

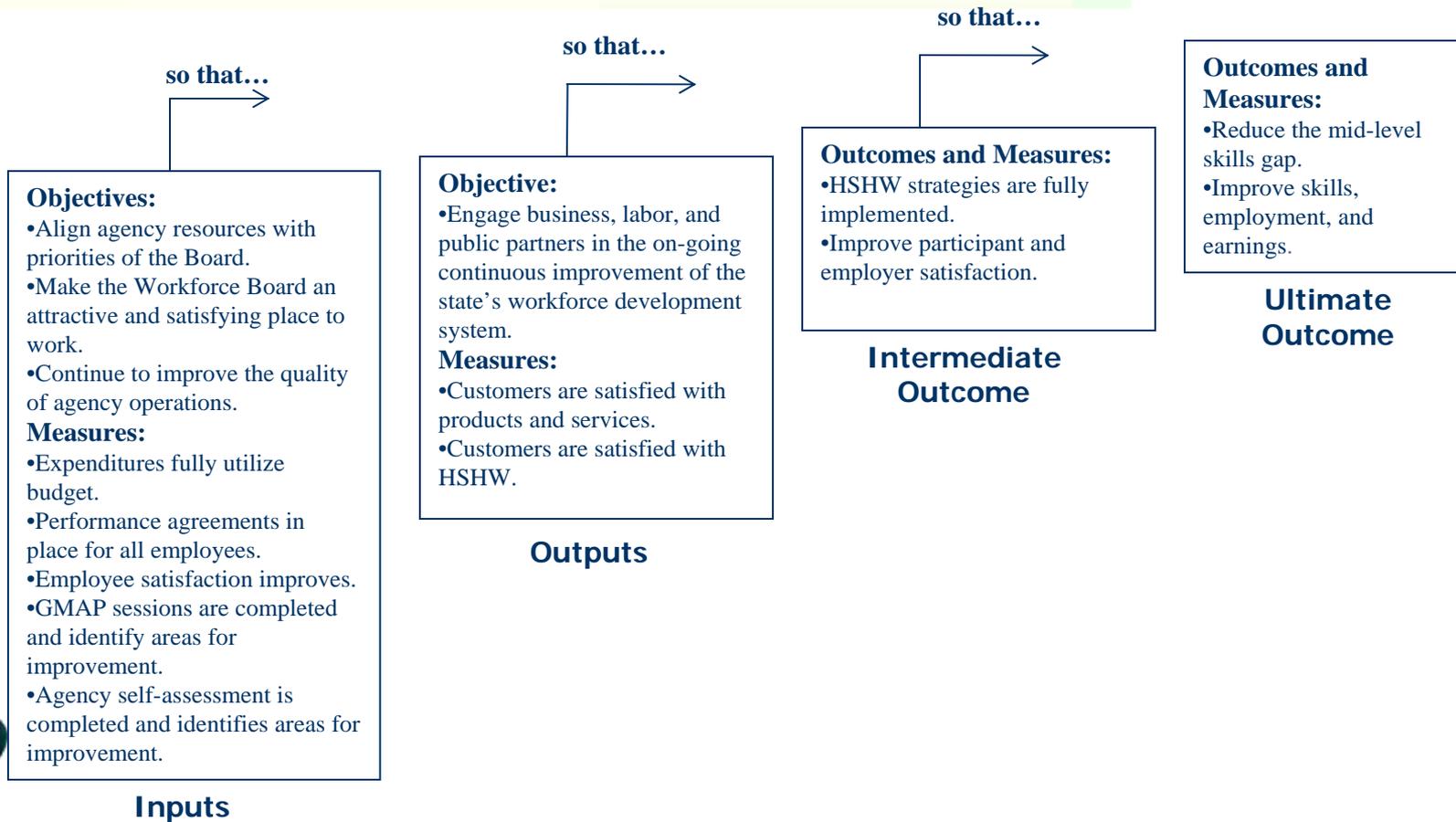
Workforce Board Leadership Team GMAP Report

July 2011



Workforce Training
And Education
Coordinating Board

Logic Model for Leadership Team



Inputs

Objective: Align agency resources with priorities of the Board.

