

---

# Washington State

---

Workforce Investment  
Act Title I-B

---

Annual Report

---

*Submitted by*

*Workforce Training and Education Coordinating Board,  
Washington State Employment Security Department  
and Washington's Workforce Development Councils*

*November 2014*

# Contents

## Section I – Workforce Investment Act in Washington State

Introduction	1
What is the Workforce Investment Act?	1
Overview of Washington’s Workforce Development System	1
State and Local Roles	2

## Section II – What is working well?

High Skills, High Wages: Washington’s Strategic Plan for Workforce Development	4
2012-2016 State Integrated Workforce Plan	6
2013-2017 Local Integrated Workforce Plans	6
CareerBridge.wa.gov and the Eligible Training Provider List	8
Labor Market is Close to returning to Normal	8
WorkSource System Policies	11
Federal WIA Waivers	12
Career Readiness for a Working Washington	13
National Emergency Grant (NEG)	14
Rapid Response	15
Business Services	15
Programs and Strategies for Serving Employers	16
Veteran Services	17
Local Veteran Initiatives	18
Highlights of Washington’s Workforce Development Councils	20-45

## Section III – WIA Title I-B Results

Analysis	46
Cost Effectiveness	47
Customer Satisfaction	48
Additional Satisfaction Assessment	49
Evaluation Activities, Including Net Impact and Cost-Benefit	50
Results for WIA Adults	51
Results for WIA Dislocated Workers	52
Results for WIA Youth	53
Net Impact Analysis	53
Table Narrative	55
Tables	57-74

## Section I – Workforce Investment Act (WIA) in Washington State

### Introduction

Last year, 229,539 Washington residents received help getting a job at one of the 65 WorkSource Centers and affiliate sites located throughout the state. They came with a range of backgrounds and experiences: low-income youth and adults struggling to support themselves, workers displaced by a changing economy and veterans returning home from war. Many of them lost their jobs during the longest economic decline since the Great Depression – and many of them remain unemployed in the wake of the economic recovery that began in July 2009. Most needed help with connecting to unemployment insurance benefits and assistance in determining next career steps. Others needed more intensive services to help them overcome barriers to meaningful employment. One of the primary funding sources for these more intensive services is the federal Workforce Investment Act (WIA) Title I-B program, which has funded activities in Washington since July 1, 2000. This report provides an in depth look at the impact those funds have made in Washington in Program Year 2013 (July 1, 2013 to June 30, 2014).

### What is the Workforce Investment Act?

The Workforce Investment Act of 1998 establishes the structure and relationship between national, state and local workforce investment activities. The purpose of WIA Title I-B is “to provide workforce investment activities, through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.”

In Program Year 2013, the U.S. Department of Labor allocated \$53,212,744 in WIA Title I-B formula funds to Washington for employment and training services designed to benefit employers, dislocated workers, disadvantaged adults, and low income youth.

### Overview of Washington’s Workforce Development System

Washington’s workforce development system is a coordinated and collaborative network of services, programs and investments with a shared goal of improving the skills of the state’s workforce. This network strives to create the workforce needed by business and industry. It further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment. These services are coordinated through WorkSource, the state’s one-stop delivery system. Primary funding for WorkSource Center operations and many of the WorkSource core and intensive services is provided by the Workforce Investment Act Title I-B and Wagner-Peyser Act.

The public workforce system is an integrated network of partners, services, programs and investments that function to support economic expansion and develop the talent of our state's workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, organized labor, and community leaders to foster economic development and high-growth opportunities in regional economies. This system exists to help businesses find qualified workers to meet their present and future workforce needs.

At the heart of the public workforce system is the One Stop Career Center, affiliate and connection site, called WorkSource. WorkSource is the primary access point to qualified workers as well as to a multitude of resources for businesses and for job seekers under one system. WorkSource serves thousands of individuals who are seeking employment, changing jobs, reentering the workforce, or learning new skills. This makes WorkSource an ideal venue for workforce solutions for job seekers and businesses.

At WorkSource centers, affiliate and connection sites throughout the state, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance, and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion, and employee retention.

Primary funding for WorkSource service delivery system are supported by Workforce Investment Act Title 1B and Wagner Peyser Act. Other formula based and competitive federal, state and local resources and services that support WorkSource include TANF, HUD, veteran service, National Emergency Grants, Job Corps, Trade Adjustment Assistance, vocational rehabilitation services, migrant and seasonal farm worker assistance, and philanthropic funds.

## **State and Local Roles**

The Workforce Training and Education Coordinating Board (Workforce Board) serves as the state's Workforce Investment Board and manages performance accountability for WIA. The core business of the Workforce Board is to coordinate state policy and state strategic planning for the workforce development system, evaluate results, and facilitate demonstration projects that test innovations and ideas.

The Employment Security Department (ESD) serves as the state's WIA Title I-B grant recipient. These WIA responsibilities include stewardship of the funds, oversight and monitoring activities, issuing statewide policy, management of grants and contracts, and allocation of the WIA Title I-B funds to the local area Workforce Development Councils for the delivery of services within an integrated service delivery system.

ESD also fulfills an operational role within the WorkSource system through providing services funded under the federal Wagner-Peyser, Trade Adjustment Assistance and Jobs for Vets Acts.

Workforce Development Councils (WDCs) are the local conveners and managers of the WorkSource system through which WIA programs are accessed. They are the strategic visionaries for local implementation of WIA funds. There are 12 WDCs in Washington. WDCs are private industry led and locally focused. Members of the councils are appointed by Chief Local Elected Officials (CLEOs) and the councils are certified by the Governor. CLEOs are the local area WIA Title I-B grant recipients. CLEOs direct their WDC's staff to administer the funds and oversee the area's WorkSource centers to most effectively respond to the local economy and needs of local citizens. WDCs convene regional partners and stakeholders to assess skill gaps, identify emerging and future employment possibilities and to collaborate with economic development and other partners to develop the region's workforce development plan. WDCs are the system's portal into the business community and are responsible for facilitating multiple interagency projects and programs.

### **WIA Title I-B Youth Program**

**Participation:** 4,014 young people were served by the Workforce Investment Act Youth Program between July 1, 2013 and June 30, 2014.

**Who is served:** Youth must be 14 through 21 years old, low income, and meet other criteria described in the Workforce Investment Act (WIA) such as a need for additional assistance to complete an educational program or to secure and hold employment. To be low income, one must be a welfare or food stamp recipient, homeless, a foster child, or have a family income below 70 percent of the lower living standard income level—\$11,569 per individual, or \$30,142 for a family of four.

**Program Description:** The program prepares low-income youth ages 14 through 21 for success in school and the world of work. Eligible youth may receive counseling, tutoring, job training, mentoring, or work experience. Other service options include summer employment, study skills training, or instruction in obtaining a GED or equivalent.

### **WIA Title I-B Adult Program**

**Participation:** 4,862 participants were served by the Workforce Investment Act, Adult Program between July 1, 2013 and June 30, 2014.

**Who is served:** Specific eligibility guidelines are described in the Workforce Investment Act (WIA). Core services are available to all adults with no eligibility requirements. Intensive training services are authorized for unemployed individuals unable to find jobs through core services alone. In some cases, these services are available to employed workers who need more help to reach self-sufficiency.

**Program Description:** The program prepares individuals 18 years and older for participation in the labor force by providing core services and access to job training and other services. Services are coordinated through the state's one-stop career center system, WorkSource. Core services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Second

and third tier “intensive” services are available for eligible adults unable to obtain jobs through core services. This sequence of services is individualized and may include more intensive assessments, individual counseling, employment planning, and prevocational and vocational training. Priority is given to veterans, welfare and low-income, WIA-eligible clients.

## **WIA Title I-B Dislocated Worker Program**

**Participation:** 5,749 participants were served by the Workforce Investment Act, Dislocated Worker Program between July 1, 2013 and June 30, 2014.

**Who is served:** Specific eligibility guidelines are described in the Workforce Investment Act (WIA). Dislocated workers are people who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations because those jobs are no longer economically viable, and they must be eligible for (or have exhausted) unemployment compensation. Other conditions can lead to eligibility for services, such as being self-employed but not working as a result of general economic conditions, or being a displaced homemaker.

**Program Description:** The program tailors employment and training services to meet dislocated workers’ needs; establishes early intervention for workers and firms facing substantial layoffs; and fosters labor, management, and community partnerships with government to address worker dislocation. Dislocated workers are also eligible for “core services” including skill assessment, labor market information, training program consumer reports, and job search and placement assistance. Second and third tier services are available for eligible dislocated workers unable to get jobs through core services. Services are individualized and may include more intensive assessments, counseling, and pre-vocational and vocational training.

## **Section Two – What is working well?**

### **High Skills, High Wages: Washington’s Strategic Plan for Workforce Development**

Washington’s workforce development strategic plan is called *High Skills, High Wages*. The plan development process is led by the Workforce Board, which serves as the State Workforce Investment Board for the purposes of WIA. The Workforce Board is directed by the state legislature to update *High Skills, High Wages* every four years. On September 27, 2012, the Workforce Board formally adopted the goals, objectives and strategies in *High Skills, High Wages 2012*. The 2014 legislature approved *High Skills High Wages* through concurrent resolution affirming the plan as the statewide strategic plan for workforce development. The goals, objectives, and strategies in *High Skills, High Wages 2012* can be accessed at <http://www.wtb.wa.gov/highskills2012.asp>. The plan begins with a short preamble:

## Preamble

Welcome to *High Skills, High Wages 2012-22*, Washington's strategic plan for workforce development. This blueprint for workforce development offers strategies aimed at helping more Washington residents move ahead into high-skill, high-wage jobs, while also helping employers find the skilled workers they depend on.

This is not a simple endeavor. In fact, it's proven harder in recent years as more jobs call for higher levels of education and skills across a wide range of industries. Moreover, we have not made sufficient gains in improving high school graduation rates, especially among disadvantaged students. The divide between those able to obtain living-wage jobs and those living on the margins has widened. At the same time, Washington businesses have struggled to find workers with the skills needed to fill key openings, hampering their ability to be competitive in an increasingly global economy.

This edition of *High Skills, High Wages* takes a new look at chronic challenges, approaching common issues with a fresh eye. Our commitment remains to all Washington residents, even the most disadvantaged. But this plan addresses challenges and defines solutions in a broader, more cohesive way.

Instead of addressing individual populations, defining their needs, and outlining solutions; this plan looks at the workforce system as a whole, then pulls apart key pieces on which to focus in the coming years. We call this a multiple pathways approach. By viewing the workforce system as a series of interconnected pathways, with multiple options for workers and students to advance, we are able to outline strategies to strengthen these pathways so more Washington residents move ahead in their education, work experience, job skills, and lives.

The transition to a more knowledge based, technology-dependent and global economy requires current workers to be able gain new skills and education throughout their careers and young people to better understand how their classroom learning relates to work. For youth, in particular, education and work need to be more fully integrated so they can more quickly find their place in the economy and not get stuck and passed by future generations.

This plan envisions employers as a central component of Washington's workforce system. To ensure the system is strongly aligned with their needs, employers need to be active participants in the system's design, delivery, and evaluation of training programs. Running through this plan is the theme of employers as both customers and co-investors in the workforce system.

While our system has made headway over the past 20 years, many Washington residents continue to be left behind. To meet the challenges of the next 10 years, we need the concerted resources of all workforce system partners. The purpose of this plan is to provide direction on how we can do what we do well, more broadly, for the benefit of all.

## 2012-2016 State Integrated Workforce Plan

The Workforce Board and ESD jointly developed the State Integrated Workforce Plan for WIA Title I-B and the Wagner-Peyser Act in collaboration with WorkSource system partners. This five-year plan covers the period from July 1, 2012, to June 30, 2016 and can be viewed on-line at <http://www.wtb.wa.gov/Documents/2012-16WashingtonIntegratedPlan.pdf>.

Workforce Board and ESD staff developed this plan using DOL's plan format (Training and Employment Guidance Letter No. 21-11 and OMB #1205-0398).

Section I of the plan describes the goals, objectives, and strategies in *High Skills, High Wages 2008-2018* and it provides web links to the economic, demographic and performance accountability chapters in *High Skills, High Wages 2008-2018*. Section II provides, in detail, a description of the state's WIA operating systems and policies supporting *High Skills, High Wages* strategies. It describes services to targeted populations, covers Wagner-Peyser agricultural outreach, and includes requests for three waiver extensions. Section III is an Assurances check list referencing program policy documentation via electronic links. The Assurances check list was signed by the Governor on August 23, 2012 and the plan was approved by the U.S. Department of Labor Assistant Secretary in December 2012.

## 2013-2017 Local Integrated Workforce Plans

Executive Order 99-02 directs Washington's Workforce Development Councils (WDCs), in partnership with Chief Local Elected Officials (CLEOs), to develop local integrated workforce plans. The integrated plan must include a strategic plan for the area's workforce development system and a Workforce Investment Act (WIA) operations plan. Local integrated workforce plans shall be consistent with the state's strategic plan for workforce development (Executive Order 99-02 Part 7.B) and the State WIA Integrated Workforce Plan.

On November 15, 2012, the Workforce Board, in coordination with ESD, adopted guidelines for use by WDCs in the development of new local plans: [http://www.wtb.wa.gov/Documents/2013-2017LIWPGuidelines\\_02-01-12.pdf](http://www.wtb.wa.gov/Documents/2013-2017LIWPGuidelines_02-01-12.pdf)

WDCs were directed to prepare plans containing five distinct sections:

- Section I      The strategic plan for the area's workforce development system with goals, objectives, and strategies informed by assessments of the local economy, its current and future workforce, and the dynamics of the area's workforce development system. Section I also covers performance accountability guidelines.
- Section II     Local area profile, including a list of WIA service providers

- Section III WIA Title I-B operational plan that meets WIA Sec. 118 criteria and ESD instructions
- Section IV WIA assurances checklist
- Section V Certification signature form followed by three appendices covering WIA performance targets, State Core Measure results, and public review process.

Between November 2012 and March 2013, WDCs worked with their CLEOs and community partners to develop their 2013-2017 Integrated Workforce Plans. WDCs distributed their draft plans for public comment and then submitted their plans, in draft, to the Workforce Board and ESD on April 8, 2013. Workforce Board staff reviewed the draft plans for consistency with *High Skills, High Wages 2012*. ESD and Workforce Board staff reviewed the draft plans for compliance with WIA federal and state guidelines. State staff issued comments back to the WDCs with suggested edits to strengthen the plans. The WDCs made edits based on those comments and submitted final plans on May 27, 2013. These plans:

- Articulate a vision for the local area's workforce development system.
- Make use of a planning process that assured opportunities for business, labor, CLEOs, program operators, WorkSource partner agencies, and others to communicate their needs, offer their perspectives and expertise, and participate in the process.
- Include background chapters that: 1) assess the local area economy, its future course, and the market-driven skills it will demand; 2) analyze local area economic development strategies and how workforce development strategies are linked to economic development strategies; 3) assess the current and future workforce in the local area (demographic characteristics, educational and literacy levels, and planning implications); 4) describe the workforce development system in the local area; and 5) provide information on performance accountability.
- Present goals, objectives, and strategies for the workforce development system.
- Describe planned WIA Youth, Adult, and Dislocated Worker activities, including how those activities align with multiple pathway strategies and how outreach and integrated service delivery is pursued with workforce system partners.
- Describe WIA rapid response strategies, including coordination of state and local resources and activities.
- Describe strategies to connect employers to WorkSource and align those efforts with multiple pathway strategies designed to benefit employers.
- Describe how Unemployment Insurance claimants, older workers, individuals with disabilities and, migrant seasonal farm workers are served.
- Describe plans for American Job Center branding.

The 12 final plans are posted on-line at <http://www.wtb.wa.gov/WDCStrategicPlans.asp>. The Workforce Board adopted the 12 plans on June 27, 2013 and Governor Jay Inslee approved the 12 plans on August 29, 2013.

### **CareerBridge.wa.gov and the Eligible Training Provider List**

The Workforce Board manages the state's Eligible Training Provider (ETP) List and annually reviews the minimum performance standards used to evaluate each training program and determine eligibility from one year to the next. Current minimum standards set by the Workforce Board on March 20, 2014 were as follows:

- Completion rate—20 percent
- Employment rate—50 percent
- Earnings--\$3,878 in a calendar quarter or \$10.46 per hour.

