WASHINGTON STATE

ANNUAL REPORT on the Workforce Investment Act Title I-B

Submitted by
Workforce Training and Education Coordinating Board,
Washington State Employment Security Department
and the Workforce Development Councils

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WORKFORCE INVESTMENT ACT (WIA) IN WASHINGTON STATE

Introduction

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in Washington State, July 1, 2000. This summary report focuses on ninth year accomplishments in Washington implementing WIA Title I-B services.

For Program Year 2008 (July 2008 through June 2009) the United States Department of Labor (DOL) allocated approximately $61 million in WIA Title I-B funds to Washington. These funds continued employment and training services designed to benefit employers, dislocated workers, adults, and low income youth.

This report describes how WIA Title I-B is organized in Washington State, highlights local and state accomplishments, and concludes with WIA Title I-B performance results.

Background and Summary

Workforce Development System Vision and Goals

VISION

Our vision is a workforce development system that offers every Washington resident access to high quality academic and occupational skills education throughout his or her lifetime, effective help to find work or training when unemployed, the personalized assistance to make progress in the labor market, and Washington employers access to the skilled workforce they need. By anticipating and planning for economic and demographic changes, the workforce development system enhances the prosperity of the state. We envision our ideal workforce development system to be:

Responsive. We meet the needs of our economy, our employers, our students, and our workers.

Connected. Agencies and programs work toward the same goals, use resources effectively and efficiently, and ensure programs are seamless for participants.

Accessible. We meet our customers "where they are" by providing them with articulated education and career opportunities and assisting them to overcome barriers so they can reenter education and training at any time throughout their lives.

Respectful of diverse cultures. We serve people of color, women, and individuals with disabilities, ensuring that we remove education and employment disparities for these populations.

Comprehensive. We have high quality education, training, and employment services and the capacity to serve all those in need.

The 2008-2018 edition of ***Washington's Strategic Plan for Workforce Development*** was adopted by the Workforce Training and Education Coordinating Board (Workforce Board), September 25, 2008. The plan, entitled ***High Skills, High Wages: Washington's Strategic Plan for Workforce Development***, communicates our state's vision, goals, objectives and strategies for the workforce development system. WIA Title I-B programs are a critical part of realizing this vision and accomplishing our state's workforce development goals.

GOALS

The goals, objectives, and strategies for ***High Skills, High Wages: 2008-2018*** are the result of collaboration with workforce development stakeholders across Washington, representing employers, labor, education, public agencies, and community-based organizations. The three goals for workforce development are:

1. **Youth.** Ensure all youth receive the education, training, and support they need for success in postsecondary education and/or work.

2. **Adults.** Provide Washington adults (including those with barriers to education and employment) with access to lifelong education, training, and employment services.

3. **Industry.** Meet the workforce needs of industry by preparing students, current workers, and dislocated workers with the skills employers need.

The following is a list of immediate strategic opportunities outlined in ***High Skills, High Wages: Washington's Strategic Plan for Workforce Development***:

- Increase high school graduation rates with programs such as Navigation 101 that provide students with supportive career guidance and planning.
- Expand career and technical education programs that give students a real world context for what they learn.
- Increase the skilled workers Washington businesses need by boosting capacity at community and technical colleges, private career schools, and apprenticeship programs.
- Expand financial aid to help more low-income Washingtonians reach a "13th year" of education that leads to living wage jobs.
- Boost the employability of workers through programs that roll basic skills, English language instruction and jobs skills into one complete package.
- Focus on industry clusters that drive regional economies so that Washington communities build on their strengths and grow even stronger.
- Expand workplace based learning, online courses and other flexible education options to help workers move ahead and expand careers.
- Continue to identify and remove barriers to employment, education and training so that workers have a clear path to reach their goals.

The 2009 Washington State Legislature adopted a resolution approving ***High Skills, High Wages 2008-2018*** as the state's official strategic plan for workforce development.

State Structure

The Governor and the Legislature created the Workforce Training and Education Coordinating Board (Workforce Board) in 1991 to coordinate planning, policy and accountability for the state's workforce development system. The Workforce

Board also serves as the state Workforce Investment Board and manages the performance accountability for WIA. The Workforce Board develops and approves the State Strategic Workforce Development Plan and facilitates the coordination of workforce development programs including WIA Title I-B, career and technical education, adult education and family literacy, vocational rehabilitation, apprenticeship, and private career schools. The Workforce Board and Employment Security Department work collaboratively on WIA Title I-B. The Workforce Board also works with state operating agencies and local WDCs to ensure workforce and economic development strategies are linked.