Strategies:

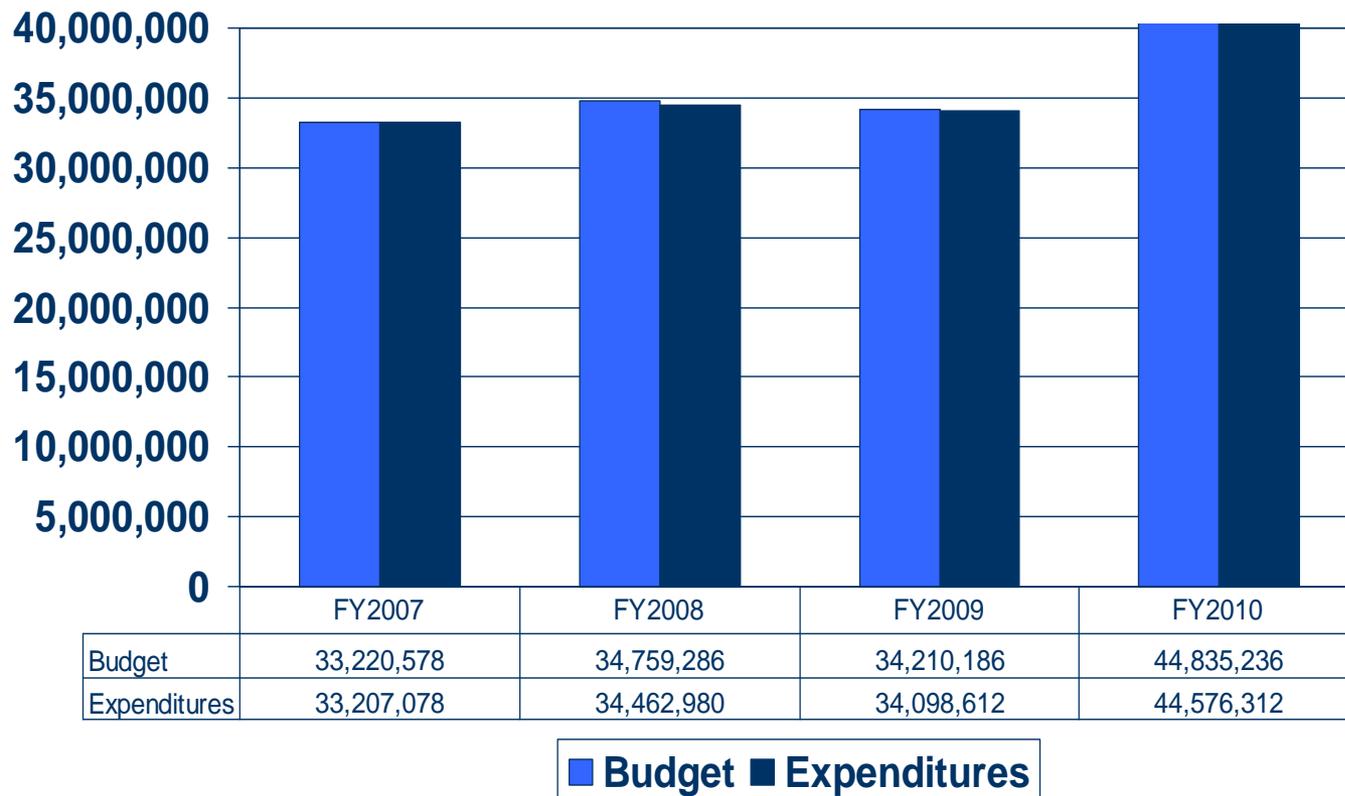
- Use Board retreat to establish key annual priorities.
- Seek diversified resources for the Board's priorities.
- Optimize agency organizational structure.

Measures:

- Expenditures and obligations compared to agency budget.



Expenditures Compared to Budget



Inputs (continued)

Objective: Make the Workforce Board an attractive and satisfying place to work.

Strategies:

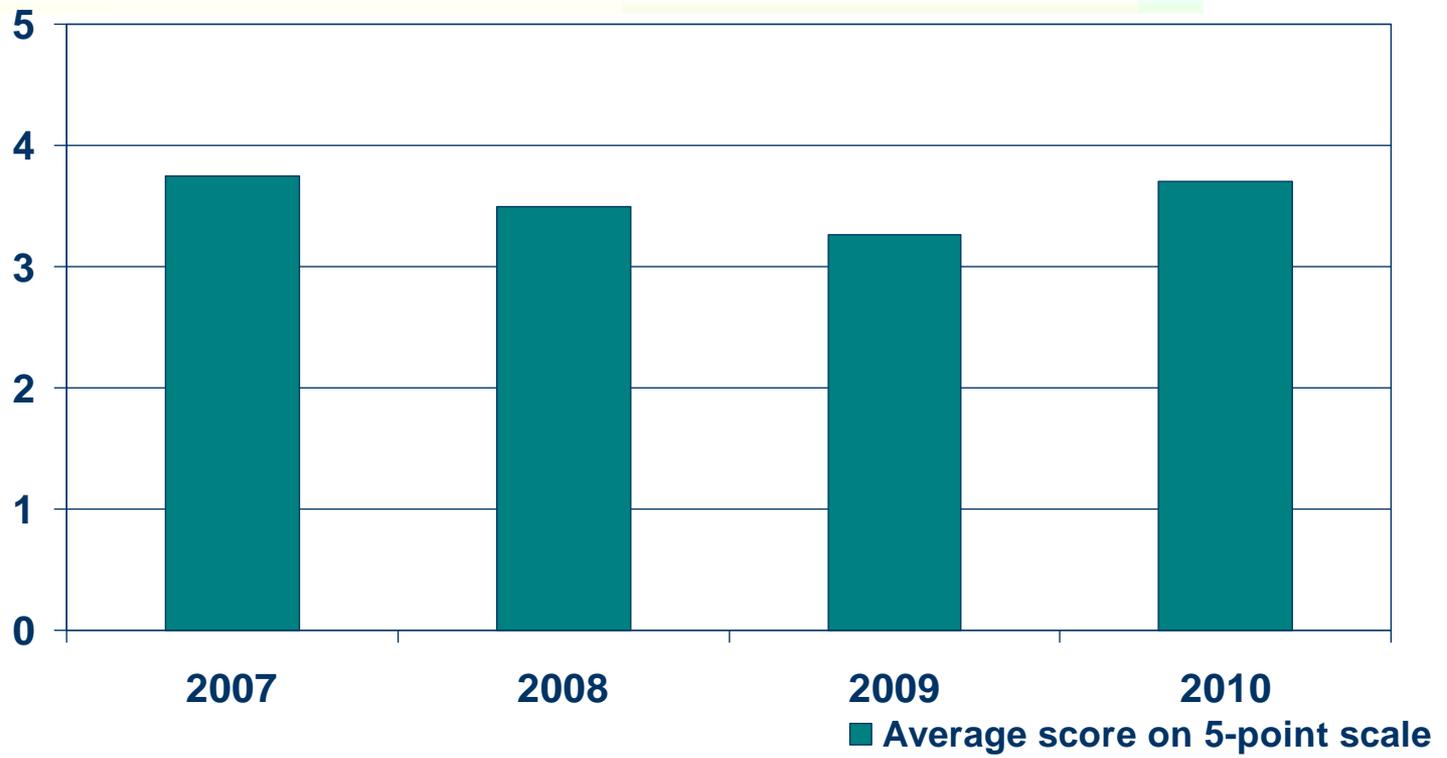
- Ensure workplace environment is clean, safe and efficient.
- Support and encourage community building among employees.
- Model characteristics of a Learning Culture
- Identify and act on opportunities to improve employee satisfaction.
- Maintain the agency's technology capability and the physical plant.

Measure:

- Results of the annual employee survey.



Employee Satisfaction



Inputs (continued)

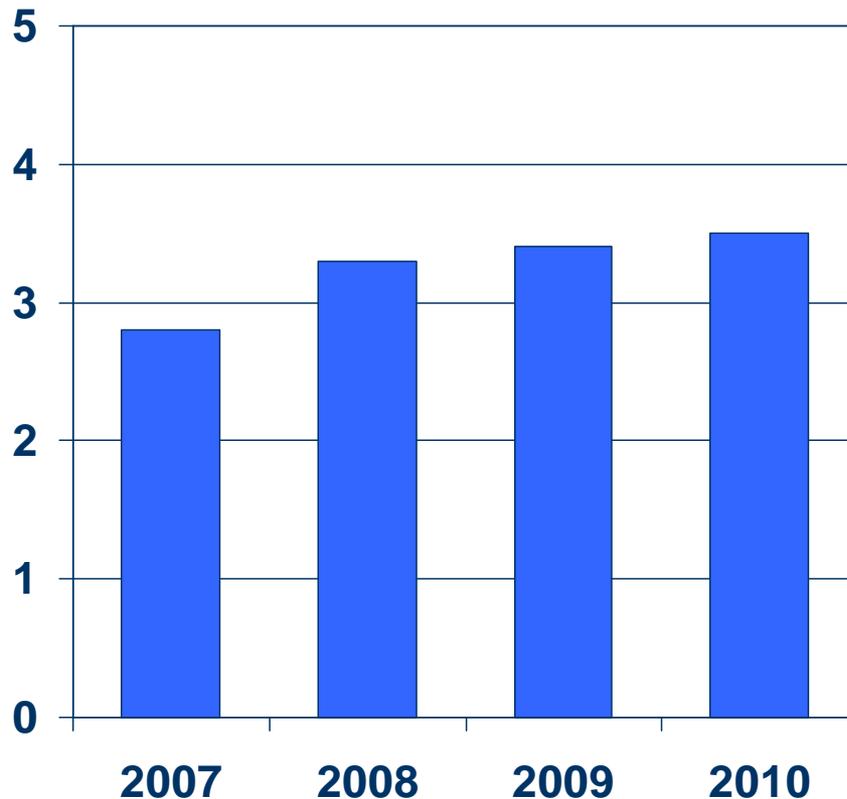
Objective: Continue to improve the quality of agency operations.