ETP programs are listed on the Workforce Board's Career Bridge website ([www.careerbridge.wa.gov](http://www.careerbridge.wa.gov)). This website provides detailed information on 6,300 Washington education and training programs, including apprenticeships. This includes both ETP-eligible and non-ETP eligible programs. Career Bridge provides easy access to state labor market data and a variety of career exploration tools. The site also allows visitors to sign in and register, and save their searches to a personal dashboard.

Career Bridge clearly displays the employment and earnings outcomes of graduates of each training program, when data is available. The site also displays the industries where program graduates found jobs and provides a demographic snapshot of program participants—including age, gender, ethnicity, and education level. These statewide educational “consumer reports” are one reason the site won a National Innovation Award from the Council of State Governments in 2010.

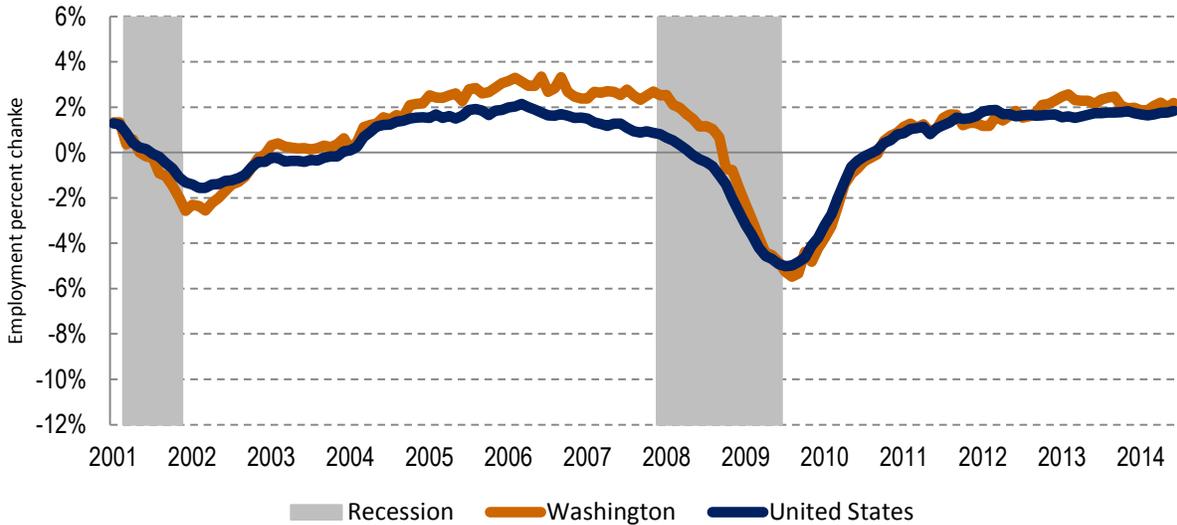
Career Bridge also provides occupation-specific wage and demand information directly from the state's labor market information website so users can view whether an occupation is growing and how much it pays before seeking training. Career Bridge averages 19,300 monthly visits. Over the course of the program year, the website had over 145,000 unique visitors and over 4 million page views.

### **The Labor Market is Close to Returning to Normal**

June 2014 marks the fifth year of technical recovery for the national economy from the financial recession that ended in June 2009. The recovery started slowly with moderate job growth occurring at both the state and national levels. The pace of hiring has gradually strengthened to where 2014 has the potential to be the best year for job growth since before the recession. At the turn of the year, Washington reached the point where it recouped the total amount of nonfarm jobs it had lost during the recession. State employment is now at an all-time high. The same point was reached at the national level in May this year. Moreover, job gains since the beginning of the year have become more broad-based, based on the larger share of industries adding jobs. The recovery is set to

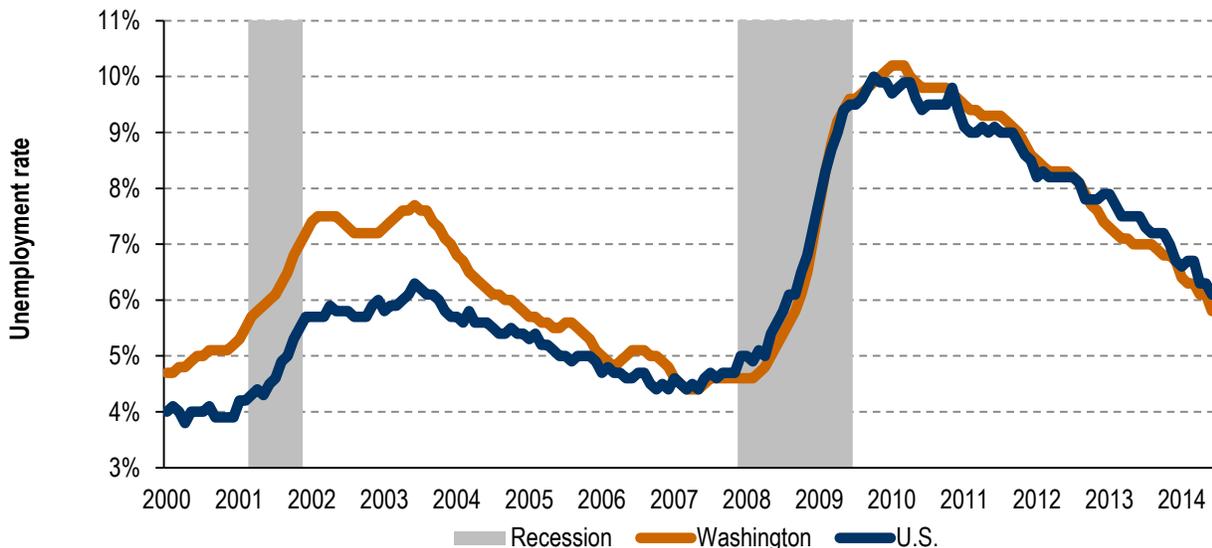
move into expansionary territory, with improving conditions in the labor market providing the underlying momentum.

Figure 1. Percentage change in employment, total nonfarm, seasonally adjusted United States and Washington, 2001 through 2014, year-over-year  
 Source: Employment Security Department/LMPA; U.S. Bureau of Labor Statistics



Stronger household employment growth is continuing to lower the unemployment rate for the nation and Washington. The unemployment rate for Washington declined to 5.8 percent in June while the nation’s unemployment rate fell to 6.1 percent. These rates are not far off from what is considered to be full employment by economic standards.

Figure 2. Historical unemployment rates, seasonally adjusted United States and Washington, 2000 through 2014  
 Source: Employment Security Department/LMPA; U.S. Bureau of Labor Statistics



The outlook for the economy at this time is positive as employment gains are expected to continue during the second half of the year. However, long-term unemployment remains one of the key labor problems in the U.S. and in Washington. The Great Recession led to an unprecedented increase in long-term unemployment in the U.S. as the number of individuals unemployed for 27 weeks or more rose from 1.3 million at the end of 2007 to more than 6 million at the end of 2010. The number has been trending down as labor market conditions improved, but is still very high. According to the U.S. Bureau of Labor Statistics, there are 3.1 million workers in the U.S. in June 2014 who have been unemployed for more than 26 weeks and still want a job. They represent roughly 32.8 percent of the total number of persons unemployed.

Data for Washington depicting the long-term unemployed are less available, but conditions are believed to be similar to what is observed at the national level. The number of long-term unemployed as a percentage of the total unemployed has also been trending down in Washington since June 2011, but stands at 29.6 percent in June 2014. The high level of long-term unemployed shows that the labor market still has room to grow.

Figure 3. Unemployed persons by duration of unemployment, seasonally adjusted  
 United States, 2001 through 2014  
 Source: U.S. Bureau of Labor Statistics



### Statewide Policy Alignment

In a major effort to promote system integration among all programs, ESD launched an internal reorganization to consolidate WIA, WorkSource System and UI Policy functions under the Employment System Administration & Policy (ESAP) Unit. This effort has been designed to ensure that policy development among workforce training programs is closely aligned with that of the Unemployment Insurance program in order to promote coordinated service delivery, better outcomes for job seekers and more efficient use of program

resources by system staff. The ESAP Unit is actively engaged in cross-training to ensure policy development that is holistic rather than siloed by individual funding stream.

In addition, ESD continued its efforts to implement streamlined and consolidated policies through various WorkSource policy documents and WorkSource Information Notices (WINs). WINs, modeled after the federal TEGs and TENs, provide additional detail level policy implementation guidance, announce funding allocations and provide a venue for critical communications to Washington's workforce development system. There are currently sixty-two active WINs, in addition to policies, demonstrating ESD's ability to efficiently respond to the needs of the system.

As part of continuing efforts to further integrate the state's WorkSource system through policy alignment, ESD continues to actively engage the Policy Advisory Committee (PAC), which is comprised of four WDC Directors, one ESD Regional Director, the Executive Director of the Washington Workforce Association, and ESD staff. Significant effort and progress was made in aligning definitions of key system terms across policy documents to ensure common understanding and interpretation. Oversight, program integration, and coordinated service delivery remain common themes throughout the PAC's efforts and the policies and guidance developed over the course of PY 2013 reflect the system's intent to continue moving toward a common customer approach and continued program integration:

**WorkSource System Policies** (<http://www.wa.gov/esd/1stop/policies/systems.htm>)

**Policy 1011, Revision 2 – CASAS for Basic Skills Assessments (June 27, 2014):** To outline requirements and guidelines concerning the use of the Comprehensive Adult Student Assessment System (CASAS) for academic basic skills assessments within the WorkSource System. The second revision aligns CASAS testing with the National Reporting System (NRS) and State Board for Community & Technical Colleges (SBCTC), acknowledging the expiration of the CASAS ECS series (as of July 1, 2014), aligns CASAS testing strategies with TEG 17-05's requirement to provide an option for alternate test formats to individuals with intellectual disabilities, as appropriate, and provides a new recommended CASAS testing procedure for Workforce Investment Act (WIA) 1-B Youth.

**Policy 1012 Revision 1 – Customer Concern and Complaint Resolution (July 29, 2013):** To encourage prompt resolution of all customer concerns, outline minimum expectations for coordination among partners, and clarify the Workforce Development Councils' (WDCs') oversight role in the complaint system. This policy revision served to consolidate multiple program-specific complaint process and resolution policies in to a single, system-wide policy and process.

**WorkSource System Guidance**

([http://www.wa.gov/esd/1stop/policies/state\\_guidance.htm](http://www.wa.gov/esd/1stop/policies/state_guidance.htm))

*NOTE: Eighteen WINs were published during PY13. The following are a select few WINs representing several key issues addressed over the program year.*

**WIN 0044 – Veteran Status Validation and Documentation Requirements (July 26, 2013):** To clarify validation and documentation requirements regarding veteran status for Priority of Service, WIA 1-B Eligibility, and Data Element Validation (DEV).

**WIN 0045 – Educational Functioning Levels and the Literacy and Numeracy Measure (July 30, 2013):** To replace WIA Policy 3685 Revision 1, provide guidance on Educational Functioning Levels (EFLs) and determination of basic skills levels. The WIN clarifies that the Comprehensive Adult Student Assessment System (CASAS) Pre-Test determines EFL for the Basic Skills Deficiency (BSD) determination, not the CASAS Appraisal Test.

**WIN 0046 – Health Insurance Marketplace Coverage Options for Job Seekers and Business Customers (September 10, 2013):** To provide partners with information on Washington’s health insurance marketplace coverage, which is one of the key components of the federal Affordable Care Act (ACA), in order to raise awareness of tools that are designed to help job seekers and business customers make informed decisions about their health care coverage.

**WIN 0048 – Reporting Incidents Involving WIA Funding (September 24, 2013):** To establish expectations and procedures for reporting alleged, suspected or known fraud, program abuse and criminal misconduct to the Employment Security Department (ESD) and the Department of Labor’s (DOL) Office of the Inspector General (OIG).

**WIN 0050 – Procedural Guidance Relative to the Federal Government Shutdown:** To provide guidance to Washington’s workforce development system and partners on the effects of the federal government shutdown and the resulting procedures. The communication is intended to provide detail on the status of functions and services at the state level and to provide specific instruction on fiscal procedures.

**WIN 0057 – Guidance on the use of Federal Funding to Support the Marijuana Industry (April 28, 2014):** To communicate federal guidance concerning the use of federal funding to support the marijuana industry.

**WIN 0061 – SKIES Changes and Data Capture Requirements (June 25, 2014):** To introduce SKIES functional changes and new data capture requirements, effective June 30, 2014, in response to TEGs 17-05 and 4-13, WorkSource Policy 1002 (Common Measures) and recent data integrity efforts. The changes represented in this WIN represent one piece of an ongoing effort to modify systems (e.g.: SKIES) and reports to improve data integrity and align with federal requirements.

## **Federal WIA Waivers**

Washington was granted approval for three WIA waivers for PY 2013:

1. The 17 WIA mandated program performance measures are modified and reported using the federal common measures. This allows the state to continue to benefit from the reduced state and local administrative burden from previously having to report on two sets of federal measures, and frees up limited WIA 5% administrative

funds for higher and better purposes. This also allows the state to continue to benefit from the clarity incumbent in having to report to one set of federal measures instead of two.

2. The competitive procurement requirement has been amended to allow use of seven of the ten youth program elements, allowing local workforce development councils to designate their One-Stop operators or youth service providers to perform the supportive services, follow-up services, and work experience elements rather than procuring and contracting these functions out to other entities. This streamlines the program procurement procedures for service providers and allows greater flexibility in the design of local youth programs. Youth benefit from a streamlined array of services that are better coordinated. With greater continuity and consistency, youth will receive complementary services enabling them to better address barriers and work toward fulfilling their education and training plans.
3. The prohibition against youth access to individual training accounts has been modified to allow older and out-of-school youth participants access to an account. As a result an additional avenue for accessing training services is offered to those who qualify. This waiver provides the participant with the same parameters (time frames, cost, research requirements, and selection of Eligible Training Providers) as the adult and dislocated worker programs. It results in a consistent approach with training providers and reduces administrative burdens on service providers by not having to procure for those training services that are already have defined costs.

Washington has limited the amount of waivers requested, and with only three, is probably among the states with the fewest. The three the state maintains have been renewed for many years. Although these waivers are needed to enhance service delivery and efficiency in our workforce development system, they neither promote nor advance the recent Job-Driven initiatives and their impacts on this initiative would be negligible.

### **Career Readiness for a Working Washington**

*Career Readiness for a Working Washington* connects school districts with local Workforce Development Councils to make career exploration, career pathways, mentoring, and on-site workplace experience a permanent part of the high school experience.

ESD and local Workforce Development Councils have strong employer relationships and place people into jobs. Under Career Readiness for a Working Washington, the Office of the Superintendent of Public Instruction (OSPI) and local school districts uses this system to create employer relationships for schools and match students to business mentors and internships.

#### Initial Results:

ESD and OSPI funded 5 local pilots in Wenatchee, Spokane, Vancouver, Yelm and Renton. Pilots were required to use a comprehensive career goal + mentor + internship model, and to build permanent systemic change in the school system. Pilots committed to

specific increases in graduation rates, business mentors, student internships and teacher externships. School-WDC partnerships had broad flexibility to design locally, and many focused on STEM careers.

The 5 pilots identified their baseline performance and committed to increase their current results by:

- a. 800 additional students identifying a specific career goal;
- b. 900 additional students matched with a mentor;
- c. 150 additional students performing on-site internships;
- d. 850 additional students engaged in other work-based learning activities;
- e. 35 additional teachers in on-site business externships.

These results cost \$95,000 from Employment Security's federal Workforce Investment Act administrative dollars, \$145,000 from OSPI's federal Perkins discretionary funding, and local match. In keeping with Lean principles, Employment Security and OSPI will track results, bring pilots together to identify common successful strategies, create standard work, and replicate, with an emphasis on expanding into current JAG sites and WDC youth programs.

## **National Emergency Grants (NEG)**

Over the past year, Washington has received and begun utilizing funds from three National Emergency Grants (NEG) awarded by the U.S. Department of Labor.

