Please stand by for real time captions. >>

This is a test. >> Testing,

1,2,3. >> Testing . >> We are going to get started in a moment. I want to welcome everyone. >> We are going to start in approximately 2 minute --

two minutes. >> Good afternoon, welcome to today's webinar . My name is Katie Allen, I am in -- an associate [Indiscernible] . You may listen to today's webinar even in your computer speakers or your telephone. Please , if you are listening to -- the computer please your telephone line so this will minimize background noise. >> Are --Our

email address is going to remain on the screen throughout today's webinar. If you should have any issues, please try to log out and log in again.

We encourage you to type in all of your questions and comments related to today's topic. We have time at the end of today's presentation to address your questions and comments at that time. And finally there will be a link to an evaluation . Please take time to fill out this survey . If you need accreditation, you need to fill out this evaluation in order to receive credit. And finally does webinar is being recorded, and we will have this archived after today's webinar.

You can also find other information about our and other webinars in our archives. And without further

ado, I will introduce Kathy.

Good morning everyone. I am in Seattle so it is still the morning here. I am from the University of Seattle . This webinar, is part of a series of job driven models. These are innovative programs that fall into customized training. Before we begin,

I want to show you some of our portals. On slide number to there are topic areas. These are being developed in May will be posted on our website. And also the job driven center has been working with 11 state agencies . I want to let you know, we have a new round of TA's and you can contact Julie

Coley and her contact information will be at the end of today's webinar. >>

It gives me great pleasure to introduce Kathy Hours, and Kaelly Walling and both of these companies, have a link with state vocational agencies. They will discuss their company's innovative program . And please hold all of your questions and tell both speakers have given us their presentation. >> My name is Kathy Hours -- Powers and we are in Seattle Washington. The objective for me is to understand the social enterprise.

And to meet employer and client needs. We are social enterprise that operates two businesses . We have an aerospace manufacturing business and [Indiscernible] and we provide transitional jobs. And hopefully we can come back to that. I am trying to find my slides. We were founded in 1957 , and we were established with a resource development grant. Just like most of the providers in the community, there were veterans that had children and they needed to provide their family with support. Because back in 1957 there was real no support. So what they wanted to do was create a model. They gave the kids skills, to transfer into the labor market. This is to engage industry and provide those skills. Especially when dashed in the aerospace . Our mission today remains the same which is to provide a traditional model. To set up and get skills and move into the labor market. I have been here for 13 years. And 13 years ago we had 25 staff members and today we have over 200.

And we operate just like a competitive business.

I am on slide number eight. Here is who we are as an organization.

Because it is a manufacturing business, we still have dashed it is -- we still have male-dominated [Indiscernible] . In terms of disability, we serve 90 for percent of the people that we support have some identified disability. And about one third , Disabling diagnosis. We also have neurological and psychiatric diagnoses . This

could be someone who had a stroke or someone who suffers from depression or posttraumatic syndrome. And many people that we support also have a -- an addiction problem. When we speak to the public on cool we support -- who we

support which is 40 to percent of the people. These are people that have a high school diploma. And almost half received special education in school. We are not the only employment provider.

If the IQ was lower than 71 [Indiscernible] program . About a third of the people we support, have had part of a criminal justice [Indiscernible] and have a record . We rarely support people [ Static or audio cutting in and out ]

We did get referrals from our state DR and we also work with vocational rehab. We also have industry related programs. This is like the apprenticeship program in Washington state . We do an on-the-job training with them. We have workforce development contract with other developers. And we also work with other nonprofit organizations within our community. Moving on to slide number 10. These are the outcomes. In 2015 we worked with 2024 individuals .

The jobs that we placed into does not necessarily transition into their -- what they wanted to do or their experience. A lot of people,

especially in today's labor market , are due wing assembly type tasks. And we also have customer service, call centers and [Indiscernible] in this is based on their experience and their goals and where they want to go in their life. The hourly rage -- wage averages about $13. And up here in Seattle minimum wage is nine dollars an hour. So we do place them in with [Indiscernible] . This is how we operate our business . Our manufacturing training program . This is a competitive business. This means we deliver parts . We also have quality and delivery expectations. We have one quality and delivery

awards from Bowling -- Boeing.

In my competitive business,

we help individuals get through that different work areas. So they can learn about their work skills and behavior. It could be assembly work or operations.