Selected Strategies/Measures:

- Conduct annual agency self-assessment and develop and implement quality action plan (also a measure).
- Identify performance measures, including GMAP measures; regularly review results; use results to identify improvements; and implement improvements (also a measure).
- Develop staff performance development plans and performance agreements that identify individual work assignments, establish performance standards, recognize accomplishments, and promote employee development (also a measure).
- Promote collaboration among research, program, and policy staff.



Agency Self-Assessment

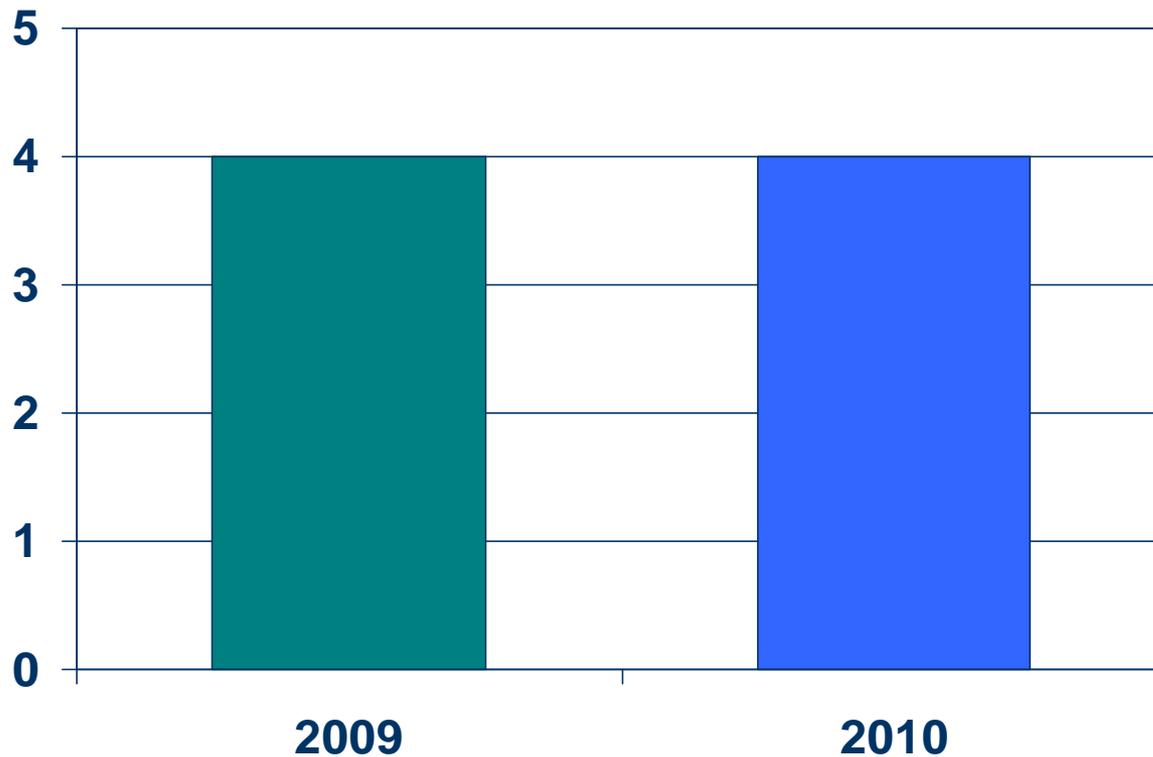


Action steps for 2011

- Pursue improvement opportunities from team GMAPs
- Use technology more effectively and efficiently
- Make conscious priority decision based on budget & resources
- Greater attention to employee recognition
- Continue learning culture emphasis