### Dislocated Worker Training NEG

In June 2013, the state was awarded \$2,702,646 under the competitive Dislocated Worker Training (DWT) NEG to provide work-based training or training that leads to credential attainment to 822 long-term unemployed or dislocated workers likely to exhaust their unemployment insurance. As of August 1, 2014, there have been 357 enrollments with 47 participants exiting the program. Thus far, 80.8% have found employment.

### Boeing 2013 Dual Enrollment NEG

In July 2013, Washington State received \$2,205,753 for the Boeing 2013 Dual Enrollment NEG to provide wrap-around services for 645 Boeing Company dislocated workers. These dislocated workers will be co-enrolled in the Trade Adjustment Assistance (TAA) Program. As of August 1, 2014, there have been 241 enrollments. Of those participants exiting the NEG, approximately 91.7% have been reemployed.

### Washington Flooding & Mudslide NEG

On April 23, 2014, U.S. Department of Labor awarded the state a \$2,867,947 disaster NEG in response to the massive mudslide in the small community of Oso, Washington when a portion of an unstable mountain collapsed, sending mud and debris across the North Fork of the Stillaguamish River, engulfing an area of approximately 1 square mile. The disaster funding will provide up to 141 locally dislocated workers or long-term unemployed participants with temporary jobs for duration of six months. These jobs will provide disaster clean-up, debris removal and humanitarian relief to the impacted community and surrounding area.

## Rapid Response

The state Rapid Response Unit, in coordination with each of the state's 12 local WDCs and the Washington State Labor Council (WSLC), continues to deliver an effective and responsive rapid response system. In keeping with past successful practices, once a layoff notice is received by the state Rapid Response Unit, the State contacts the impacted local area(s) to ensure rapid response services are provided.

During Program Year 2013 the state Rapid Response Unit, WSLC, and local rapid response teams responded to 42 Worker Adjustment and Retraining Notification (WARN) Act notices impacting nearly 3,093 workers. The state Rapid Response Unit, along with WSLC and local rapid response teams also initiated rapid response services for approximately 1,824 workers as a result of the filing of 21 Trade Adjustment Assistance (TAA) petitions.

The state Rapid Response Unit continues to initiate rapid response services for workers certified for Trade Act assistance. The state's overall approach is to continue to integrate services to trade-certified dislocated workers within the rapid response delivery system. A Trade Act coordination team meets twice monthly to discuss Trade Act and rapid response activity.

There were several layoffs requiring the state to deploy Rapid Response Additional Assistance. A breakdown of these companies and the funding targeted toward those dislocations is as follows:

Layoff Companies	WDC	Amount	Dislocated Workers
Westport Shipyard & various employers	Pacific Mountain	\$226,000	68
Highline Convalescent Center, Kegler's Casino, REC Silicon, Food Pavilion, US Matt Systems, NC Support Network & various employers	North Central	\$430,403	80
Fairchild Air Force Base	Spokane	\$242,865	270

### Business Services:

**Participation:** Approximately 22,784 businesses were served by WIA Title 1B from July 1, 2013 through June 30, 2014.

**Who is served:** Any business in Washington State regardless of size can secure services that address the need for labor market information, talent recruitment and screening,

training of existing employees, layoff aversion, and increased graduation rate from current and new training programs.

**Program Description:** Public investments are made to support businesses with workforce development related needs. Each business can choose from a robust menu of services when specific needs arise and determine how the WorkSource system will engage with them. One business may merely want to post job openings, whereas another may want in depth screening of all applicants. When working with the business community, if it is determined that there is a shortage of specific skills that prevent the business from remaining competitive, WDCs will convene appropriate stakeholders and assets within the WorkSource system to grow the talent pipeline.

In addition to providing business services to any business in need of workforce solutions, WDCs have deployed sector partnerships since 2000 that comprehensively and strategically address key industry sectors' workforce needs. Sector strategies involve strong public and private engagement to identify the problem, develop and execute initiatives that address the workforce issue, and leverage the required resources to support and sustain the partnership and its efforts.

### **Programs and Strategies for Serving Employers**

The state and local areas have established several programs and strategies for serving employers to include establishment of some statewide metrics that will be used by the state and local areas to measure the effectiveness of these services.

Some of the local initiatives of the state's Workforce Development Councils include:

- WIA youth participants being placed in work experiences to enhance their confidence and soft skills enabling them to enter the workforce more easily.
- Establishing local business partnerships, which provide invaluable On-The-Job training in a variety of high demand occupations such as manufacturing, engineering, healthcare, carpentry, welding, home building and business.
- Reconnecting the long-term unemployed with work through various innovative outreach programs, and other local programs identified in the *Highlights of Washington's Workforce Development Councils* section.
- Establishing strong alliances with key local industry leadership, labor, and economic and workforce development entities to address workforce needs and issues within these sectors. Convening regional meetings to explore industry leaderships' perspectives on changing workforce dynamics and opportunities in industry segments, such as medical outpatient clinics and hospitals.
- Encouraging the business community to take the Obama administration's pledge and commit to hiring long-term unemployed. Working directly with employers helps shape creative service strategies to serve the long-term unemployed.
- Establishing employer-led manufacturing workforce plans created and implemented, for the health care and IT/software industries.
- Using targeted industry approach to business services for the aerospace, health, and information technology and creating Industry Navigators to focus on a specific

industry and use their expertise to connect businesses, education providers, and skilled workers to meet regional industrial hiring needs.

ESD's strategic plan includes a major focus on programs and strategies to serve employers. The first of ESD's four strategic goals is that employers have the skilled, stable workforce they need to thrive. ESD is measuring its progress toward this goal through the common measures of Entered Employment and Employment Retention, and relevant leading indicators of the numbers of employers and job seekers, respectively, served by through WorkSource. The agency uses the following metrics to monthly monitor its strategic goal of employer strategies:

**Outcomes:**

- Jobs filled through WorkSource.
- Retention rate of jobs filled through WorkSource.

**Leading indicators:**

- # of employers served by WorkSource.
- # of job seekers served by WorkSource

The following highlight ESD's efforts in support of that goal during PY 2013:

- **Work Start:** ESD, along with the state's Department of Commerce, local Workforce Development Councils and Economic Development Councils have used workforce training as an incentive for companies to locate or expand in Washington. WorkStart utilizes state Strategic Reserve Funds to provide workforce training tailored to the specific needs of the employer. In the first six months of 2014, Work Start paid to train 50 forge workers, 48 machinists, and workers for 40 new jobs in marine manufacturing, 50 new jobs in injection molding and 48 new jobs in composite manufacturing. WorkSource recruited and filled most of these new jobs.
- **Employer-demand reports:** Using real-time labor demand data, ESD has created four monthly reports detailing which employers are hiring, and the top occupations, skills and certifications needed. Based on employers' online job postings, this information guides decisions by education and training providers, policymakers and jobseekers to better meet employers' needs.

**Veteran Services**

As the military services downsize, the partnership between the State Veterans Program and WIA becomes ever more critical for transitioning service members (TSMs) and veterans with significant barriers to employment. Each month, our state welcomes home approximately 750 veterans and their families. Veteran representatives routinely work alongside WIA partners to co-enroll TSMs and veterans, especially in the dislocated worker program. This team approach provides the TSM/veteran a seamless set of services, such as retraining, that lead to living wage employment in the civilian sector.

As dislocated worker status, in itself, doesn't qualify a veteran for services in the State

Veterans Program, WIA often provides services to these TSMs, veterans and their spouses. An excellent example of this is the WIA specialist that has recently been placed on Fairchild Air Force Base near Spokane WA to augment the Disabled Veteran Outreach Program (DVOP) worker at that location. This position not only provides additional services for TSMs, spouses and veterans working with the DVOP, but also ensures services to those who don't qualify for them under the veterans program.

WIA is one of many partners that make up a strong network for services to TSMs and veterans in need. Others include the Washington Department of Veterans Affairs (WDVA), with its programs such as the Homeless Veterans Reintegration Program (HVRP) to serve homeless veterans, Veterans Information Portal for veterans in need of temporary financial assistance, and the VETCORP Navigator program to help veterans transition from formal education into the civilian employment sector. Other partners in the network include veterans service centers, community colleges, private and non-profit organizations, coalitions and committees, and administrators of County Veterans Relief Funds. All partners, to include WIA, are critical to the "safety net" of wrap-around services provided to those who served.

### **Local Veteran Initiatives**

Pierce County, which is overseen by the Tacoma Pierce County Workforce Development Council (the Local Workforce Investment Board), is home to the third largest veteran population in the country with approximately 6,000 military members and their families leaving active service from Joint Base Lewis-McChord annually through 2016. Significant private/public partnerships have formed to aid in a smooth transition for those who served.

RallyPoint/6 is an example of the community working together creating the one place for veterans and their families to get the services they need to succeed. WorkForce Central, the TPCWDC's administrative entity, partnered with over 30 organizations specializing in community reintegration, education, family strength, health, finance and legal issues and provides the workforce development expertise for the center.

The inaugural Boots2Work Military Career Fair, a partnership with WorkForce Central, the Tacoma Rainiers Baseball Club and Tacoma/Pierce County Chamber of Commerce, offered a unique experience for transitioning and retired military and their spouses to find local jobs. To date, over 20 military personal have been hired as a direct result of the career fair.

WorkForce Central and the Tacoma/Pierce County Chamber of Commerce continued their partnership with another unique program for veterans that educated member businesses and the general business community on the benefits of hiring veterans and also provided resources to veterans interested in entrepreneurship.

The Veterans Transition program assists both service members and spouses to define who they are for a clear path forward. The end result is 50 veterans or spouses with their Lean Six Sigma White Belt certification and a better understanding of who they are and where they will succeed within the civilian workforce.

Camo2Commerce is a partnership between WorkForce Central and the lead agency, Pacific Mountain Workforce Development Council, to obtain additional resources (\$5.5 million) to provide training and employment including case management services to transitioning service members and spouses. WorkForce Central also developed veteran centric cohorts – training in industries such as manufacturing, healthcare, IT and CDL licensing – after experience showed veterans attending training as a group were much more successful completing the training and becoming employed.

The Northwest Washington WDC (Whatcom, Skagit, Island, and San Juan counties) is complemented by Naval Air Station Whidbey Island, an economic engine of Island County and the region. There, the **Northwest Workforce Council** (NWC) and its workforce development partners enjoy a long standing and fruitful collaboration with the Fleet and Family Services program at NAS Whidbey. The WorkSource Whidbey Career Center provides employment and training support to a large cohort of military spouses and families while coordinating outreach and service delivery with Fleet and Family Services.

Across the region, three Veteran's Preference Job Fairs were convened. An active outreach campaign conducted by veterans to veterans and their families helped ensure employers and vets had priority access to each other at each hiring event.

WorkSource staff members across the region participated in training to understand Washington's new DVOP and LVER guidelines, while developing processes to ensure veterans and eligible spouses receive the full complement of services available from the WorkSource system.

**The Workforce Development Council of Seattle-King County** is very active in serving King County's veteran community. Collaboration is the key. The WDC actively participates in efforts such as the Veterans and Military Families Action Summits at Islandwood and the state Military Transition Employment Team to promote cross-regional and statewide action. An outcome of its Maritime Sector panel was designation of a Business Services Team member dedicated to serving veterans. This team member works to find prime employment opportunities for area veterans. The Business Services Veteran Representative spearheaded work for veteran-focused events such as the Hire-A-Vet Employer Panel and Job Fair (February 2014) and the Veterans Services and Employer Fair (April 2014). Over 750 employment opportunities have been identified for veterans in just two quarters!

## Highlights of Washington's Workforce Development Councils

To ensure that the workforce system is focusing on the regional economy, each of the twelve Workforce Development Councils (WDCs) oversee their respective areas. They are the strategic visionaries for local implementation of the WIA legislation and funds. WDCs have several important functions in the public workforce system. They determine how many One Stop centers, affiliates and connection sites are needed in their respective area(s), and where they will be located, and how those sites will be operated. In addition, WDCs analyze workforce information to identify targeted industries and determine where talent gaps exist in order to strategically develop and execute strategies to address workforce needs with their regional partners. WDCs play a key leadership role in pursuing and coordinating public and private resources to support local workforce development strategies.

At least fifty percent of WDC membership is comprised of business leaders from key sectors and appointed by Chief Local Elected Officials (CLEOs). CLEOs are the local area WIA Title I-B grant recipients. They partner with WDCs to administer WIA legislation and funds, as well as oversee local WorkSource system. WDCs are the system's portal into the business community and are responsible for leading, coordinating, and facilitating multiple interagency initiatives, projects and programs.





## **Olympic Consortium Workforce Development Council**

*Serving Clallam, Kitsap, and Jefferson counties*

### **Work Experience for Aspiring Scholars**

During Program Year 2013, our Olympic Consortium youth activities have focused on community and business partnerships.

As youth have struggled in the current job market the programs have increased outreach efforts. WIA youth participants have been placed in work experiences to enhance their confidence and soft skills enabling them to enter the workforce. Local business partnership have provided invaluable On-The-Job training in a variety of high demand occupations such as manufacturing, engineering, healthcare, carpentry, welding, home building and business. Through word-of-mouth from community partners the program has increased training offerings including job search strategies, application refinement, interviewing and soft skills as well as cover letter and resume writing.

One example of this partnership has Clallam County staff working with DreamU, a “drop-in” center for youth who are homeless or at risk of being homeless, to create Job Search Strategies workshops monthly throughout the year. Attendees learn inside tips on how to market themselves to local

businesses, how to emphasize and build on their vocational strengths, and how to access short-term and/or low cost trainings to increase employability. Of the total Clallam County youth participants 22% of them came directly from these workshops. Half of these youth have graduated from the program and are either working full-time or attending post-secondary education.

The Youth program staff has also increased their efforts to assist youth in navigating the current legal system. Legal consequences can hinder a youth for years as they try to move into an independent adult lifestyle.

The youth program has created workshops to assist participants, helpers and drop-in clients including: “Move Forward with a Criminal Record”, “Take the Mystery out of Sealing Juvenile Records” and “Support Youth who are Facing Current Charges”. Customers and WIA participants are also direct to the [Life-Skills-to-Work](#) program offered through Seattle Colleges and the Department of Corrections.

### **Advanced Manufacturing Work Group**

The Olympic Consortium is working with the advanced manufacturing industry sector in the local area to:

- Encourage knowledge sharing among key players, who are responsible for making policy recommendations and business decisions
- Conduct labor market analyses to include information on:
  - An inventory of industry sector firms doing business in our area
  - A profile of current jobs and a projection of future jobs in the sector

- Training requirements for current and future jobs.
- Assist industries in implementing appropriate strategies, including targeted job training, curriculum development, business recruitment, and the provision of labor market information
- Act as a communications bridge between schools and the WorkSource system to ensure trained students are aware of opportunities to gain further training through On-the-Job Training and Internships and to use job search workshops and other job placement resources

It will also provide significant input to local Science, Technology, Engineering and Mathematics (STEM) education efforts.

### **Business Services**

The Olympic Consortium continues to play a vital role in providing workforce services to local business customers in Clallam, Jefferson and Kitsap counties. WorkSource staff coordinates outreach to the job seekers and employers to ensure a targeted job match, to include weekly on site hiring events. The first half of CY14 resulted in 75% of jobs filled through WorkSource Kitsap. This past year we have held 318 hiring events (a 93% increase over the previous year) which resulted in 728 direct hires (22% increase). Employers involved included major Navy contractors, marine industry companies, advanced manufacturing companies, call centers and healthcare companies. Our Veterans Employment Services Team had a booth at three veteran hiring events throughout the year. In addition, the WorkSource Business Team had WorkSource booths at three area hiring events during the past year. These events attracted over 45 employers and over 1000 job seekers.