Depending on their skills they might put clamps together or work on a machine. And based on what they wanted to you and how they perform, at work they will go into different areas. The work assignment is based on the work that they wanted to. If you tried assembly but you would rather be in shipping,

we are going to put you in the shipping area and we will see how you do in that area. They do receive minimum wage during training. And a few years ago we added classes. So they could master skills -- matches people with their skills. A lot of people have not touched math since they were in fifth grade. So sometimes they do not remember how to divide, so they need to have a refresher cord -- course . Or maybe they were in high school and they did not understand math . So we focus on skills, that you have to have in order to perform, floor. -- on the floor.

At the end of the training , the goal may or may not relate to our manufacturing.

On slide number 12 . We also offer a office skill program. This will focus on a small classroom. The training is self-directed and that step supports that -- staff support that. Maybe they want to learn quick books or Excel and do more accounts payable type of work. So those individuals are going to work towards

their goals at their own pace . Outside of the community college base where the curriculum is driven by time. You can work at your own pace and you can even repeat a class. You can repeat the curriculum a couple of times in order to retain the information. And every Friday for us is, customer service day and we work on group projects. We look at the curriculum and customer service skills. This training drives are -- our program and we want to make sure that we stay within the community. We need to look at the software and what version people are updating to. And we make sure that we remain competitive along the way. Each person customizes their own plan. This is our contact center training program. This is an outsourced contact center . We subcontract with other organizations , to do overflow work in this could include data entry or text -- tech support and we also work with healthcare companies to support them with their billing. Things like open and Roman. -- Things like open enrollment. We also have support for Microsoft. We have a state contract where we issue state fishing and hunting license. And that business runs 20 for seven -- 24/7. If you come in and receive calls, you will more than likely remain a Mac contract. -- It does depend on the contract availability. Maybe I am in customer service but that is not my best suit maybe I can go into data entry. It is custom to the individual. Our

contact center does operate our reception area. This is where they are paired with a mentor or the receptionist.

Everyone in the program earns a minimum wage when they are in training. This is what our contracts with our [Indiscernible] and this is what those fees pay for. We have two vocational trainers on our staff.

They will meet with the person, and dealing with things that might be an obstacle for the person. Whether it is linked to their disability or if it is life [Indiscernible] . It is all about earning a wage --why while they are in training. We can take a skilled machinist, and train them to mentor people that are coming through the training program. Not everyone is a mentor. But there are full-time staff that does support the individual through our program. We also have the call center under contract full-time. They also give us weekly feedback. On how that person is doing and that helps us keep a real tight idea on how that person is due wing. -- doing.

After a few weeks we meet with the person and the job developer. They will support

that person throughout the [Indiscernible] . >> The average time in our program is less than six months so it is a quick time frame in our state. How do we in partner --

first we give them a time of inspiration -- information.

We want to continue to operate our business to become successful. This is how we develop our curriculum . We have partners with their business and our mission. We have staff, and a call center and the job developers. They will work with the employers and see what the trends are and what the labor market looks like. We look at the demands of the business and we look at the training program.

So we can train them and they are employable once they leave our program. Here we have an update on our technical training and this is higher level of internship. We really got together with employers and they continue to provide input. So that they are competitive when they leave. So we are constantly building new relationships, and new opportunities for people. And we develop the curriculum for

our business. This is the curriculum that we developed. And one of the things that are developers saw when they were working with the labor market, there is an opportunity to place people in a few jobs that we were not able to access. They needed to have a longer training and they needed more specific training or experience . So what we did was, not just looking at one employer that we can see over and over but we wanted to hit a broad range of the labor market. We looked at the other types of positions that might be related to the assembly position.

Then we went to -- we developed a focus group.

Then we developed what it would look like for us in order to build the curriculum. So we got many employers on board and they gave us input into what the specific skills or behavior they would want to see from people that went through this particular program. We wanted to complement what those employers wanted. We had the internship --

this would match our work statement and translate into great jobs as they left our program . And the placement wage , has been over $15 an hour. And people are spending approximately 6 months in the program. Working on education, for themselves. The training has been funded by our business. We have started really seeing, funding that will specifically focus on skill sets. There is a cost to us and that person does take a lot of resources away from us and also the mentors on staff. This is how you can get into the program and this is how it looks like from the client perspective.