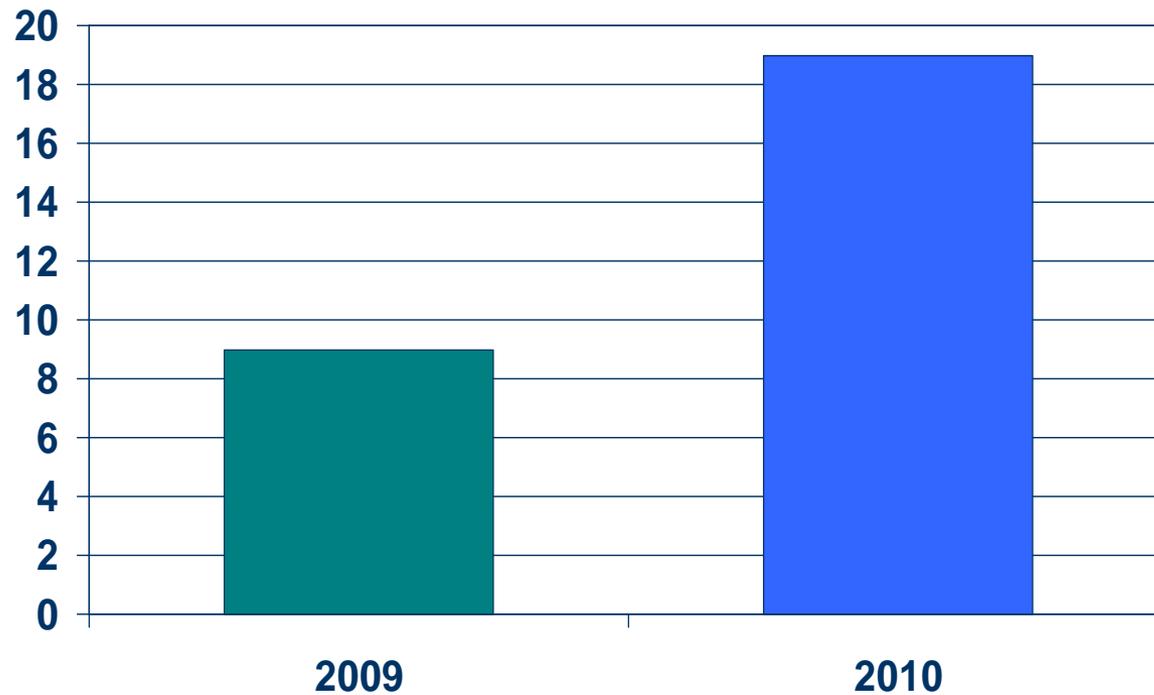
GMAP Sessions Completed



Eighty percent of our five teams completed GMAP sessions.



PDPS/Agreements in Place



Outputs

Objective: Engage business, labor and public partners in on-going continuous improvement of the state's workforce development system.

Selected Strategies:

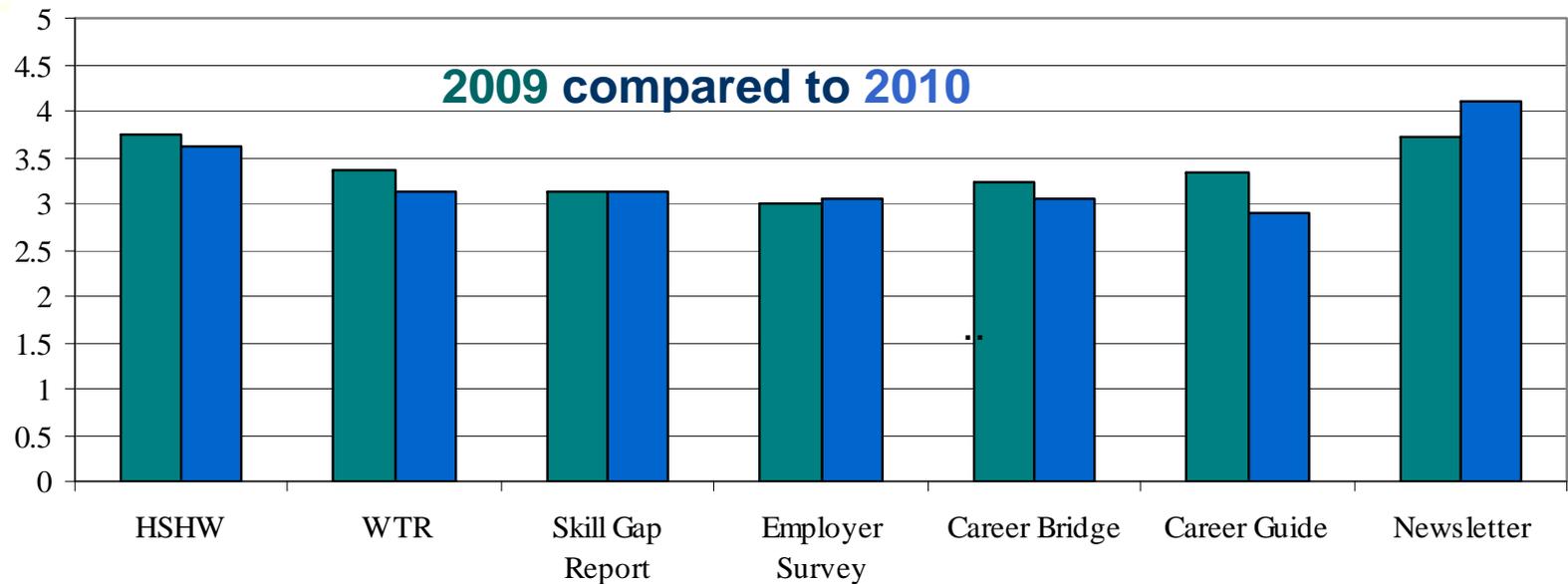
- Update and promote HSHW and provide annual report on progress.
- Review operating agency and WDC plans and legislative requests for consistency with HSHW.
- Provide policy advice to the Governor and Legislature.
- Provide publications and other information on the workforce development system.
- Promote Best Practices
- Retool Washington's Workforce
- Engage in national dialogue on workforce development issues.

Measures:

- Customers are satisfied with products and services.
- Customers are satisfied with HSHW.