## Pacific Mountain Workforce Development Council

*Serving Grays Harbor, Lewis, Mason,  
Pacific and Thurston counties*

*Camo2Commerce (C2C) National Emergency Grant is first in the country to acknowledge transitioning military as dislocated workers. This partnership grant with Workforce Central will enroll 900 service personnel at Joint Base Lewis McChord. It augments military transition services with the goal of job placement shortly after the conclusion of military service. The program provides career counseling, labor market information, appropriate short-term training, including On-the-Job Training (OJT) and customized job placements for local businesses. C2C is working closely with community and industry partners like Chambers of Commerce, Economic Development Councils, Heroes at Home, Operation Good Jobs and hundreds of businesses of all sizes.*

## Strong Connections to Regional Business and Economic Development Entities

A shared and common commitment to support the 6 primary industry sectors identified in the PacMtn Industry Cluster study provides the platform for the region's five economic development directors to work closely with PacMtn. They utilize the relationship with PacMtn to ensure the businesses they serve or

are trying to align with those clusters and that they will have access to workforce solutions and quality job candidates. The Thurston Regional Chamber hosts PacMtn's Business2Business contract to provide more in-depth workforce support for local businesses. The integration of PacMtn and workforce focus has led to vibrant collaborations like the *Regional Economic Forecast & Innovation Expo*. This high-profile networking event, now in its sixth year, draws 350 – 400 decision makers and community leaders from all sectors of business and industry in our region.

## Journey2Jobs Serves Long-Term Unemployed

Continuing PacMtn's focus on the long-term unemployed (LTU) *Journey2Jobs (J2J)* will inspire and instruct job seekers in contemporary employment search methods. LTU often have strong work history, and were formerly at the top of their salary range when they lost their job. They are often desperate, feel isolated from peers, hopeless about getting a new job, angry about their situation, and suffering a deteriorating sense of their capabilities as a result of continuous rejection. J2J recognizes the emotional intensity and responds with appropriate, customized attention. Use of intensive resume and interview skill updates and use of specialized job clubs, on-the-job training and paid work experience J2J will break the isolation, build confidence, job search skills and work site familiarity. A region-wide media campaign will enlist existing community organizations and "trusted connectors" in finding and creating employment attachments for motivated job seekers. J2J provides information on the value of LTU for employers wanting to hire and offers incentives and acknowledgement for such hires.

## **AmeriCorps Members Expand Services to Disengaged Youth**

In partnership with WA Department of Social and Health Services (DSHS) agreed to sponsor three AmeriCorps whose placement would serve projects in PacMtn. These individuals will work on projects that:

- reduce recidivism rates of incarcerated youth through education and career planning.
- outreach to the business community to develop youth engagement opportunities.
- retrieve students who dropped out of school and offers an alternative educational opportunity allowing them to gain a GED and prepare and train for a career or enter post-secondary school.



## Northwest Workforce Council

*Serving Island, San Juan, Skagit and Whatcom counties*

### **Alignments with business, economic development services, and partnerships**

The Northwest Workforce Council (NWC) maintains its strategic commitment and strong alliances with key local industry leadership, labor, and economic and workforce development entities to address workforce needs and issues within these sectors. The Council-led Northwest Alliance for Health Care Skills convened two regional meetings to explore industry leaderships' perspectives on changing workforce dynamics and opportunities in two industry segments, medical outpatient clinics and hospitals. The outcomes include refinements to training curricula to foster professional competencies demanded in the industry, as well as development of new occupational training in care coordination – an emerging new skill domain. The Northwest region is also an early leader in transitioning nurse training to context-based learning.

NWC also met with manufacturers in an industry forum hosted through a local community college to identify emerging talent needs of this vitally important sector. A particular manufacturing sector initiative, Air Washington, is a statewide comprehensive approach to build a

skilled workforce for the aerospace industry. As a partner, NWC is an active participant in support of the aerospace segment, providing students with services to connect with the colleges, veterans' services and employers, to support training completion and industry employment.

Collaborations with Economic Development Councils, industry trade groups, and Chambers of Commerce throughout the region provide work-based internship sites for youth; attract new business to the region in key sectors; and develop marketing strategies, including a campaign to attract high level IT talent displaced from positions in the South Puget Sound area.

### **Engaging Youth at Risk**

NWC initiated a range of creative projects in partnership with educational institutions, business, labor, and other community stakeholders, in engaging youth unprepared for the world of work. These include a summer 2013 project combining educational and work-based learning opportunities for youth who had dropped out of school. Activities included daily GED classes at WorkSource and afternoons at paid internship sites. Program completers earned their GED and used their internship to secure unsubsidized employment. Others used the experience and training as their gateway to begin post-secondary education. Exposure to apprenticeship training for youth is another Council initiative. Lacking information about vocational training opportunities that might work for them, out of school youth and high school juniors and seniors learned first-hand about apprenticeship training programs through the Hands-On-Training-Tour (HOTT). Youth participated in applied learning and engaging demonstrations led by multiple

apprenticeship programs at the Plumber and Pipefitter and the Electrical Training Centers. Youth were guided through typical tasks associated with the occupations and learned about training openings, wages and benefits typical in those trades.

These programs exemplify NWC's commitment to expanding partnerships of business and stakeholders as a means of building enthusiasm for careers and connecting youth with a pathway to success as productive wage-earning workers.

### **Reconnecting the Long-Term Unemployed with Work**

NWC began new efforts with the long-term unemployed that help build bridges leading back to gainful employment. Using creative outreach activities, NWC connected with these discouraged but experienced workers. Emphasis on soft skills is one strategy NWC embraces to ensure the transferability of existing skills and advancement of these skills demanded by employers. With this assistance, confidence building activities, and on-the-job-training opportunities, workers have once again secured a place in the workforce.

NWC is continuing its focus on returning the long-term unemployed to the workforce with two new initiatives for Program Year 2014. With an infusion of state and federal funding targeting this group, NWC will help return the skills and experience of these workers back into the workforce for the benefit of workers and their families, and the communities we share.



## Workforce Snohomish

### *Serving Snohomish County*

#### **Flood & Mudslide Disaster**

On March 22, 2014 a massive mudslide hit the community of Oso, Washington on the SR-530 Corridor between the cities of Arlington and Darrington. The disaster claimed the lives of 43 people. In response to the disaster, Workforce Snohomish applied for and was awarded a National Emergency Grant to support recovery efforts. Through the grant we hired 40 long-term unemployed individuals to work on temporary assignments in the affected area.

#### **Youth Service: Disengaged Youth**

Workforce Snohomish served 295 disengaged youth in Program Year 2013. Of these, 109 attained recognized credentials and 117 were placed in unsubsidized employment. We launched the 'My First Job' program on May 19, 2014, through which several WIA enrolled out-of-school participants were placed in their first paid work experience at local non-profits and public entities, including Snohomish County. We also received funding from the Community Valley Hospital Foundation to expand the program in Darrington/Oso to support youth affected by the mudslide.

#### **Long-Term Unemployment**

Workforce Snohomish received Rapid Response Long-Term Unemployed funding in May 2014 and partnered with the Northwest Workforce Council on our innovative project design. Reconnecting Individuals to Sustainable Employment, or the RISE Program, will help re-engage individuals through peer networking groups, 1:1 meetings with an employment professional, workshops, employer visits, company tours, job coaching, On-The-Job Training, and much more.

#### **Business/Economic Development**

WorkSource and Community Transit (CT) partnered to launch an extensive Coach Operator recruitment project, through which WorkSource scheduled and supported several hiring events at its Everett Station facility. CT representatives were onsite to screen candidates and offer jobs. CT jobs offer living wages, starting at \$18.29 per hour and progressing to \$21.52 per hour after completion of a 9-week training course. Those who complete the course also receive benefits, endorsements, and their commercial driving license.

#### **Veterans, Military Members, and their Families**

On November 13, 2013, Workforce Snohomish announced the grand opening of the Serve Center at WorkSource Everett provided through partnership with the City of Everett. The Center is designed to meet the needs of the 60,000 veterans, military members, and their families in Snohomish County. The Center hosts an array of community-based agencies including Catholic Community Services, Veterans Administration, Volunteers of America, and WorkSource. "Veterans, military, and their families are the backbone of our

democracy,” explained Sue Ambler, CEO of Workforce Snohomish. “They serve us in myriad ways. It’s time for us to serve them.” This Center is the result of many people coming together to provide tailored workforce development services to our veteran and military clients and their families.

### **Success Story: Youth**

Aldo, now 21, moved with his father from Mexico to Snohomish County in 2008. Aldo spent his time skipping school and selling drugs to help support his family financially. A caring adult saw an ad for YouthBuild, a GED completion and job training program operated by Workforce Snohomish, and encouraged Aldo to register. Aldo enrolled in the class of 2013. Initially, Aldo struggled with his past. Through YouthBuild, he passed GED tests and saw that he was able to be successful. His success motivated him to attend job fairs and field trips. Aldo realized that YouthBuild could help him get a job or attend college. Aldo not only completed the GED portion of YouthBuild, he received his high school diploma. At the YouthBuild graduation ceremony, a Workforce Snohomish partner approached Aldo about employment as a youth case manager/employment specialist at Workforce Snohomish’s Youth Center. He soon accepted the Youth Center position. Aldo now feels all is possible. He has a deep sense of gratitude and pride. He will be attending college and wants to study human services.



## Seattle-King County Workforce Development Council

### *Serving King County*

King County's economy continued its march to recovery this year, with unemployment dropping to 5.2% for the year and a higher than average labor force participation rate of 58%. Economic improvement combined with decreased workforce funding pushed the WDC to look at how the WorkSource system must evolve to support those still in need services, especially the long-term unemployed, veterans, and youth.

The Workforce Development Council is guided by strategic directives in four focus areas: WorkSource, Youth, Sectors, and Think Tank.

### **WorkSource**

System Transformation: Times are changing and so is the WorkSource system. With continued funding cuts and an improving local economy, the WorkSource system must evolve to meet changing needs. The WDC kicked off a system transformation team, empowered to redesign the existing service delivery system. The resulting model began implementation in October, 2014 with the full model planned for Program Year 2015

WIA Business Services Team: The Business Services team had a highly

successful year. The team focused on high-demand sectors based on job vacancies, job seeker inventory and projected growth. The team organized 87 events and communicated over 7,500 openings to WorkSource and WIA youth partners.

Long-term Unemployed: In May 2014, the state awarded \$986,000 to the WDC to target long-term unemployment. This grant will allow for expanded service to over 500 long-term unemployed individuals.

Veteran Services Coordination: King County has a very active veteran service community. The WDC works closely with veterans' staff in the WorkSource system, leverages the strength of the Business Services Team, and works closely with partners like the King County Veterans Program to build a coordinated effort.

### **Youth**

Clinton Global Initiative and Schools to Careers Plus: The program, underway in nearly all of King County's school districts, connects middle and high school students to industry through career exploration and events. 136,000 students have benefited, to date.

Youth at Work: A Youth Specialist was added to the Business Services Team this year. Over 1,500 job/internship opportunities were identified and nine youth-specific events linked employers and young job seekers. The WDC participates in a regional Opportunity Youth workgroup. YouthSource Renton, our youth-focused One-Stop, has an Open Doors school supporting youth who have dropped out of school.

## Sectors

Public Sector: The WDC launched Washington's first public sector panel. The panel analyzed the characteristics of public sector work and its unique qualities in order to develop a plan for moving this sector forward into the future.

Healthcare: The WDC continued its work in this growing and vital sector through year four of its \$11 million, five-year, healthcare grant, "Health Careers for All." which will train 900+ adults and youth.

Maritime: After wrapping our maritime sector panel, the WDC, in partnership with the Economic Development Council of Seattle and King County and with support from the Puget Sound Regional Council, commissioned the Washington State Maritime Cluster Economic Impact Study. The study found that the industry has a \$30 billion dollar impact on the state economy and supports over 148,000 workers.

## Think-Tank

State of the Workforce: The WDC commissioned *State of the Workforce*, an interactive, state of the art data application for King County. The report delivers key economic and labor market information in a format that is easy to use and understand.

Sharing Best Practices Nationally: Staff presented our sector work methodology at this year's National Association of Workforce Boards Annual Forum. Wrapping up her term as President of the U.S. Conference of Mayors' Workforce Council, the WDC CEO represented WIBs nationally in work with the National Association of Workforce Boards, Communities Collaborating to Reconnect Youth, the National League of Cities and

the Association of American Community Colleges. She was also invited to the White House three times and met with the US Vice President and Secretary of Labor to advise on system transformation.



## **Pierce County Workforce Development Council**

*Serving Pierce County*

### **Youth Initiatives**

WorkForce Central, Bates Technical College and industry employers partnered to launch the TOOL Center, a twelve week no-cost pre-apprenticeship training program, providing eligible youth with hands-on learning in the building trades that include the construction, utilities and mechanical industries.

Training includes learning the use of hand and power tools, visiting construction sites and earning five certifications, with guest speakers from the trades visiting the classroom to discuss their experiences.

*Certifications earned: OSHA 10, CPR & First Aid, Flagging, Forklift, Scaffold User*

### **Workforce Development**

The Economic Development Board for Tacoma-Pierce County (EDB) and WorkForce Central (WFC) have partnered since 2001 to provide integrated services and information to both existing businesses and those considering relocating to the area. Typical support includes presenting WFC's services to employers and site selectors and providing information about wages, worker availability, tax incentives, training

resources and worker recruitment services. Members of both organizations meet with business customers to assess their needs or send customized information to out-of-area employers evaluating Pierce County as a possible business location.

Since 2010, a designated WFC representative works as a partner in the EDB office to provide responsive support; participating in economic development meetings and contributing as the expert on the local labor market and business services. Through this partnership, WFC is the EDB's top referral resource to business, providing swift response to businesses for their workforce development needs.

### **Long-Term Unemployed**

Workers disheartened by their inability to find work in Pierce County are getting help through WorkForce Central's long-term unemployed programs. An organized, persistent team approach of public-private partnerships connects the long-term unemployed with the services they want and need.

A vital part of this work is providing linkage to the various resources in the community to sustain this population through their transition back to work. The Long-Term Unemployed (LTU) Grants allow access to an array of services including mental health assistance, employment and training services, local community resources and intensive staff support.

WFC is encouraging the business community to take the Obama administration's pledge and commit to hiring long-term unemployed. Working directly with Pierce County employers helps shape creative service strategies

for this population. Developing innovative programs with industry involvement allows these workers to demonstrate their value to employers in the community.

### **Veterans Initiatives**

An estimated 9000 military service members and their families will exit annually from active service from Joint Base Lewis-McChord through 2016. To serve these ever increasing numbers, WFC leverages its resources with public/private partnerships such as Operation Good Jobs, Rally Point/6, Tacoma-Pierce County Chamber and other nonprofit agencies. WFC provides services to over 58% of the military population who walks through our partners' doors.

Pacific Mountain Workforce Development Council and WFC partnered to launch a new emergency grant initiative called Camo2Commerce. This program provides direct employment services, on-the-job training and skills gap training for in-demand sectors to 900 transitioning JBLM service members.

The 2<sup>nd</sup> Annual Boots2Work Military Career Fair will continue to employ service members and their spouses. WFC is the "gateway" for all veteran initiatives in Pierce County, through continued public/private partnerships that provide value-added education and training for both the military jobseeker and the employers seeking to hire them.



## Southwest Workforce Development Council

*Serving Clark, Cowlitz, and Wahkiakum counties*

### Long-term Unemployed

Long-term unemployment is a persistent challenge in Southwest Washington and will continue to be a focus into 2016. Since the onset of the Great Recession, many people have had difficulty attaining employment. Some have switched industries, while others have pieced together part-time employment to make ends meet. Still others have disconnected from the workforce entirely.

Between July 1, 2008 and March 1, 2014 the following industries have seen the largest number of former employees exhaust unemployment benefits after having been laid off: manufacturing, health care and construction. Some of these individuals are likely ready to return to work but have heretofore lacked the opportunity. Others may be in need of a skills upgrade or be willing to transfer into a different industry but lack the support to do so. Still others may be in need of a skills assessment and supportive services necessary to identify an appropriate career path.

Our goal is to reengage individuals experiencing long-term unemployment in the workforce. We expect to see a wide variety of needs represented within this

population. In an effort to appropriately respond to this variety of needs, the SWWDC and WorkSource partners are committed to relying on the expertise of community-based organizations that offer access and services vital to the success of individuals served by this project.

To date, three grants have been implemented focusing on long-term unemployed: OJT NEG 2.0 (closed), Community Partnerships NEG (closed) and Dislocated Worker NEG (active).