They have to be here for at least four a week so that we could I -- get a good understanding about that person. We also go through the interview process. The counseling staff, will [Indiscernible] and they will usually spend a few weeks testing the water. So they can get a good idea on what they are committing to. Some people that we have, have completed our training in four months and others take up to six weeks . I mentioned the mentor in the assembly area or. -- They will review the competency and move on and so on. At the end of the internship, people have a hands-on testing and demonstration on their ability and what they were learning. That is an example.

How we use labor market input. And to assist people that we are supporting and help them get into the labor market. Going into our challenges. I think the benefit of our model, -- I love what I do and I have been here for 13 years. I think this is a very good model. We help people become self-sufficient. We are both the employer and the training -- trainer.

We can speak to the demands of the industry because they are working in a manufacturing business that is competitive. So they can go and speak to other manufacturing businesses and talk about our program . I think our clients, enhances our ability to provide guidance.

When you try to help somebody find a job, we can take the person and help them apply for the job. As we are out there marketing, especially from the job development area. The people are here working and you can grab them at any time. And we can help them locate work. From a counseling standpoint.

Our caseloads are not [Indiscernible] so we are able to dig in. I think this will help some of the people that we support. Sometimes we see people get personalized attention. And this really does help them to stabilize and work on their barriers and become employed. I also picked we are -- I also think we work with other employers and we do have respect in the industry. Our sales staff and development staff, work together to develop a relationship with employers. This is part of our mission. Manufacturing cells works with our development staff and vice versa to make sure that we [Indiscernible] package . I think the challenges, obviously one of the bigger questions that people ask me -- we turn the workforce over monthly. We have about half of the people on the floor that are part of our training program. So that is about half of the workforce. So quality is a challenge when you have a

[Indiscernible] .

I have been doing this for a really long time and I think that we have a great way that we accomplish our mission. It is about the training or the manufacturing or the call center -- Pete will -- people help us maintain that balance.

Sometimes this can be a challenge for us. So what does the future hold for us and I am on slide number 19. Here is our current business line. This year we opened up in January a finish line that chemically treat a product and paints them. We do this outside of our building. Everything that we work on has to be finished. So we now started this internally and this helped us to get this going.

This is part of the business development and we opened up our finish line in January so we're finishing a lot of our own work. And this is a great relationship outside of our business as well. This is

amazing for our clients in terms of jobs that are available in the market. I think we can expand our business to a new geographic area. I think we could have five offices where we could reach out to people. I think there is a good opportunity in the aerospace industry. I think that would be north of the Seattle area. I think we will continue to look at the labor market demand . Right now we do not -- we have opened up our call center in 2008 and that context center came

to us and say we want to move away from just aerospace. So now we have this Evan flow that is significant. So if the aerospace has some downtime, what are the other missions

[Indiscernible] and how we can move from a predominantly male dominated

[Indiscernible] . And we will continue to expand our training internally. I think, we continue to look at what else we can do internally. To expand our services . We are going to look at payroll and accounts receivable. And look at different types of opportunities.

We are starting our facility training position. This is for facility maintenance. And so we looked at the labor market and we looked at other training programs. We talked with employers that were hiring and developed a curriculum. So we could teach someone in janitorial or maintenance. So we are in the process of moving away from our janitorial company, and man -- and moving into having a mentor . So that somebody else can become employed. On YouTube, if you would like to see a summary on what we do, the channel is O'Brien industries. And this is how we operate the model. And how we can link the employee -- employment community. Now I will pass this off to, Kelly.

Thank you so much, Kathy. As indicated we will hear from Kelly from Starbucks inclusion program. Just to remind you we will open up the chat box.

Thank you for attending today and it is so great that we could share some of your time this afternoon. My name is Kelly, I am a partner resource associate for Starbucks coffee Company . Today I want to educate you guys, on how you can create new opportunities for your clients. And provide training . If we can move on to slide number 20 to. -- 22 There this -- and this is a graph on our company. And hopefully some of you have tasted our coffee.

On the picture to the left hand side you can see the different companies and the outreach the Starbucks impact has globally.

I work for one of six plants that support the company and we are in Nevada. We are close to Reno. We are actually the second largest Starbucks plan and we are 375 partners

-- workforce.

And here is some of our vocational agencies in the local area. And if we could move to slide 23 the top picture -- and hopefully you guys are very familiar with the disclosure form. I am proud to be a P Barry. This was created as part of our Starbucks culture. At Starbucks we strive to create a culture that strives inclusion. And really maintain the diverse network. So we can continue to sustain our business . We encourage our partners to engage in one of our unique [Indiscernible] environment . And holding true to our mission and our values. We want to be driven through the lens of humanity. At the bottom, is a picture -- you can see two coffee beans . The one on the left hand side is a traditional coffee being. And on the right-hand side is the nontraditional coffee bean.