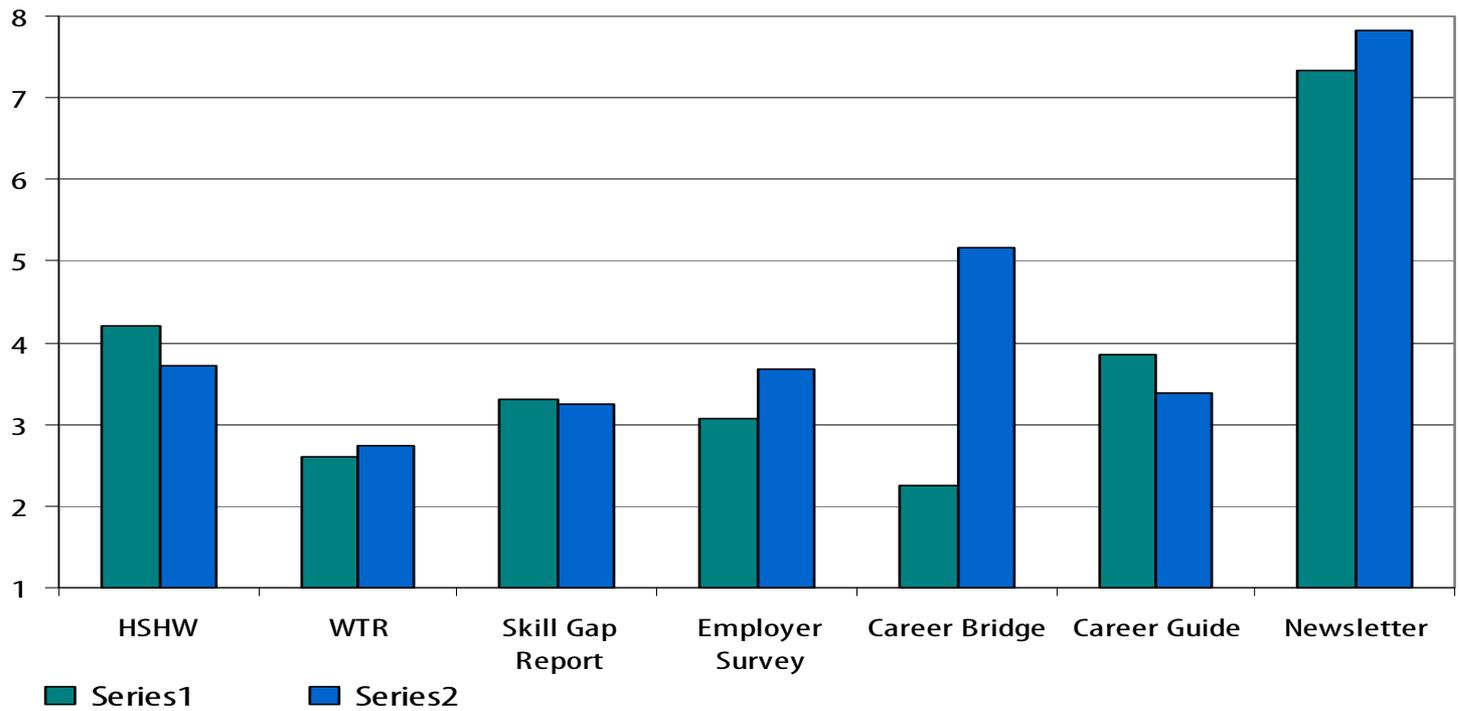
Product and Service Familiarity



Mean average of surveyed customers responding on a 1 to 5 scale regarding familiarity with the product or service.