Over the next two program years, the SWWDC will be supporting employment for long-term unemployed through two separate funding opportunities (RRLTU, JD NEG). Both grants will provide adequate levels of support for participants as they undertake training and job placement activities. Between the two grants, more than 150 long-term unemployed will be served.

The JD NEG will fund training and placement services for approximately 85 people in the health care industry. Presently, 25,921 health care jobs exist in Clark, Cowlitz and Wahkiakum counties. Within the next five years, this number is expected to swell to 29,164, a 12.5% growth rate.

### Youth

**Workforce Pipeline:** The SWWDC is invested in providing an integrated and collaborative approach to developing and priming our future youth workforce. Employers continue to see lack of soft skills, basic technical skills and work readiness in the emerging workforce. To combat the area's high youth unemployment, the SWWDC, in partnership with local Career and Technical Education programs, businesses, and community

organizations, has established regional consortiums to identify skills gaps and create solutions to emerging workforce concerns. In addition, through events like STEM Fest, Workforce Connections, and career and resources festivals, the SWWDC is increasing access for students, teachers and parents to engage in career exploration and hands-on activities that lead to an increased understanding of the diverse industries that make up our economic region.

### **Expanding Youth Work Opportunities:**

Over the last year, more than 400 youth in Southwest Washington have had access to unique opportunities to connect directly into sector pathways that provide certificates in trade industries, including healthcare, software/IT and construction. In sector pathways, youth work in cohorts to overcome challenges and gain real-world construction, academic and 21st Century skills experiences that lead to employment and economic independence once they exit the program. In this model, academic, occupational and leadership training components work together to provide an environment in which youth meet high expectations and make a difference in their own lives, in the program and in the community.

The SWWDC continues to offer the Labor Links Construction program in partnership with the Northwest College of Construction's Jump Start Pre-Apprenticeship program. Several students were able to receive certificates in OSHA 10, Flagging, First Aid/CPR, and Intro to Hand and Power Tools, as well as Construction Math and Drawings. In addition, youth providers have begun to expand sector pathways by utilizing career academies in industries such as Fire Science, Nursing and Software/IT. Youth ages 14-21 are able to participate

in valuable work experiences leading to certifications in Wildland Firefighter Red Card, Certified Nursing Assistant, Microsoft Word & PowerPoint, Food Service, Medical Records, Forklift, Flagger, OSHA 30 and First Aid/ CPR/ AED. These rigorous academies have led many participants to direct entry-level employment.

### **Career Readiness for a Working Washington**

In partnership with Evergreen School District, 75 high school students will receive support over the next three school years with career investigation, goal assessment, life and soft skill development, mock interviews, job preparation workshops with local employers, networking opportunities with industry mentors, on-site business internships, apprenticeship tours and work-based learning opportunities. Program leads have developed a framework to integrate a peer mentorship model in the 2014 school year.

### **Business/Economic Development Partnerships & Strategies**

Together with Oregon-based partners in the Columbia Willamette Workforce Collaborative (CWWC), the SWWDC is taking a regional approach to developing sector strategies in manufacturing, health care, and IT/software industries. Local employers are actively engaged in defining the focus of workforce system efforts. Thus far, an employer-led manufacturing workforce plan has been created and is being implemented, and workforce plans are being written for the health care and IT/software industries.

**Incumbent worker training:**

Through two different DOL H1-B grants, the SWWDC is implementing incumbent work training in the manufacturing and IT/software industries. To date, more than 200 employees from 20 different companies have benefited from skill upgrades relevant to their occupation. This results in gained efficiencies for the companies and potential career advancement for the employees.

**Housing Works:**

The SWWDC is finishing the second year of a 3.5 year Workforce Innovation Fund grant secured through the CWWC. This grant is intended to align services between the workforce system and local housing authorities. Focused on health care, manufacturing and administrative skills, the program has provided training and job placement support for nearly 100 people receiving housing subsidies.



## North Central Workforce Development Council

*Serving Chelan, Okanogan, Grant, Douglas, and Adams Counties*

### Reengaging Youth

Research finds that nearly one in three students who start the ninth grade fails to earn a diploma in four years. Millions of young people are out of school and grossly ill equipped to compete in the 21<sup>st</sup> century economy. Two partnerships with the Wenatchee School District (WSD) provided disengaged youth extra opportunities to complete their secondary education, explore careers and develop positive work habits. Under contract with the WSD and OSPI, SkillSource implemented the first community-based “Open Doors” dropout reengagement program in the State. Authorized under House Bill 1418, this new approach to secondary education requires students make significant progress each quarter to stay enrolled. In addition, the agencies piloted new Career Readiness activities for students from four secondary schools – Wenatchee High School, Westside High School, Wenatchee Valley Tech and the SkillSource Learning Center.

**Career Cruising**, an online application to explore and experience careers, was implemented throughout the Wenatchee School District. At the Learning Center, 59% of students completed the

matchmaker assessments (interest survey, ability profiler, learning style) and identified a career pathway.

**Flip the Switch**, in collaboration with the Port of Chelan County, Wenatchee Valley College Entrepreneurship Center, and the Greater Wenatchee Area Technology Alliance, taught 60 secondary students from four different schools how to develop and present a business plan for hypothetical industrial expansion on 15 acres of vacant Port property.

### Building STEM Futures

Finally, eleven at-risk disadvantaged students from Westside and SkillSource completed a 90-hour eco-stewardship supervised by WSU Cooperative Extension. The students experienced careers in natural resource management, environmental science and recreational tourism. The East Wenatchee Repellers, Clockum Research Center, US Forest Service, Washington Fish and Wildlife, Chelan-Douglas Land Trust, and Entiat National Fish Hatchery provided training. Over ten weeks, the group assembled at the cooperating agency’s location for a Thursday afternoon briefing, followed by a day of hands-on field work. The experience culminated with an overnight wilderness trip to restore trails in the National Forest. Students earned .5 science credit and a paycheck for their Friday work.

**“Where has all the Missing Workers Gone”** .....read the June 16, 2014 headline in the Yakima Herald Republic. Today the North Central labor force is smaller than it was a year ago. Baby boomers are retiring, manufacturing and construction have yet to fully rebound, but the most significant factor is unemployed workers who just drop out of the job

market after one, two or three years of unsuccessful job search. They are disproportionately older workers and become fearful of job search, resist networking and at times develop emotional barriers.

On December 21, 2010 forty-seven year old Jeff Schoonover lost his job delivering steel. Ordinarily, a Marine Corps honorable discharge, an associate degree and 20 years delivery experience would quickly land a new local transport job. But 2011 wasn't an ordinary time. The Great Recession was in its third year. Employment Security and SkillSource weren't about to let Jeff slip out of the labor force. ES sent him to the SkillSource career information workshops. Jeff also took the computer basics class, earned an IC3 Certificate and resumed work search.

All summer and into fall he looked without success for another local delivery job. When staff saw Jeff's ability to learn in the pre-vocational classes, they urged he enroll in the Industrial Electronics program at Wenatchee Valley College (WVC). Jeff was unsure about college, but he was sure his old job wasn't back. He started college winter quarter, three months after the program started. When the local school district suddenly lost their Electronics Technician, staff from ESD, WVC and SkillSource sprang into action to make sure Jeff had the best possible shot to get the position. Among other duties, the Technology Specialist is responsible to keep the bells ringing, clocks running and cameras working. Although fresh out of college, the District was pleased to find a local candidate and agreed to train Jeff on-the-job. Jeff used to make sure his deliveries ran smooth. Now he makes sure school equipment runs smooth.



### **South Central Workforce Development Council**

*Serving Yakima, Kittitas, Skamania and Klickitat Counties*

### **AmeriCorp Project Puts Troubled Youth on an Educational-Career Path**

Like many disengaged youth, Sierra was a product of circumstances and poor choices. At 19 she was homeless, a school dropout, and reported substance abuse problems. But Sierra and a number of other troubled youth were able to turn their lives around through an AmeriCorps project funded by the state of Washington Department of Social and Health Services and provided by OIC of Washington.

Administered by Washington Service Corp, the AmeriCorps funds gave the South Central Workforce Council the resources needed to develop and implement the project through their WIA I-B youth service provider. Based on the Navigation Model, the AmeriCorps project was designed to help young people like Sierra by going beyond traditional case management services to link and network external agencies able to provide specialized services such as family support/counseling, tutoring, housing assistance, food, transportation, and other help not readily available through WIA programs. As part of the project, the AmeriCorps worker focuses on reengaging youth like Sierra in an educational setting and establishing a

career path toward self-sufficiency. For Sierra the project helped her obtain a GED and completed a number of training programs, which earned her certificates in Forklift Operation, Flagger, OSHA Safety and First Aid/CPR. She has since gained employment with the City of Yakima and is currently enrolled at Heritage University. In PY13, the project enrolled 35 students and met all their goals, resulting in fifteen young people obtaining a GED, seven entering employment and three entering postsecondary training. With the great success experienced, the project has been expanded to the Lower Yakima County and is set to serve 70 youth for PY14.

### **NEW START – for the Long-Term Unemployed**

The Great Recession left the largest number of workers without a job for the longest period in history. As of summer 2014 unemployment rates for the local area exceeded the state average by as much as two percentage points. More alarming is the 8,000 workers reported by the State of Washington Employment Security Department unemployed 27 weeks or longer. But assistance is on its way with help from the Washington Employment Security Department to fund a newly developed project called **New Start** that will recruit long-term unemployed workers providing specialized support to help them gain the skills and knowledge needed to return to work.

New Start is unique because it calls upon strategic community partners that include business led organizations – local chambers of commerce and economic development organizations to help inform the business and general community about the hidden problems of the long-term unemployed. The project will provide

intensive job clubs to assist in development of special job search skills in communication, resume writing, interviewing, and to help in understanding how social media and the internet can be used as an effective tool in finding job opportunities. The job club is designed to provide motivational support from peers and workforce professionals to increase self-esteem while searching for work.

The model has exemplified early success with examples like Melissa, a former long-term unemployed job seeker. Melissa describes the project's key element as follows; "They will follow you until you have a job. If you are willing to embrace what they are offering, they are driven to help you through this." Employers are beginning to understand and appreciate the value of these workers. An assistant director from the *Center for a New Washington* at Heritage University commended Melissa, stating "It was clear that she spent time acquainting her with our work and could speak to the contribution she hoped to make. She demonstrated initiative, attention to detail and conscientiousness."



### **Eastern Washington Partnership Workforce Development Council**

*Serving Asotin, Columbia, Ferry, Garfield,  
Lincoln, Pend Oreille, Stevens, Walla  
Walla, & Whitman Counties*

The unemployment situation in rural eastern Washington has improved somewhat in the last year but the number of long-term unemployed individuals and youths looking for work has remained high. WorkSource staff has worked to further improve the services they offer to these target groups. Examples include:

#### **Effective Job Search Techniques –**

WorkSource staff offered a series of workshops focused on issues that can help job seekers be more effective in their job search. Topics included-  
An awareness of the conditions that exist in an “employers’ job market”; an emphasis on being pro-active and prepared early in the job search cycle; awareness of updated practices businesses use to recruit seekers; contemporary methods to identify job opportunities and apply for work, the importance of developing a work search plan, and the pros and cons of using social media. Job seekers learned more about completing electronic applications, employer web recruiting practices and scanning technology, the increased frequency of pre-employment testing in during the application process; and helping people develop strategies to minimize employer concerns about gaps

in employment.

**Job Club** – provided job search support and job hunting advice through a variety of networking and brainstorming activities. Job Club is based on the belief that each member has something valuable to contribute and that everyone benefits from the advice and encouragement from the diverse group dynamic. Job seeker motivation grows through participation in Job Club with the support of a small group of trusted peers.

**Reality Workshops** – helped the long-term unemployed job seekers understand the current labor market and identify jobs that are in demand and decline; help job seekers identify their transferable skills and learn how to increase their employability by participating in activities such as: OJT, Internships, stop-gap employment, volunteering, networking, tapping the hidden job market and up-skilling.

**Hiring Events** – provided employers the opportunity to meet directly with interested job seekers that have a specific desire to work for their firm. Hiring events have provided an excellent opportunity for long-term unemployed workers to effectively prepare for and meet with targeted employers that have current job openings.

**PY13 Veteran Strategies** – 1,119 veterans received WorkSource services during PY13. 67% of veterans received job referrals and 24% received intensive services. A shift in service delivery towards more intensive case management for eligible veterans occurred in PY13.

**Economic Development Partnerships**

Martin Sports (formerly Martin Archery) was a well-established company in Walla Walla. It had a reputation as one of the premier archery manufacturers in the country. Following the recession it had experienced a significant drop in demand for its products. Its workforce had been reduced from 100 individuals at its peak to as few as 20 in 2013. In October of 2013 it was purchased and restructured by another company with financial assistance from the Port of Walla Walla. The company used WorkSource Walla Walla for recruiting and screening for several positions in the past 8 months. In addition to hiring skilled workers, the company utilized the OJT program to hire and train some of the new employees on producing their new product line. All positions offer the full range of benefits with an increase in wages under the new management. At the time of purchase there were 23 employees. This number has now grown to 50. The company has already added a second shift and is planning to add a third one this fall. The company has also been working with Walla Walla Community College to develop opportunities for incumbent worker training.

**Skill Steps Program Expansion**

Walla Walla Community College (WWCC), Rural Resources (WIA youth services provider), and various community partners offered a new program for youths at the WWCC campus in Clarkston. These youths (ages 18-24) had been unsuccessful during their prior academic experiences. The program offers individualized coursework with guidance from an Achievement Coach to assist with goal setting, action planning and identifying support services that are necessary for the students' success. The

intent is to help students achieve their GEDs with the further goal of entering into post-secondary training.

An AmeriCorps volunteer was assigned to add a career mentor component to the program. The career mentor helps students to identify the types of careers they are interested in, search for suitable work sites for job shadow or mentoring opportunities, and envision how additional education can benefit them in the future. As students explored career options, they also became more motivated to pursue a workforce training and/or education program. The career mentor provided students an opportunity for increased self-awareness, providing students increased opportunities to acknowledge their personal strengths and identify areas where they want to grow. The mentor has also helped students identify career interests that best fit each student's strengths and interests and helps students better understand the skill set(s) required to reach their career goals. Fourteen students participated this year in the Clarkston program.

## – PY13 Highlights –



## Benton-Franklin Workforce Development Council

*Serving Benton and Franklin Counties*

### The Local Economy –

When compared to the state, recovery from the economic doldrums of 2012 was much faster in the Benton-Franklin service area. Nevertheless, the year marked an even more decisive turning point, as evidenced by ten months of solid year-over-year job growth in a diverse number of industries. This was particularly remarkable given the fact that this growth was not driven by employment at the Hanford site, one of the area's largest industry sectors, with an estimated 12 percent share of total employment.

PY 2013 saw Benton and Franklin counties post an unemployment rate of 7.9%, while at the same time it was laying claim to being the fastest growing counties in the nation, with population growth of a whopping 3.6%! For context, the national growth average was 0.8%, whereas the state's average was 1.3%. Bottom line: Benton-Franklin's steadily declining unemployment rate at 5.7% in June 2014, swelling population, and expanding industrial base, means that it is well positioned to continue to play a major role in the economic vitality of the region.

The Hanford National Emergency Grant (NEG), which targeted some 1,500 laid off Hanford workers, was a spectacular success! Because laid off workers had no return options for their former occupations following the completion of Recovery Acts projects at Hanford, the overwhelming majority needed retraining and supportive services. The task of helping laid off workers—many of whom had skills unique to Hanford—transition to other industries and/or professions was made even more daunting in a soft economy characterized by unemployment's rates of 7.3% in Benton County and 7.6 % in Franklin County.

In spite of the challenges, the outcomes were astonishing: average wage of nearly \$27/hr. against a goal of \$19/hour; a placement rate of 83%; 358 served; and a 95% expenditure rate.

The Dislocated Worker Training National Emergency Grant (DWT NEG) continued throughout PY13, with the priority given to the long-term unemployed (27 weeks or longer). Funding is being utilized for work-based learning initiatives and occupational skills training to give participants the skills necessary to rejoin the workforce. At the conclusion of PY13, DWT NEG served 22 participants (92% of the PY13 goal) with an average hourly wage of \$22.60.