The left-hand picture, it is traditionally an agricultural defect. This is about 10% of all coffee cherries that are grown. It develops into one small well shaped being -- bean. >> Now this is revered by our coffee Masters. So we really leverage this agricultural learning lesson on how we can shift our paradigm from cannot to can do. So we want to break down our perceptions of the individual with a disability. And how we can tap into the premium individual. Moving on to slide number 24 . Striving to create the new model . Starbucks partnered with that now that is state program that leverages other rehab

agencies by creating opportunities for individuals with a disability . And to provide them training for positions within the supply chain . In February of 2014 I had an opportunity to travel down to the our plant in Las Vegas . I will tell you, it was a challenge watching a completely deaf [Indiscernible] operator trying to change -- train someone else.

During this pilot program we wanted to bring this to the Starbucks supply chain taking what we learn, we have our own career program. We tailor our

training to the individual. We implemented our first class in 2014. This is a community-based training program that offers participants opportunity to learn skills in the manufacturing area. We offered the students six hours of work per today for times a day -- four times a day. And through out the first few weeks, we focused on soft skill training. We looked at attitude, teamwork and focusing on job skills and resume building skills. And the other time -- 50% of the time they get paid on-the-job training. Learning differ technical skills. Such as order picking, cycle counting , safety training, and safety practices. At the final week of the class, they can take a position in our facility. And hopefully they continue to become more comfortable in -- and improving their learning skills. After this program is completed, we have a formal graduation and recognized each individual and their journey. So at the end we present them with a formal certification through the state of Nevada. The certification represents that they have job skills and they can apply for a Starbucks position or we have at other companies in the local area , so they can as well have a place for these individuals. If we can move on to slide number 25. If you look at the top left, there is a picture of an individual in our packaging area. He is

moving product to the packaging machine. You can also see our first graduate classes. I know it is a little small to see but it was a fantastic group of individuals. On the right-hand side, you will see a picture of one of our Starbucks trainers that came through our program through one of the vocational program. She is now one of the key leaders in the Starbuck program. The picture on the bottom to the right is a pic sure of -- pictures of one of her individuals learning how to pack their if you look -- and if you look at the partnership, we really provide the training and the classroom environment. We give them the tools and the resources to replicate the workforce environment . We also have on the floor training . We start by introducing each concept within the classroom. We look at what an order might look like. And we facilitate some of those examples so that when they get on the floor, they can try it and practice it in real world. We also provide real on-the-job training. Taking people just like Christina who is in this picture making sure that our trainers, are the right people to do it. And people who can tailor their training techniques based on the individuals needs . And finally we provide the technical training. Things like [Indiscernible] and cycle counting or performing with equipment. We also get into recognizing

working with their -- each participant. One participant, was a huge rap enthusiast . He was having difficulty -- but then it dawned on us that he was a music

fanatic. So we wrapped --

using music to help him packaging . And we also provide resources. We leverage our

-- we have agencies in the local area that were closely with the counselors and other state agencies.

So we have a pool of candidates that we can pull from. Here we have their pre-training program. This is the pre-interview. At the beginning of the program, there was a formalized interview at the conclusion. And we were able to hire them on full time. At the end of the program there was also, a direct hire referral . And so , I really encourage you to reach out to your state. And determine how you can build that partnership.

And what opportunities similar to this one might be available. So that we can hire some of the great candidates. And here you can see previous work experience over the years. And this is based on a curriculum that we provided. And so we have been very successful in hiring candidates straight from this program. And in addition to the program, participants have been instrumental. This is actually an individual from our [Indiscernible] that can provide all of the soft skill training of the courses that he does for the vocational [Indiscernible] . And we compensate him for any kind of work hours [Indiscernible] . And when the students are on the floor, they are also in an internship format so we compensate them for any of the work. This is our third party working agency. They also earn the same wage

that we have here on site. And throughout the Academy , we work with vocational counselors and trainers to continue to build that consistent reinforcement and provide instant communication for those that come to class. We want to really make sure that all of the groups are working closely together to have a solid understanding. So we continue to tailor our curriculum to meet the group or the participant. And although we have