Customer Satisfaction 2010 vs. 2009



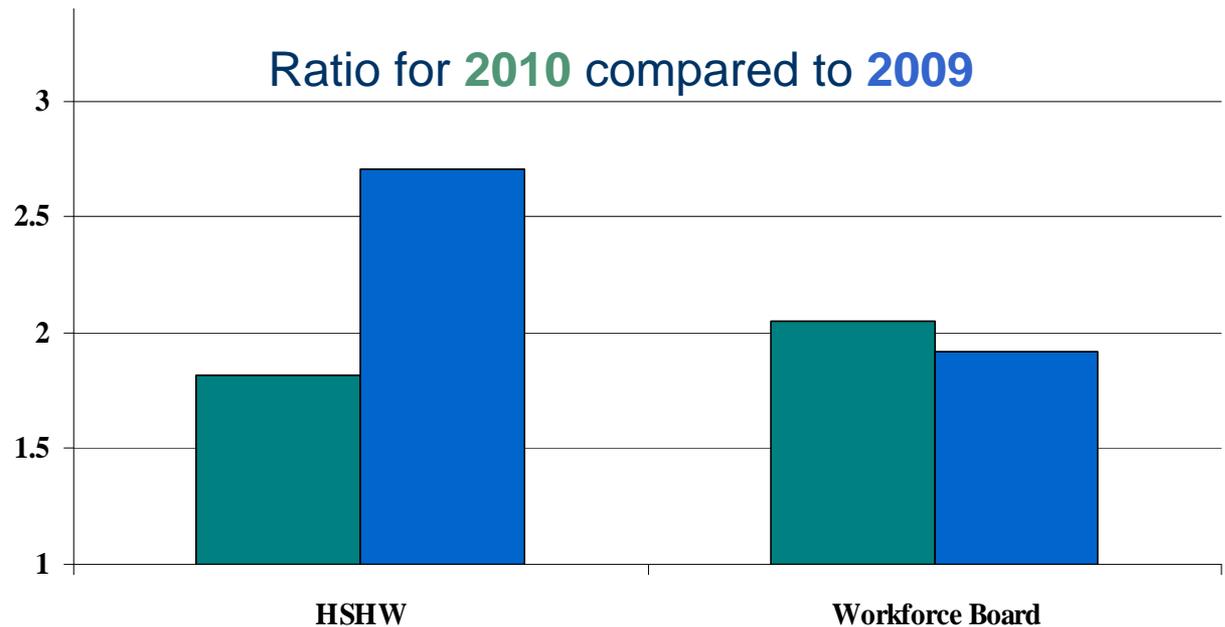
Ratio of satisfied customers surveyed to dissatisfied customers



Are we perceived as effective?

Survey questions:

1. How effective has High Skills, High Wages been in mapping strategies that can improve the workforce development system?
2. How effective has the Workforce Board been in contributing to a world-class workforce development system for Washington?



When asked to rate their satisfaction with the Retooling Washington's Workforce process, 76 percent scored it 3 or higher on a scale of 1 to 5
The Satisfied to Dissatisfied Ratio was 1.7



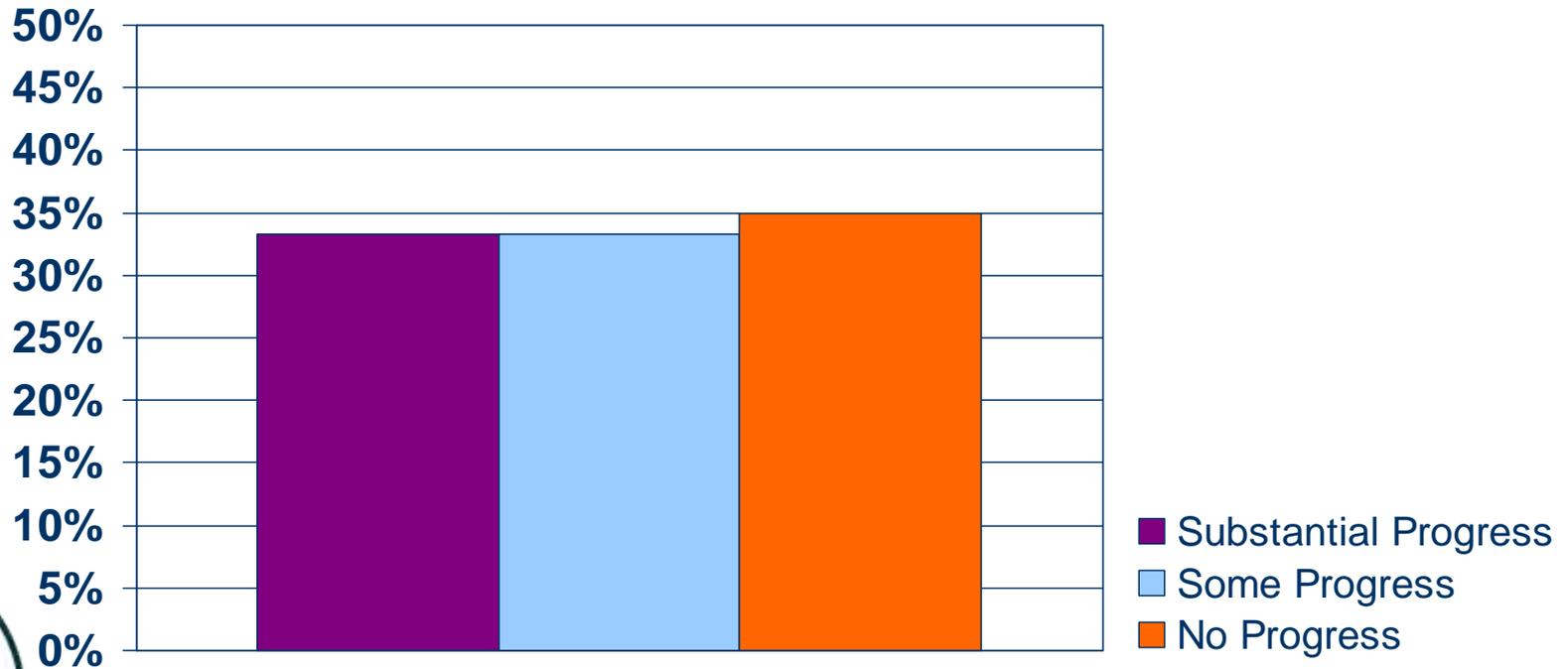
Intermediate Outcomes

- HSHW strategies are fully implemented
- Improved participant and employer satisfaction