The PY13 initiative for DWP, Adult and Youth services continued to focus on expanding the footprint of connections with the local labor market, connecting with more than 1,300 local employers. Employers showed interest in utilization of On-the-Job Training, Work Opportunity Tax Credits, bonding incentives, posting openings on go2WorkSource.com, etc.

In addition to the use of short-term training opportunities, which bolsters job skills, the year also saw an expanded use of job clubs, which combines and amplify the energy and experience of job seekers who share a common purpose: reengaging in the workforce.

Having perfected the use of these and other tools effectively positions the Benton-Franklin Workforce Development Council to implement the newly passed Workforce Innovation and Opportunity Act (WIOA).



## Spokane Workforce Development Council

*Serving Spokane County*

### Targeted Industries

Spokane's economy has continued to diversify and grow after "The Great Recession." However, the recovery has continued to be uneven with several industries leading the way. The Spokane Area Workforce Development Council (SAWDC) has identified and targeted the five key industries in our region— manufacturing and aerospace; transportation and warehousing; health care; professional, scientific and technical services; and finance and insurance. Within each industry, the SAWDC is conducting in-depth analyses of occupations and skills needed in today's economy, and is educating our community by distributing labor market information. Audiences include local workforce system partners, business leaders, educators, job seekers and students. The SAWDC continues to gain information on the region's top sectors through industry skill panels, including manufacturing, health care, aerospace and construction/infrastructure. The SAWDC is also using a targeted industry approach to business services at WorkSource Spokane, including in aerospace and health information technology. Industry Navigators focus on a specific industry and use their expertise to connect businesses, education

providers, and skilled workers to meet regional hiring needs.

### Job Seeker Support

At WorkSource Spokane, high quality workshops have continued to be the primary method for delivering services, with cohort classes available, including *Hire U Job Club*. This popular job club is a way for job seekers to network, sharpen their skills, develop job leads and share in their struggles. Throughout the center, there has been an increased focus on teaching job seekers about resiliency, identifying internal sources of motivation, and how to take control of their own job search experience. *A Pathway to Employment* map is available to show the necessary steps, including "Focus on your job search; Assemble your marketing materials; Promote yourself to employers and Ace your interview." Additionally, this year, in partnership with the WTECB, we introduced the Ice House curriculum as a way to promote entrepreneurialism. While this model proved to be hugely successful for entrepreneurs – including two small business openings within the first three months – it also proved to be a great way to reengage individuals who are considered long-term unemployed. We will be expanding this offering in the coming program year.

The SAWDC has also partnered with Fairchild Air Force Base to provide full-time on-base support for military personnel affected by force shaping, as well as the 500 plus members that transition out annually. Transitioning military members bring in-demand workforce skills, and with the assistance of the WorkSource System, will be able to more effectively connect with businesses seeking their specific skill sets.

## Preparing Youth

The SAWDC's youth employment center, the Next Generation Zone, focused on expanding partnership as well as in-depth career exploration, internships and volunteering this year.

We were excited to welcome Job Corps and Open Doors Reengagement Program staff into the Next Generation Zone during this program year. These new partnerships are helping to ensure that young adults in Spokane County can connect to the education and employment opportunities they need to put them on a career pathway. Finally, the Next Generation Zone spent the last part of the year preparing to launch the 21<sup>st</sup> Century Skills program that debuted in July 2014. This program teaches youth about the most important skills necessary to get and keep a job in a 21<sup>st</sup> century workplace environment.

## Creating Partnerships

This was year two in the SAWDC's innovative partnership with the Community Colleges of Spokane (CCS). Last year, the SAWDC relocated to the Spokane Community College campus with the CCS Center for Workforce and Continuing Education. In addition to shared space, the two organizations brought together industry insight, resources, training and education to provide creative and accessible solutions for employers and job seekers to be successful. SAWDC CEO Mark Mattke also serves as the CCS Chief Workforce Development Officer. His dual role allows him to coordinate and leverage the strengths of each organization to focus on targeted industry sectors and the delivery of in-demand workforce skill development.

## Section III – WIA Title I-B Results

This section includes the following information about Washington’s WIA Title I-B programs:

- Adjustments made to WIA performance measures in response to changes in economic conditions and participant characteristics.
- Narrative discussion of the costs of workforce investment activities relative to the effect of activities on the performance of participants.
- State evaluations of workforce investment activities, including net-impact research and the annual Workforce Training Results.
- A table section that includes negotiated performance levels and actual performance levels on three federal youth common measures which replaced separate measures for older and younger youth, effective in PY 2010.

### Analysis

WIA Title I-B performance measures focus on the results for the fraction of WorkSource customers who are registered for intensive services or training services funded under Title I-B. Separate Title I-B programs are operated for disadvantaged adults, dislocated workers, and disadvantaged youth. Each population has its own set of measures for employment, education, and training progress.

Federal and state performance measures have precise definitions. Employment and earnings measures are based on wage records collected by state Unemployment Insurance (UI) systems for employer payroll taxes. Washington’s federal and state measures use UI wage records from ESD. In addition, Washington participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 49 other states and the District of Columbia. Federal payroll records are also accessed through the FEDES system.

Some measures include information on enrollment in further education or training following program exit. This information is gathered by matches using enrollment data supplied by different sources. Depending on the measure involved, these can include all or some of the following: the state’s two and four-year colleges, private career schools, apprenticeship programs, programs seeking eligibility as WIA training providers, and the National Student Clearinghouse.

Washington is operating under a “Common Measures” waiver and reports the nine common measures. Performance achievements on these nine measures are used to determine awards of federal incentive funds.

WIA provides that states may negotiate revisions of targets based on changes in participant demographics or economic conditions. The negotiation with USDOL included consideration of recent and historic performance levels, and both federal and state regression models that estimate the effects of economic and demographic changes. The “negotiated performance levels” shown in **Table O** for the state and local areas are the revised targets resulting from these adjustments.

Across the nine federal participant measures included in the incentive calculation, Washington achieved, on average, 100.8 percent of target, and met or exceeded all 9 of its targets. Adult measures averaged 100.3 percent of targets; Dislocated Worker measures averaged 98.2 percent of targets, and Youth measures averaged 103.9 percent of targets.

For the six state core measures reported, the state met all targets, and exceeded all targets except for Dislocated Worker Employment. The state employer satisfaction survey is conducted in alternate years, so there are no new results to report.

### Cost Effectiveness

In a broad sense, cost-effectiveness should be evaluated in an econometric net-impact analysis. The analysis should be designed to measure the costs and long-range results of services in order to compare participant outcomes with estimates of the outcomes in the absence of the program participation. The Workforce Board periodically conducts such studies, but not on an annual basis due to the significant cost. These studies are discussed in the “Evaluation Activities” segment later in this section. Basic accounting of costs and outputs is covered in the table below.

Washington’s 12 Workforce Development Areas spent \$42.7 million on intensive and training services during PY 2013 (July 2013-June 2014). The programs served 14,625 participants. The average cost per WIA participant was \$2.919 for PY 2013. Data for PY 2013 are shown in **Figure 3**.

Of the youth participants, 962 earned a high school diploma, 738 earned a high school equivalency degree, and 430 received an occupational skills certificate or post-secondary degree.

2,545 Adults received training: 2,212 received occupational skills training and 276 received on-the-job training. 3,632 Dislocated Workers received training: 3,344 received occupational skills training and 247 received on-the-job-training.

Figure 3: Participants and Expenditures in PY 2013

Target Population	PY 2013 Participants	PY 2013 Expenditures	Cost Per Participant
Adults	4,862	\$12,863,899	\$2,646
Dislocated Workers	5,749	\$14,805,344	\$2,575
Youth	4,014	\$15,021,680	\$3,742
Total	14,625	\$42,690,923	\$2,919

## Customer Satisfaction

Under the Common Measures waiver, Washington conducts rolling customer satisfaction surveys of both participants and employers throughout the year with the objective of obtaining 500 participant and employer satisfaction reports each during the program year. These are random sample surveys conducted under contract by telephone, each consisting of two components:

- A set of three satisfaction questions that are compiled into a single index.
- A small number of additional questions addressing current issues of interest. For this period, most of the additional participant questions assess the extent to which subsequent employment was related to training. The additional employer questions addressed satisfaction with workforce information and perceptions of duplication of job placement activities.

As of September 2014, available survey results that were not reported in the PY12 report included 438 participants and 470 employers. Response rates were 40.0% for participants and 44.4% for employers.

The overall metrics of satisfaction for this period show participant satisfaction at 73.9% and employer satisfaction at 66.9%. Compared to previous results, this shows a very small decline in participant satisfaction, and a small increase in employer satisfaction.

The additional participant “relatedness to training” questions asked about this relationship in three forms:

1. How related the job was to training received
2. How useful the skills acquired were to the job
3. How important the training was in getting hired

As noted in last year’s annual report, analysis of these responses indicates that surveys asking only the direct question about relatedness of training to jobs fail to capture important effects of training. Significant numbers of respondents who reported their jobs as unrelated to training indicated that the skills acquired were useful in their jobs, and/or that the training was important to their getting hired.

A majority of employer customers (81.1%) expressed satisfaction with publicly-provided workforce information. Only a few (4.5%) were “very dissatisfied” and although this suggests possibilities for improvement, the subsample is too small for analysis.

The additional employer “duplication of effort ” questions asked how much duplication of effort employers perceived among public programs in providing workforce information, with a follow-up question asking those who perceived duplication to name organizations that had offered them workforce or employment services or information.

While many employers perceived significant levels of duplication (43.9%), only 54.4% of those employers named any organizations that had contacted them, and relatively few named any WIA/WorkSource partners. This indicates that the perceived duplication of

effort is primarily not internal to the WIA/WorkSource system. Full survey texts are available on request.

### **Additional Satisfaction Assessment**

Washington's additional measures include a State Core measure of employer satisfaction, which is assessed every other year. It is based on an employer survey of employers' workforce training needs and practices. Employers are asked if they hired new employees in the last 12 months who had recently completed any of several training programs, including WIA. If employers answer yes, they are asked to report their satisfaction with the skills of their new employees on overall quality, overall productivity, and 13 attributes. No new survey results were generated this year.

As part of continuing state assessment of workforce system performance, Washington conducts a biennial survey that includes separate samples of recent participants in twelve workforce programs, including the three WIA programs. This survey is timed to reach participants several quarters after participation and covers not only satisfaction topics but also the following:

- Labor force status
- The type(s), content and effectiveness of training received
- The extent to which specific support services were needed, received and adequate,
- Relatedness of subsequent job to training
- Details about the benefits and conditions of that employment

An overall satisfaction question from that survey is used as the summary measure in the state accountability system: "Overall, would you say that you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied ..."

Cohorts of participants exiting during the 2011-2012 year were included in the most recent survey. The overall satisfaction responses were very little changed from the prior survey: Dislocated Workers were up one point at 89%, Adult and Youth were down trivially to 89.8% and 94.9% respectively.

These results include 227 Adult, 229 Dislocated Worker, and 200 Youth participants, with response rates of Adult 36.9%, Dislocated Worker 38.2% and Youth 27.6%.

Several additional sections of this survey address satisfaction-related topics. Participants were asked about what support services they needed, whether they received them and whether the service they received met their needs. Job placement assistance has been highlighted as a continuing need by the responses. The adequacy of job placement service has appeared to be gradually improving. However, the most recent survey shows an uptick in overall unmet need for job placement services among Adult and Youth participants. Analysis has not been completed, but it is possible that this reflects the lingering difficulty of long-term unemployed adults and youth with barriers in the still-slaggy labor markets. A rise in unmet need for Financial Assistance also appears for Adult and Youth participants as well.

Participants were asked if they received training in a range of generic workplace skills and were asked about the helpfulness of the training they received. Workplace skills covered include: computer skills, teamwork, problem-solving, work habits, writing, math, and reading. Participants were also asked if they wanted further training in any of these generic skill areas.

Another section of the survey asks about satisfaction with specific facets of occupational skill training, including: teaching quality, facilities, locations, times, equipment, program length, career usefulness, and interaction with instructors.

The forthcoming annual Workforce Training Results will include further analysis of some of these other satisfaction-related questions. Full survey text is available on request.

Beyond these state-level customer assessment efforts, local Workforce Development Councils use a variety of customer feedback mechanisms and processes. These are a major source of ongoing program refinement and adjustment, which are not only more timely and reflective of larger samples than the state level surveys, but also tailored to local economies and issues. Comment cards, exit surveys, online and paper satisfaction surveys and job fair and workshop feedback forms are all used in one or more local areas. The local processes for incorporating feedback into procedures and processes also vary by area. For example, one local improved their scheduling of participants to avoid congestion at the start of job fairs in response to feedback.

### **Evaluation Activities, Including Net Impact and Cost-Benefit**

The state legislation that established the Workforce Board called for the implementation of a comprehensive research program. This program continues under WIA and is used to measure the results of federal and state workforce investment activities. The research effort encompasses four elements:

1. *High Skills High Wages: Washington's Strategic Plan for Workforce Development*, which incorporates research results from a variety of sources.
2. *Workforce Training Results: An Evaluation of Washington State's Workforce Development System*, originally a biennial study of the outcomes of workforce development programs. The schedule for this work has been revised: the outcome measures are now updated annually online, while participant and employer surveys will remain biennial.
3. *Workforce Training Supply, Demand and Gaps*, a biennial analysis of the supply of and demand for skilled workers in Washington. Some of these results are now updated annually.
4. A net impact study, conducted every four years, with results incorporated into *Workforce Training Results* reports.

Publications reflecting the most recent research can be found at [http://www.wtb.wa.gov/Pubs\\_Publications.asp](http://www.wtb.wa.gov/Pubs_Publications.asp)

*Workforce Training Results* reports on the following three groups of programs:

1. Programs for adults including community and technical college Job Preparatory Training, private career schools, apprenticeship, a state funded Worker Retraining program at community and technical colleges, and Workforce Investment Act dislocated worker services.
2. Programs serving adults with barriers to employment including Adult Basic Education, Workforce Investment Act adult services, Division of Vocational Rehabilitation, Department of Services for the Blind, and TANF/WorkFirst.
3. Programs serving youth, including secondary career and technical education and Workforce Investment Act youth services.

The report describes the demographics of each population, the services received, competencies gained, participant satisfaction, and the satisfaction of employers who have hired participants. Employment results are measured using both surveys and ESD wage records.

Washington currently calculates two State Core measures across its workforce programs, both of which focus on outcomes in the third quarter after program exit: median earnings and employment. The *Workforce Training Results* report also includes additional measures of employment, such as relationship of earnings to poverty standards and hours worked (both Washington and Oregon UI systems records hours worked per quarter). Results for the exiting cohort for the 2012-13 State Fiscal Year exiting cohort appear below.

An updated version of *Workforce Training Results* is being prepared and will be available later in the year at [http://www.wtb.wa.gov/Pubs\\_Publications.asp](http://www.wtb.wa.gov/Pubs_Publications.asp). Copies of older reports can be found at [http://www.wtb.wa.gov/Pubs\\_PublicationsArchives.asp](http://www.wtb.wa.gov/Pubs_PublicationsArchives.asp).

## Results for WIA Adults

*Workforce Training Results* evaluates the labor market outcomes of program participants using their employment and earnings during the third quarter after leaving a program. When considering these outcomes, please note that there is considerable change across years in the labor market conditions.

Unemployment insurance wage files were used to examine employment rates and earnings among participants who left programs during recent program years.<sup>1</sup> Data were collected from Employment Security agencies in Washington, Alaska, Idaho, Montana, and Oregon. Federal employment records were also included. Results are shown in *Figure 4*.

---

<sup>1</sup> Employment rates based on matches are lower than those based on survey results. Employment Security records do not contain information on self-employment. The reported rates exclude employment in states that are not included in our matching process.

**Figure 4 – Employment and Earnings of WIA Adult Participants in the Third Quarter after Leaving Program**

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment Rate* (State Records)	66%	65%	62%	67%	69%	69%
Full Time Employment**	59%	60%	63%	61%	60%	61%
Median Quarterly Hours	439	435	452	442	443	450
Median Hourly Wage***	\$22,945	\$22,666	\$23,818	\$22,513	\$24,450	\$24,866
Median Annualized Earnings***	\$13.73	\$13.96	\$13.73	\$13.64	\$14.32	\$14.34

\*These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

\*\*Full-time employment averages 30 or more hours per week.