been fortunate to hire many partners -- we have to acknowledge that all partners are held accountable to all of our participants. They may be more successful elsewhere, so we partner with other vocational partners . Because maybe this is not the right environment for them. So maybe there is another company in the area that would be a right fit for them. And we try to find him another opportunity or another placement or job for them. And if we move on to slide number 26 . Here are some examples or comments from some of the trainers in the partners regarding their experience so far. I can tell you that every partner that we have hired, they are all extremely excited about getting an opportunity. Having them -- working for a company that has a lot of respect for them and this is something they deserve. Our partners come in every day, on time with a big smile on their face. They are very diligent in safety . They also stimulated a wonderful culture shift . It is a true paradigm shift throughout her plant. This causes cohesion. Now our partners feel they are part of something that is greater and this is fantastic. One comment I want to talk about specifically -- is the last one on the right-hand side. One of the participants that came through the program and his name is Ray , and through this program he learned the skills and was offered his first work experience . He is now able to live independently for the first time in his life and he can support themselves financially for the first time in his life. And when you talk to the partners it is really a testament to the program. It is wonderful to be able to hear the graduates say, I am proud to be here.

Just to give you some specifics about the program and how we shift this from cannot to can we have had 26 successful candidates and they are now employed . 10 of them are with Starbucks. And eight have been hired with other companies like Amazon . We also really push the rest of our supply team to expand upon this model. In the left-hand corner you can see our sister plant in Pennsylvania. This is the second Starbucks plan that has adopted this program. Now they have graduates , and they are leveraging their vocational partnerships. If we look ahead we want to continue to improve our program and our certification program. By better parking with local [Indiscernible] and continue to work with vocational rehab . And we want to bring in new candidates into the program. We want to utilize storytelling and [Indiscernible] to enhance community awareness and we want to share these wonderful success stories. We also want to expand the roles outside of the entry-level position. One of the big focus in the years to come is going to expand that into our retail business for Starbucks. Many of you should be close to a Starbucks so hopefully this can bring it closer to you guys. I always like to share stories with groups inside and outside of Starbucks to create opportunities . So we can leverage a program or structure like this to help individuals who are looking for employment. And if we move on to slide number 28 this is a simple visual . First of all, where do you begin? I think you should leverage your state and see what programs are available. This is a great resource and we recommend that you use them. God -- we want to continue to get a great pool of candidates and another thing we want to make sure, as I mentioned before, to look at the supply chain. Right now in Pennsylvania, and Obata -- Nevada have the inclusion program. But this initiative , we plan to expand to other sites . We have one in North Carolina, Washington, Baltimore and Maryland. We are trying to pilot a new program. If you continue to leverage a partnership with other companies -- and we have two huge ones . See what you can do to implement a similar strategy or maybe support a company that might be hesitant to move from cannot to can.

And this is my final slide and feel free to reach out to me. And my contact information is listed. I hope that you watch the YouTube video. Because it talks about the agricultural defects and how it shifted to a premium. It always brings a tear to my eyes .

Figure so much for your time today.

Thank you so much Kelly.

We are in the process of compiling some of the questions.

I would like to go back to slide number to -- two.

It is the one on customize training . I know there is a lot of information on the screen. Please check this out on our website. >> We have the Institute for community and inclusion. >> We have a number of partners including Jobs for the Future, vocational rehabilitation, we have the United States business leaders, we have [Indiscernible] . This is a very well organized presentation now we can go over some of your questions.

Let me see.

We have a question from Lee . I would be interested in hearing more about your relationship with your counselors . Is there a single point of contact?

I think this was referenced to Kelly -- I believe. Kelly do you want to answer that question?

Right now I have been really contacting Ken Pearson who is Army manager for the state of Nevada, training and rehabilitation . He has been instrumental , in implementing this program for Starbucks. Right now he has maintain a good relationship with the counselors. But once the participants are brought on -- we do maintain direct contact with the counselors regarding train T -- regarding training and making sure they are successful. For the screening process prior to them being brought on -- it really goes back to the job description. The individual must be over the age of 18. And of course we are going to recognize the accommodations for each individual. We make sure they have basic English skills, and communicating verbally. And make sure that they can follow proper safety protocol. We have seen individuals who might be overstimulated based on their disability in a white heat the environment -- disability and it might be the environment. We are working with each counselor. And to make sure that this is the appropriate environment for them to work in. >> Where are your plant locations?

