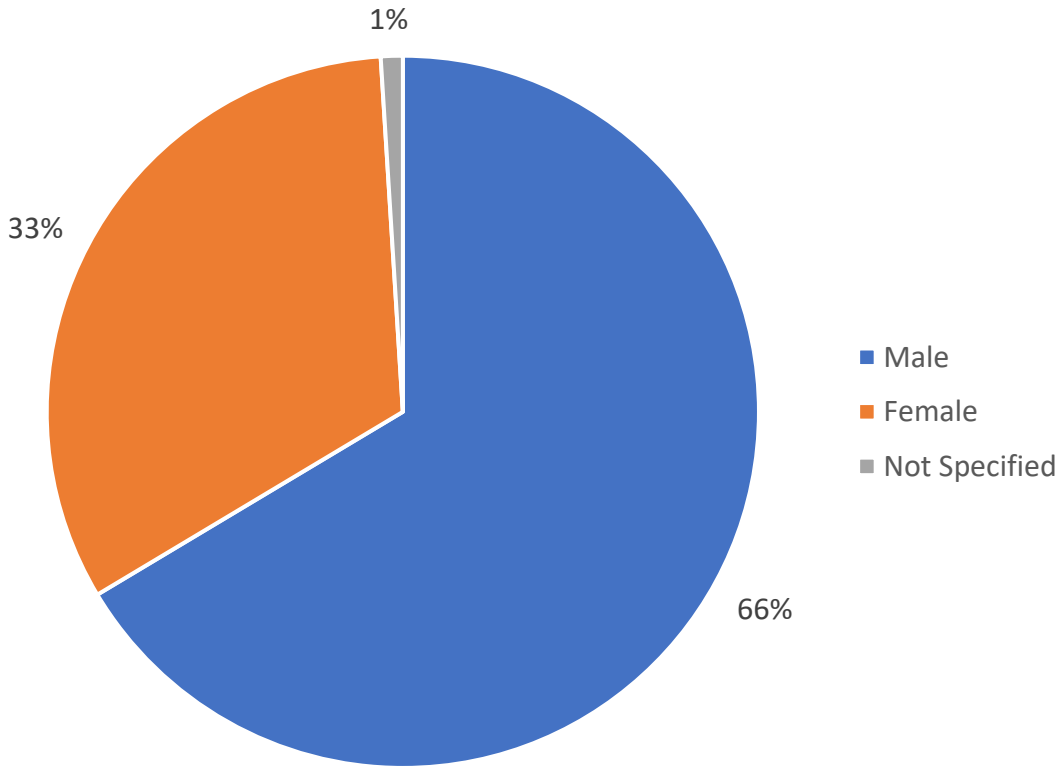
Acuity



Race


4%
9%
2%
1%
1%
5%
16%
62%
African, African American Black
Asian, Asian American
Multi Racial (2+ races identified)
Native American or Alaska Native
Native Hawaiian or Pacific Islander
Other
Unknown
White, Caucasian, Hispanic, and Middle Eastern

Ethnicity


Ethnicity
3%
4%
9%
1%
1%
7%
0%
1%
0%
6%
5%
63%
Unknown
African American
Asian
Indian
Indigenous
Latinx, Latine
Middle Eastern
Multi
Native Hawaiian/Pacific Islander
Not Specified
Other
White, Caucasian

Gender