\*\*\*Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.

## Results for WIA Dislocated Workers

In *Figure 5*, dislocated worker results vary with economic conditions and the characteristics of participants. Change can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs.

**Figure 5 – Employment and Earnings of WIA Dislocated Worker Participants in the Third Quarter after Leaving Program**

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment Rate* (State Records)	77%	71%	69%	65%	67%	73%
Full Time Employment**	73%	68%	56%	73%	73%	72%
Median Quarterly Hours	484	480	491	488	484	481
Median	\$17.28	\$16.96	\$17.92	\$18.46	\$18.25	\$18.44
Median Annualized Earnings***	\$33,309	\$31,504	\$35,453	\$34,681	\$34,504	\$33,972

\*These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

\*\*Full-time employment averages 30 or more hours per week.

\*\*\*Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.

## Results for WIA Youth

Figure 6 displays results for the WIA Youth programs. The WIA figures include both older and younger youth. Labor market results are presented for participants who were not in secondary education at exit.

**Figure 6 – Employment and Earnings of WIA Youth Participants in the Third Quarter after Leaving Program**

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment or Higher Education*	59%	58%	56%	62%	63%	58%
Percentage Employed Full Time**	28%	32%	29%	36%	35%	32%
Median Quarterly Hours	270	281	306	306	303	296
Median Hourly Wage***	\$10.46	\$10.58	\$10.42	\$10.43	\$10.28	\$10.35
Median Annualized Earnings ***	\$11,891	\$11,312	\$ 12,341	\$12,439	\$12,253	\$11,952

\*These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

\*\*Full-time employment averages 30 or more hours per week.

\*\*\*Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.

## Net Impact Analysis

Included in the *Workforce Training Results* publications are the results of net impact and cost-benefit evaluations which are updated every four years. These evaluations compare the outcomes of program participants to their estimated outcomes had they not participated in a workforce development program, based on analysis of similar groups of non-participants.

The next edition is expected to be completed in PY14 or early PY15. For the WIA programs, the practice has been to draw comparison groups largely from Wagner-Peyser registrants on propensity-score matching (with replacement) with regression adjustment for residual differences.

The most recent completed net impact evaluations are those for the exiting cohorts from 2005-06 and 2007-08 from ten workforce programs, including the three WIA Title I-B funding streams. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research to conduct the net impact and cost-benefit evaluations.

The net impact analysis compares the outcomes of individuals who participated in workforce development programs with the outcomes of similar individuals who did not in order to estimate how much program participation changed a participant’s employment and earnings. For most of the programs, including WIA programs, comparison groups were selected from registrants with the state’s Employment Service, selecting individuals with similar employment history, age and educational background.

These analyses indicated that during the third year after program participation, the payoffs to education and training are generally strong and pervasive. All programs had a net effect of increasing the average earnings of participants and all but Adult Basic Education showed a net increase in employment rates. The combined effects on average wage and employment rates constitute a sizable impact on earnings.

<b>Longer Term Employment &amp; Earnings Net Impacts</b>			
Measured in Ninth through Twelfth Quarters after Leaving Program			
	Net Employment Impact	Net Hourly Wage Impact	Net Quarterly Hours Impact
<b>Workforce Investment Act Programs</b>			
Adult	10.8 percentage points	\$1.71	43.6
Dislocated Worker	4.7 percentage points	\$1.50	28.4
Youth	4.3 percentage points	*	30.8
<b>Community and Technical Colleges</b>			
Professional/Technical Education	10.1 percentage points	\$3.41	59.5
Worker Retraining	7.50 percentage points	\$1.07	23.5
Adult Basic Education	*	*	15.1
*No statistically significant positive impact			
<i>NOTE: The earning and wage amounts are adjusted for inflation to 2012 values.</i>			

## Table Narrative

The following data tables make up the final portion of Washington's WIA Title I-B Annual Report. A few notes may help with interpretation. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used for others. Finally, since these are outcome measures, they concentrate on participants who have left WIA programs and do not include those who are still participating.

Federal entered employment rates are calculated for participants who exited between October 2012 and September 2013. Federal retention rates and average earnings measures are calculated for participants who exited between April 2012 and March 2013.

Federal youth placement rate and attainment of degree/certificate rate measures are calculated for participants who exited between October 2012 and September 2013. The youth literacy and numeracy gains measure is a real-time measure and reflects functional gains in education during the period July 2013 to June 2014. Participant counts shown in Table M are based on the year July 2013 through June 2014.

The numerators and denominators shown to the right of each performance measure show the number of participants or dollars involved in the calculation of each measure. Denominators shown for a given population also change from measure to measure. Some of this occurs because of the different time periods covered by the measures. However, most measures also exclude at least some participants by design. Using adult program measures as an example, federal entered employment rates do not include participants who were employed at registration. Federal retention and earnings measures do not include participants unless they were employed during the quarter after exit.

Statewide performance on the State's additional performance measures is shown at the end of *Table M*. Results for the first two are measured for WIA participants who exited between July 2012 and June 2013. The measures are based on results in the third quarter after exit.

The State methodology for measuring credential rates for WIA programs is currently under revision.

*Table O* has 12 sub-tables, one for each of Washington's 12 local workforce development areas. *Table O* shows negotiated local targets, which sum to the state level targets negotiated with USDOL. These change relative to prior years based on the same types of factors and considerations that affect the state-level targets. State-level performance met or exceeded negotiated federal targets in all nine measures.

The U.S. Department of Labor collects tabular data through a web-based application. This allows the Department to compile and display results promptly. Washington submits its results electronically in cooperation with this effort.

The federal definitions for counting targets as not met, met, or exceeded are as follows:

- Standards that are "not met" are those where performance is below 80 percent of

the negotiated performance level.

- Standards that are "exceeded" are those where performance is at or above 100 percent of the negotiated performance level.
- Standards that are "met" are those where performance ranges from 80 to 99.99 percent of the levels.

Of the 108 Federal measures at the local level (nine measures for 12 local areas), 49 exceeded targets, 57 met targets, and 2 did not meet targets. The two targets which did not meet targets were in Youth Placement and Youth Literacy/Numeracy. Taken as a whole, more youth targets were exceeded (22) than for either Adult (15) or Dislocated Worker (12). The two specific targets least often exceeded were Dislocated Worker Earnings and Adult Entered Employment.

Of the 72 additional state measures at the local level, performance exceeded targets in 42 cases, and met target in all instances.

### **Data Validation**

In accordance with federal regulations, the state conducted a data validation annual review with all 12 Workforce Development Areas between October 2013 and January 2014. There were 1,284 WIA records in the sample for PY12: 323 Adult, 333 Dislocated Worker, 500 Youth, and 128 National Emergency Grant. The new software for the Trade Adjustment Assistance (TAA) program was up and running. The sample of TAA records reviewed numbered 309. The new reporting software is being implemented for WIA and data validation will occur in the new system this fall. Preparation for all Data Validation for PY 2013 will begin in fall 2014.

**Tables**

Note: Table A is waived.

**Table B - Adult Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	78.5%	76.5%	1880 2458
Employment Retention Rate	85.4%	85.4%	1790 2095
Average Earnings	\$14,146	\$14,650	\$26,223,140 1790
Employment and Credential Rate		49.9%	783 1569

**Table C - Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	74.5%	1186 1591	76.2%	147 193	67.8%	80 118	69.1%	143 207
Employment Retention Rate	84.3%	920 1092	80.0%	132 165	77.9%	67 86	82.6%	123 149
Average Earnings	\$12,799	\$11,774,716 920	\$17,290	\$2,282,320 132	\$12,608	\$844,729 67	\$12,194	\$1,499,837 123
Employment and Credential Rate	49.4%	479 969	43.2%	48 111	39.7%	27 68	35.1%	33 94
		numerator denominator				numerator denominator		numerator denominator

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive		Individuals Who Received Training	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	90.0%	108	75.2%	737	76.6%	984
		120		980		1285
Employment Retention Rate	88.1%	178	82.2%	504	86.1%	1007
		202		613		1170
Average Earnings	\$14,714	\$2,619,164	\$12,802	\$6,451,996	\$15,363	\$15,470,423
		178		504		1007

**Table E - Dislocated Worker Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	83.9%	81.7%	2,404
			2,942
Employment Retention Rate	89.0%	89.1%	2,346
			2,634
Average Earnings	\$20,101	19,517	\$45,787,758
			2,346
Employment And Credential Rate	0.0%	57.2%	1,167
			2,040

**Table F - Outcomes for Dislocated Worker Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
		numerator denominator		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	79.9%	306	77.1%	94	70.8%	441	78.6%	33
		383		122		623		42
Employment Retention Rate	84.5%	267	89.2%	74	83.7%	370	82.1%	32
		316		83		442		39
Average Earnings	\$19,762	\$5,276,583	\$19,291	\$1,427,530	\$18,195	\$6,732,066	\$12,505	\$400,173
		267		74		370		32
Employment and Credential Rate	52.8%	143	58.3%	49	46.9%	167	57.6%	19
		271		84		356		33

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive		Individuals Who Received Training	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	75.3%	58	80.3%	709	82.8%	1608
		77		883		1943
Employment Retention Rate	82.1%	55	87.7%	592	90.0%	1684
		67		675		1872
Average Earnings	\$17,171	\$944,389	\$21,145	\$12,517,769	\$19,003	\$32,000,780
		55		592		1684

**Table H.1 - Youth (14 - 21 ) Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in Employment or Education	74.4%	67.0%	1,307
			1,943
Attainment of Degree Or Certificate	74.4%	75.7%	1,290
			1,705
Literacy and Numeracy Gains	48.0%	52.6%	480
			913

**Table H.1.A - Outcomes for Youth Special Populations**

Reported Information	Public Assistance Recipients	Veterans		Individuals with Disabilities		Out-of-School Youth		
		numerator denominator		numerator denominator		numerator denominator	numerator denominator	
Placement in Employment or Education Rate	69.1%	716	100.0%	1	61.8%	134	65.0%	776
		1036		1		217		1194
Attainment of Degree or Certificate Rate	74.5%	662	0.0%	0	79.9%	151	69.0%	625
		889		0		189		906
Literacy and Numeracy Gains	52.2%	270	0.0%	0	58.9%	53	52.6%	480
		517		0		90		913

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	87.4%	<u>1,765</u> 2,020	\$6,806	<u>\$13,748,977</u> 2,020	0.6%	<u>11</u> 1,880	\$6,137	<u>\$11,537,198</u> 1,880	40.7%	<u>400</u> 984
Dislocated Workers	89.5%	<u>2,375</u> 2,653	123.8%	<u>47,486,045</u> 38,345,045	0.4%	<u>9</u> 2,404	\$9,175	<u>\$22,056,769</u> 2,404	49.4%	<u>795</u> 1,608
Older Youth	81.2%	<u>341</u> 420	\$4,617	<u>\$1,939,132</u> 420	0.2%	<u>1</u> 427	3,181	<u>1,358,224</u> 427		

**Table M+** Washington State Additional Measures of Performance

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator	
<b>Adult Program</b>				
Employment in Q3	75.3%	74.4%	1,901	2,520
Median Annualized Earnings	\$21,345	\$24,805	1901	
Participant Satisfaction	90.0%	90.5%	438	484
<b>Dislocated Worker Program</b>				
Employment in Q3	80.9%	78.9%	2,745	3,479
Median Annualized Earnings	\$31,800	\$33,223	2745	
Participant Satisfaction	91.0%	89.0%	202	227
<b>Youth Program</b>				
Employment in Q3	77.1%	77.7%	1,236	1,591
Median Annualized Earnings	\$10,572	\$11,906	1025	
Participant Satisfaction	95.0%	95.4%	185	194
<b>Employer Satisfaction</b>				
Percent Satisfied with Skills	NA	NA	NA	NA

**Table N** - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$12,863,899
Local Dislocated Workers	\$14,805,344
Local Youth	\$15,021,680
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$1,422,316
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$2,648,858
Total of All Federal Spending Listed Above	\$46,762,098

Table O - Local Performance

<b>Olympic Consortium</b>	Total Participants Served	Adults	278
		Dislocated Workers	223
		Older Youth (19-21)	67
		Younger Youth (14-18)	75
ETA Assigned # <u>53010</u>	Total Exiters	Adults	147
		Dislocated Workers	118
		Older Youth (19-21)	32
		Younger Youth (14-18)	43
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	80.7%	88.7%
	Dislocated Workers	85.7%	76.0%
	Older Youth	0.0%	76.9%
Retention Rates	Adults	80.7%	84.6%
	Dislocated Workers	80.9%	92.6%
	Older Youth	0.0%	72.2%
	Younger Youth	0.0%	60.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$14,105	\$13,101
	Dislocated Workers	\$18,950	\$18,360
	Older Youth	\$0	\$3,533
Credential/Diploma Rates	Adults	0.0%	51.2%
	Dislocated Workers	0.0%	52.8%
	Older Youth	0.0%	39.4%
	Younger Youth	0.0%	81.8%
Skill Attainment Rate	Younger Youth	0.0%	66.7%
Placement in Employment or Education	Youth (14-21)	71.3%	79.2%
Attainment of Degree or Certificate	Youth (14-21)	73.9%	67.9%
Literacy or Numeracy Gains	Youth (14-21)	38.2%	60.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	74.4%	78.4%
	Dislocated Workers	80.6%	83.4%
	Youth	79.4%	78.7%
Median Annualized Earnings	Adults	\$23,151	\$22,829
	Dislocated Workers	\$32,822	\$35,750
	Youth	\$9,223	\$11,132
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	9
Federal Performance Measures	0	4	5
State Performance Measures	0	2	4

**Table O - Local Performance**

<b>Pacific Mountain</b>	Total Participants Served	Adults	367
		Dislocated Workers	565
		Older Youth (19-21)	109
		Younger Youth (14-18)	161
		ETA Assigned # <u>53015</u>	Total Exiters
		Dislocated Workers	316
		Older Youth (19-21)	38
		Younger Youth (14-18)	56
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	83.4%	81.7%
	Dislocated Workers	84.6%	79.8%
	Older Youth	0.0%	92.9%
Retention Rates	Adults	85.5%	83.4%
	Dislocated Workers	87.7%	83.8%
	Older Youth	0.0%	81.5%
	Younger Youth	0.0%	62.8%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$13,604	\$13,770
	Dislocated Workers	\$18,365	\$17,010
	Older Youth	\$0	\$8,022
Credential/Diploma Rates	Adults	0.0%	42.5%
	Dislocated Workers	0.0%	46.8%
	Older Youth	0.0%	79.4%
	Younger Youth	0.0%	81.0%
Skill Attainment Rate	Younger Youth	0.0%	93.9%
Placement in Employment or Education	Youth (14-21)	66.1%	96.1%
Attainment of Degree or Certificate	Youth (14-21)	75.6%	96.7%
Literacy or Numeracy Gains	Youth (14-21)	55.1%	71.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	72.7%	73.6%
	Dislocated Workers	82.4%	73.0%
	Youth	73.0%	83.8%
Median Annualized Earnings	Adults	\$21,169	\$22,817
	Dislocated Workers	\$31,305	\$29,438
	Youth	\$12,866	\$18,026
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	7	8
Federal Performance Measures	0	5	4
State Performance Measures	0	2	4

**Table O - Local Performance**

<b>Northwest</b>	Total Participants Served	Adults	210
		Dislocated Workers	212
		Older Youth (19-21)	54
		Younger Youth (14-18)	230
ETA Assigned # <u>53020</u>	Total Exiters	Adults	147
		Dislocated Workers	121
		Older Youth (19-21)	29
		Younger Youth (14-18)	100
		<b>Negotiated</b>	<b>Actual</b>
<b>Reported Information</b>		<b>Performance Level</b>	<b>Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	83.5%	79.8%
	Dislocated Workers	80.7%	84.5%
	Older Youth	0.0%	82.4%
Retention Rates	Adults	87.7%	91.5%
	Dislocated Workers	91.0%	86.4%
	Older Youth	0.0%	86.4%
	Younger Youth	0.0%	74.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$16,780	\$15,569
	Dislocated Workers	\$18,400	\$18,305
	Older Youth	\$0	\$4,966
Credential/Diploma Rates	Adults	0.0%	55.7%
	Dislocated Workers	0.0%	66.3%
	Older Youth	0.0%	41.7%
	Younger Youth	0.0%	82.2%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	69.3%	80.8%
Attainment of Degree or Certificate	Youth (14-21)	74.2%	83.6%
Literacy or Numeracy Gains	Youth (14-21)	56.8%	50.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.7%	75.9%
	Dislocated Workers	82.1%	81.9%
	Youth	79.4%	96.6%
Median Annualized Earnings	Adults	\$25,482	\$29,074
	Dislocated Workers	\$34,605	\$33,845
	Youth	\$11,307	\$11,814
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	8	7
Federal Performance Measures	0	5	4
State Performance Measures	0	3	3