High Skills, High Wages Strategies Implemented

2010 HSHW Progress



10-year Workforce Development System Comprehensive Plan



Employer Satisfaction

95 percent of employers reported satisfaction with new employees who were program participants as evidenced by survey responses.



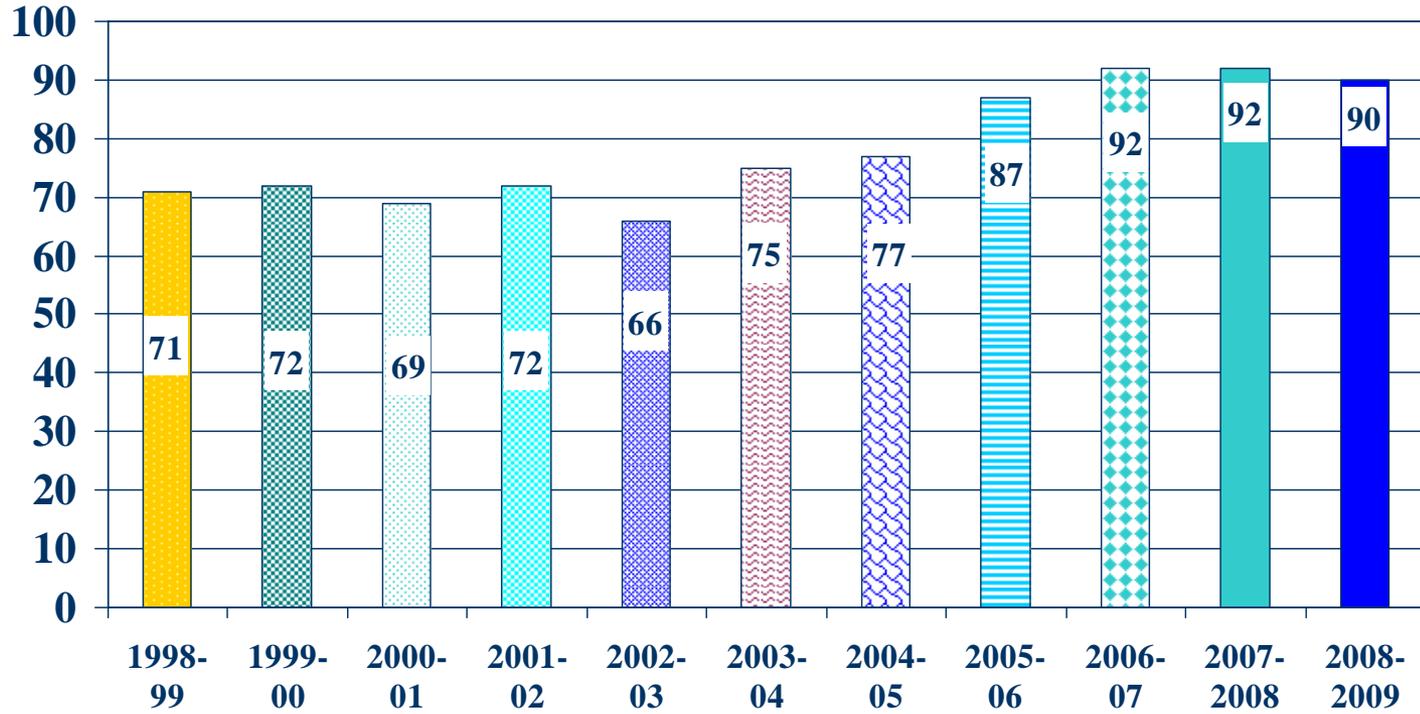
Ultimate Outcomes

- Reduce the Mid-Level Skills Gap
- Improve skills, employment, and earnings



Long Term Skill Gap

Percent of Employer Demand Met



The number of community and technical college students, private career school students, and apprentices prepared for work compared to the expected additional number of workers needed at that education level in six years.



Program completion/completers

In 2007-2008, 61 percent of participants in workforce development programs obtained an appropriate credential or completed program



Employment

In 2007-2008, 65 percent of former participants were in employment reported to Employment Security during the third quarter after leaving the program.



Earnings

In 2007-2008, \$23,214/\$13.75 median annualized/hourly earnings of former participants in workforce development programs during the third quarter after leaving the program.

\$25,620/\$14.83 median annualized/hourly earnings of completers.



Questions.....