We have Kent, Washington . We recently acquired

a plant in [Indiscernible] California . They are bringing -- we are bringing them into the Starbucks family. We have Carson Valley, Nevada. If we go to the East Coast, we have North Pennsylvania, South Carolina, and Podesta Georgia -- Podesta . >> We have a question from Terry.

Kelly, are you willing to share your six-week training program ?

Absolutely. We definitely can talk about some of the technical skills that we are finding. And some of the soft skills that we are using within the classroom environment, and unfortunately I cannot share too much because it is proprietary information. However I can go into detail on some of the topics that are covered. And how we introduce them and implement them into the classroom environment. >>

How do you identify when someone is in training that they are ready for job development? >> It is just like a dance when looking at readiness.

Some people we work with, we make recommendation [Indiscernible] . About 70% of the people we work with move into job development services. And about a third of the people we work with, might need substance abuse treatment. There are other obstacles that might interfere.

Those are obstinate goals that can interfere. So we are trying to identify some of those things. And a lot of people do come back to us. We can send people back to the counselor. And they may come to us after a certain amount of time. We look at, Winning Trends a curriculum that we developed. There is basically six or seven [Indiscernible] things like attendance and attitude. And we develop -- we ask things, do you work better as a team? Do you type in what is your typing speed? Because we help them develop their goals. We try to get them to a place where they can develop the right skills. If I walk into our office, and I see the receptionist and they cannot even open up the computer -- we have to counsel that person on the current job goals -- correct job goals. It really is a dance. We have to determine what they can demonstrate. And the timeframe is usually within three months. >> How do you get employers to commit to your program?

It is simple because they want good employees. And this is something that we can offer them. We screen people and we know that they are going to show up for work and we know what they are capable of. We do not go into just say hey, we want to place this person. But we go in and we say, tell us about your business. What do you expect from your employees? Who is the right employee for you ? And we open the door for that employer and we develop a relationship. We may say, we do not have anybody for you today but maybe we can reach back in 30 days. And we want to keep that door open. Because eventually we're going to find a person that is going to fit that culture and that job. We have over 80% retention rate. So employers do like working with us. Because they do not have to do the work. We can get them somebody that is going to show up or what they are looking for. >> Is there a waiting list for individuals to sign up for your program?

Good question. And for our area this is definitely a challenge. One challenge is a transportation issue because we are in a rural area. Initially , with the transportation piece we're trying to work out some of the kinks. We work with other agencies within the Tahoe area.

This is something that the other facilities

-- like in New York I know they have a long list of [Indiscernible] and we will continue to provide a different work environment for individuals that have needs.

So we continue to expect to gain more and more interest. But we can fill up each class pretty successfully. The biggest challenges the comprehensive level. These are the life skills that we are going to bring into the classroom. So we can [Indiscernible] . Bereavement -- >> We have had a wait list in the past. And back in 2009 we had people wait up to six months. But right now, in the Puget Sound region the average time is 14 days. So there is really no wait list for us right now. >> Is anybody in your business knowledgeable about Social Security? >> We do rely on the VR offices. And they go through the work incentive training. We need to understand the inputs and what they are looking for. And be able to provide basic guidance but we do not have a benefit [Indiscernible] determination . So we do rely on the VR to do that. People should have gone through that process before they come through our door.

Can you comment on the training for local Starbucks

hiring an individual with a disability?

I know that Starbucks --

I have worked here for 10 years and I will tell you that the company is committed to doing what is right. Operating as the big apple company.

You may have heard recently,

that we are focusing on high dropout rates in violence rates does --

[Indiscernible] >> Right now, our program has the philosophy, let's give it a

shot and ask forgiveness if it does not work out. And with the success that we have already seen in the last year, is getting a lot of momentum. We actually had power to is our CEO, we had an open forum last month and he met a lot of participants that went through the program. It was wonderful just hearing their stories. That has sparked our area in the Nevada region. And hopefully we can have the same success stories as we expand the program into our retail stores. >> Would it be possible for me to obtain your a regional distribution list? >> I encourage you to reach out to me separately and we can have a conversation off-line. I too have wonderful contacts with our EEO in Seattle. I can easily reach out to them, to see what we could provide. Then we can determine which area where you may want to build a partner that -- build a partnership.

Thank you so much for participating in today's webinar. We have provided Kathy and Kelly's contact information. Thank you for your participation today and have a good day.

Thank you. >> [ Event concluded ]