**Table O - Local Performance**

<b>Snohomish</b>	Total Participants Served	Adults	532
		Dislocated Workers	1000
		Older Youth (19-21)	92
		Younger Youth (14-18)	293
ETA Assigned # <u>53030</u>	Total Exiters	Adults	403
		Dislocated Workers	586
		Older Youth (19-21)	78
		Younger Youth (14-18)	225
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	71.8%	64.5%
	Dislocated Workers	86.4%	77.3%
	Older Youth	0.0%	58.3%
Retention Rates	Adults	86.2%	85.1%
	Dislocated Workers	89.8%	91.8%
	Older Youth	0.0%	83.3%
	Younger Youth	0.0%	31.3%
Average Earnings (Adults/DWs)	Adults	\$14,690	\$13,696
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$22,364	\$21,134
	Older Youth	\$0	\$4,511
Credential/Diploma Rates	Adults	0.0%	38.8%
	Dislocated Workers	0.0%	54.6%
	Older Youth	0.0%	46.7%
	Younger Youth	0.0%	62.7%
Skill Attainment Rate	Younger Youth	0.0%	53.1%
Placement in Employment or Education	Youth (14-21)	61.1%	44.8%
Attainment of Degree or Certificate	Youth (14-21)	73.1%	64.0%
Literacy or Numeracy Gains	Youth (14-21)	55.6%	44.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	73.6%	68.3%
	Dislocated Workers	81.0%	83.2%
	Youth	65.7%	68.5%
Median Annualized Earnings	Adults	\$20,038	\$19,087
	Dislocated Workers	\$34,439	\$38,868
	Youth	\$8,776	\$12,530
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	9	5
Federal Performance Measures	1	7	1
State Performance Measures	0	2	4

**Table O - Local Performance**

Seattle-King County	Total Participants Served	Adults	1080	
		Dislocated Workers	1408	
		Older Youth (19-21)	253	
		Younger Youth (14-18)	636	
ETA Assigned # <u>53025</u>	Total Exiters	Adults	768	
		Dislocated Workers	807	
		Older Youth (19-21)	131	
		Younger Youth (14-18)	333	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
	Customer Satisfaction	Program Participants	0	0
		Employers	0	0
Entered Employment Rates	Adults	76.7%	69.2%	
	Dislocated Workers	81.2%	81.1%	
	Older Youth	0.0%	61.2%	
Retention Rates	Adults	89.1%	87.8%	
	Dislocated Workers	90.8%	89.8%	
	Older Youth	0.0%	80.8%	
	Younger Youth	0.0%	68.9%	
Average Earnings (Adults/DWs)	Adults	\$14,840	\$16,278	
	Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$24,216	\$23,538
		Older Youth	\$0	\$4,008
Credential/Diploma Rates	Adults	0.0%	55.1%	
	Dislocated Workers	0.0%	63.5%	
	Older Youth	0.0%	45.4%	
	Younger Youth	0.0%	66.2%	
Skill Attainment Rate	Younger Youth	0.0%	79.4%	
Placement in Employment or Education	Youth (14-21)	71.1%	69.3%	
Attainment of Degree or Certificate	Youth (14-21)	75.6%	81.6%	
Literacy or Numeracy Gains	Youth (14-21)	36.6%	40.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Employment in Q3	Adults	74.6%	75.8%	
	Dislocated Workers	78.9%	81.5%	
	Youth	81.5%	75.1%	
Median Annualized Earnings	Adults	\$21,937	\$29,557	
	Dislocated Workers	\$35,760	\$39,140	
	Youth	\$10,232	\$10,654	
Overall Status of Local Performance	Not Met	Met	Exceeded	
	0	7	8	
Federal Performance Measures	0	6	3	
State Performance Measures	0	1	5	

**Table O - Local Performance**

Pierce County	Total Participants Served	Adults	494
		Dislocated Workers	251
		Older Youth (19-21)	178
		Younger Youth (14-18)	215
ETA Assigned # <u>53040</u>	Total Exiters	Adults	317
		Dislocated Workers	219
		Older Youth (19-21)	117
		Younger Youth (14-18)	119
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	82.6%	77.4%
	Dislocated Workers	89.8%	81.8%
	Older Youth	0.0%	67.1%
Retention Rates	Adults	86.9%	90.0%
	Dislocated Workers	90.6%	88.9%
	Older Youth	0.0%	78.0%
	Younger Youth	0.0%	73.8%
Average Earnings (Adults/DWs)	Adults	\$14,974	\$18,246
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$19,534	\$17,961
	Older Youth	\$0	\$3,820
Credential/Diploma Rates	Adults	0.0%	57.5%
	Dislocated Workers	0.0%	66.8%
	Older Youth	0.0%	46.9%
	Younger Youth	0.0%	50.0%
Skill Attainment Rate	Younger Youth	0.0%	40.0%
Placement in Employment or Education	Youth (14-21)	68.1%	67.6%
Attainment of Degree or Certificate	Youth (14-21)	74.5%	68.7%
Literacy or Numeracy Gains	Youth (14-21)	47.8%	34.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	79.0%	83.0%
	Dislocated Workers	81.6%	67.4%
	Youth	72.0%	79.0%
Median Annualized Earnings	Adults	\$21,991	\$30,758
	Dislocated Workers	\$31,696	\$26,041
	Youth	\$11,281	\$11,360
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	8	6
Federal Performance Measures	1	6	2
State Performance Measures	0	2	4

**Table O - Local Performance**

Southwest	Total Participants Served	Adults	637
		Dislocated Workers	486
		Older Youth (19-21)	126
		Younger Youth (14-18)	291
ETA Assigned # <u>53005</u>	Total Exiters	Adults	460
		Dislocated Workers	290
		Older Youth (19-21)	71
		Younger Youth (14-18)	152
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	73.7%	82.7%
	Dislocated Workers	79.2%	82.6%
	Older Youth	0.0%	81.0%
Retention Rates	Adults	84.0%	85.2%
	Dislocated Workers	87.4%	87.5%
	Older Youth	0.0%	74.5%
	Younger Youth	0.0%	59.9%
Average Earnings (Adults/DWs)	Adults	\$14,192	\$14,149
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$18,215	\$16,935
	Older Youth	\$0	\$3,467
Credential/Diploma Rates	Adults	0.0%	65.8%
	Dislocated Workers	0.0%	59.0%
	Older Youth	0.0%	68.8%
	Younger Youth	0.0%	84.6%
Skill Attainment Rate	Younger Youth	0.0%	85.9%
Placement in Employment or Education	Youth (14-21)	68.1%	78.2%
Attainment of Degree or Certificate	Youth (14-21)	76.7%	91.3%
Literacy or Numeracy Gains	Youth (14-21)	61.8%	50.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	71.4%	79.9%
	Dislocated Workers	80.5%	80.1%
	Youth	75.6%	82.8%
Median Annualized Earnings	Adults	\$18,911	\$24,951
	Dislocated Workers	\$29,865	\$30,027
	Youth	\$9,978	\$11,366
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	11
Federal Performance Measures	0	3	6
State Performance Measures	0	1	5

**Table O - Local Performance**

North Central	Total Participants Served	Adults	266
		Dislocated Workers	210
		Older Youth (19-21)	69
		Younger Youth (14-18)	149
ETA Assigned # <u>53045</u>	Total Exiters	Adults	163
		Dislocated Workers	114
		Older Youth (19-21)	37
		Younger Youth (14-18)	85
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	77.3%	77.2%
	Dislocated Workers	84.9%	85.9%
	Older Youth	0.0%	64.7%
Retention Rates	Adults	84.6%	87.2%
	Dislocated Workers	89.1%	95.0%
	Older Youth	0.0%	88.5%
	Younger Youth	0.0%	55.7%
Average Earnings (Adults/DWs)	Adults	\$12,042	\$14,872
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$15,157	\$15,904
	Older Youth	\$0	\$3,503
Credential/Diploma Rates	Adults	0.0%	31.8%
	Dislocated Workers	0.0%	43.8%
	Older Youth	0.0%	32.4%
	Younger Youth	0.0%	72.0%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	57.2%	58.4%
Attainment of Degree or Certificate	Youth (14-21)	73.0%	70.1%
Literacy or Numeracy Gains	Youth (14-21)	54.6%	70.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.8%	72.7%
	Dislocated Workers	83.9%	87.1%
	Youth	76.8%	71.9%
Median Annualized Earnings	Adults	\$23,528	\$25,663
	Dislocated Workers	\$29,678	\$29,449
	Youth	\$8,674	\$12,323
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	10
Federal Performance Measures	0	2	7
State Performance Measures	0	3	3

**Table O - Local Performance**

South Central	Total Participants Served	Adults	165
		Dislocated Workers	308
		Older Youth (19-21)	62
		Younger Youth (14-18)	143
ETA Assigned # <u>53075</u>	Total Exiters	Adults	85
		Dislocated Workers	198
		Older Youth (19-21)	56
		Younger Youth (14-18)	106
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	81.7%	82.7%
	Dislocated Workers	83.8%	84.7%
	Older Youth	0.0%	60.5%
Retention Rates	Adults	86.9%	80.7%
	Dislocated Workers	87.5%	91.1%
	Older Youth	0.0%	76.9%
	Younger Youth	0.0%	58.4%
Average Earnings (Adults/DWs)	Adults	\$11,018	\$11,340
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$15,813	\$15,463
	Older Youth	\$0	\$6,219
Credential/Diploma Rates	Adults	0.0%	59.0%
	Dislocated Workers	0.0%	59.3%
	Older Youth	0.0%	46.6%
	Younger Youth	0.0%	66.7%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	58.6%	62.4%
Attainment of Degree or Certificate	Youth (14-21)	71.3%	69.8%
Literacy or Numeracy Gains	Youth (14-21)	53.1%	62.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.6%	73.6%
	Dislocated Workers	81.5%	80.4%
	Youth	76.9%	71.4%
Median Annualized Earnings	Adults	\$19,016	\$20,030
	Dislocated Workers	\$29,845	\$28,132
	Youth	\$12,799	\$13,390
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	8	7
Federal Performance Measures	0	4	5
State Performance Measures	0	4	2

**Table O - Local Performance**

Eastern	Total Participants Served	Adults	173
		Dislocated Workers	129
		Older Youth (19-21)	68
		Younger Youth (14-18)	231
ETA Assigned # <u>53070</u>	Total Exiters	Adults	121
		Dislocated Workers	68
		Older Youth (19-21)	36
		Younger Youth (14-18)	95
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	82.3%	76.8%
	Dislocated Workers	84.1%	85.3%
	Older Youth	0.0%	68.0%
Retention Rates	Adults	84.3%	82.9%
	Dislocated Workers	91.1%	80.7%
	Older Youth	0.0%	84.6%
	Younger Youth	0.0%	57.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$13,330	\$13,516
	Dislocated Workers	\$18,912	\$15,701
	Older Youth	\$0	\$5,908
Credential/Diploma Rates	Adults	0.0%	33.3%
	Dislocated Workers	0.0%	74.5%
	Older Youth	0.0%	34.5%
	Younger Youth	0.0%	76.8%
Skill Attainment Rate	Younger Youth	0.0%	100.0%
Placement in Employment or Education	Youth (14-21)	66.1%	62.7%
Attainment of Degree or Certificate	Youth (14-21)	76.1%	69.9%
Literacy or Numeracy Gains	Youth (14-21)	42.6%	53.1%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	72.0%	73.3%
	Dislocated Workers	77.4%	74.2%
	Youth	86.2%	80.6%
Median Annualized Earnings	Adults	\$21,129	\$22,299
	Dislocated Workers	\$30,308	\$27,501
	Youth	\$12,219	\$11,962
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	10	5
Federal Performance Measures	0	6	3
State Performance Measures	0	4	2

**Table O - Local Performance**

Benton-Franklin	Total Participants Served	Adults	187
		Dislocated Workers	246
		Older Youth (19-21)	91
		Younger Youth (14-18)	107
ETA Assigned # <u>53065</u>	Total Exiters	Adults	144
		Dislocated Workers	175
		Older Youth (19-21)	59
		Younger Youth (14-18)	72
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	85.9%	82.2%
	Dislocated Workers	89.3%	83.2%
	Older Youth	0.0%	57.7%
Retention Rates	Adults	84.1%	81.3%
	Dislocated Workers	90.5%	89.2%
	Older Youth	0.0%	79.4%
	Younger Youth	0.0%	66.7%
Average Earnings (Adults/DWs)	Adults	\$11,505	\$11,741
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$16,949	\$22,959
	Older Youth	\$0	\$4,518
Credential/Diploma Rates	Adults	0.0%	56.6%
	Dislocated Workers	0.0%	42.3%
	Older Youth	0.0%	43.4%
	Younger Youth	0.0%	71.6%
Skill Attainment Rate	Younger Youth	0.0%	82.9%
Placement in Employment or Education	Youth (14-21)	70.0%	65.0%
Attainment of Degree or Certificate	Youth (14-21)	78.8%	70.8%
Literacy or Numeracy Gains	Youth (14-21)	60.4%	71.2%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	74.9%	75.8%
	Dislocated Workers	79.1%	82.5%
	Youth	75.5%	72.2%
Median Annualized Earnings	Adults	\$20,100	\$20,757
	Dislocated Workers	\$31,280	\$41,383
	Youth	\$9,130	\$13,183
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	7	8
Federal Performance Measures	0	6	3
State Performance Measures	0	1	5

**Table O - Local Performance**

Spokane	Total Participants Served	Adults	473
		Dislocated Workers	429
		Older Youth (19-21)	169
		Younger Youth (14-18)	145
ETA Assigned # <u>53035</u>	Total Exiters	Adults	333
		Dislocated Workers	305
		Older Youth (19-21)	107
		Younger Youth (14-18)	105
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	84.7%	81.9%
	Dislocated Workers	87.8%	87.6%
	Older Youth	0.0%	67.3%
Retention Rates	Adults	84.0%	82.2%
	Dislocated Workers	90.2%	88.7%
	Older Youth	0.0%	83.8%
	Younger Youth	0.0%	57.0%
Average Earnings (Adults/DWs)	Adults	\$15,961	\$15,102
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$19,800	\$19,582
	Older Youth	\$0	\$4,012
Credential/Diploma Rates	Adults	0.0%	38.8%
	Dislocated Workers	0.0%	47.3%
	Older Youth	0.0%	25.0%
	Younger Youth	0.0%	82.9%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	71.3%	67.6%
Attainment of Degree or Certificate	Youth (14-21)	72.6%	74.5%
Literacy or Numeracy Gains	Youth (14-21)	52.5%	62.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	76.2%	71.2%
	Dislocated Workers	82.2%	81.3%
	Youth	76.7%	79.1%
Median Annualized Earnings	Adults	\$18,847	\$23,279
	Dislocated Workers	\$30,219	\$35,540
	Youth	\$10,499	\$12,380
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	9	6
Federal Performance Measures	0	7	2
State Performance Measures	0	2	4

**Table P - Veteran Priority of Service**

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	940	
Covered Entrants Who Received a Service During the Entry Period	940	100.0%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	762	81.1%

**Table Q - Veterans' Outcomes by Special Populations**

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	84.2%	149	83.9%	146	100.0%	5
		177		174		5
Employment Retention Rate	85.1%	103	85.2%	98	50.0%	1
		121		115		2
Average Earnings	\$18,289	\$1,883,757	\$18,545	\$1,817,432	\$7,648	\$7,648
		103		98		1