Employment Security has administrative and operational responsibility for WIA Title I-B funds. These responsibilities include: stewardship of funds, oversight and monitoring activities, issuing statewide policy, management of grants and contracts, and the allocation of funds to local WDCs for the delivery of services within an integrated service delivery system. Employment Security is also responsible for the distribution and oversight of funds for WIA statewide activities. Additional information regarding WIA statewide activities is located on pages 26 through 37.

In addition to the administrative responsibility for WIA Title I-B funds, Employment Security provides labor market information through Labor Market and Economic Analysis (LMEA), operates the Unemployment Insurance Program and is the primary Labor Exchange service provider in the WorkSource centers statewide. These services and programs are critical elements in the Washington State workforce development system.

The WorkSource Vision:

The One-Stop Career Development System (WorkSource) is the trusted source of employment and training services in Washington State. A comprehensive network of state and local programs meets customer needs and offers seamless, high quality service. A common look and feel to the system make it familiar and easily accessed wherever it is located.

Local Structure

There are 12 local area Workforce Development Councils (WDCs), one for each of the state's 12 workforce development areas (see map on page 13). Each Council, in consultation with Chief Local Elected Officials, oversees WIA Title I-B activities, coordinates local area workforce development services, and provides outreach to employers. The Councils ensure a link with local economic development strategies through community partnerships. Each Council has a Governor-approved WIA Title I-B and Wagner-Peyser Plan. Each Council also has a Governor-approved strategic plan that assesses local employment opportunities and skill needs, and sets forth goals, objectives, and strategies for the local workforce development system consistent with the state strategic goals. The strategic role of WDCs makes them an important counterpart to the state Workforce Board at the local level. These state-to-local relationships remain strong.

Washington Workforce Compact

On November 8, 2007, all Workforce Board members signed Washington's first Workforce Compact. ***Partnering for Performance: Washington's Workforce Compact*** sets forth the goals, guiding principles, and the roles and responsibilities of the workforce development system partners, and state actions to better coordinate services. The Compact was motivated by the

need to collaborate to close the skill gaps faced by employers and by the need to prepare all Washington residents to attain lifelong successful attachment to the workforce, especially individuals whose innate talents and abilities have not been fully developed in the past. To view the Compact go to: www.wtb.wa.gov/Documents/WAWorkforceCompact11-09.pdf

2007-09 State Plan for WIA Title I-B and the Wagner-Peyser Act

On May 5, 2007, the U.S. Department of Labor (DOL) approved Washington State's 2007-09 State Plan for WIA Title I-B and the Wagner-Peyser Act. The plan covers the period from July 1, 2007, through June 30, 2009. Responding to questions outlined in DOL's April 12, 2005 guidelines and DOL's Training and Employment Guidance Letter (TEGL) 13-06, the plan was developed collaboratively by the Employment Security Department and the Workforce Board in consultation with business, labor, and workforce development stakeholders. The plan reflects our state's commitment to implement WIA Title I-B and Wagner-Peyser taking action that will:

- Guide Washington State's talent development system.
- Enhance seamless service delivery coordination and job placement assistance through comprehensive One-Stop Career Centers (named WorkSource Centers in Washington State).
- Provide demand-driven employment and training services governed by business led Workforce Investment Boards, called Workforce Development Councils (WDCs) in Washington State.
- Offer flexibility to tailor service delivery that meets the needs of our state and local economies and labor markets.
- Provide high quality information to customers to help them make informed career choices and to select high quality training programs.
- Provide the Governor, State Legislature, Chief Local Elected Officials (CLEOs), DOL, and the public with fiscal and performance management and program accountability.
- Provide WIA eligible youth, including youth most in need, opportunities to succeed in secondary and postsecondary education, and opportunities to qualify for high demand jobs.
- Utilize an integrated and enhanced performance accountability system.

On June 29, 2009, the Employment Security Department and the Workforce Board submitted to the U.S. Department of Labor a modification to the 2007-2010 State Plan for WIA Title I-B and the Wagner-Peyser Act. This updated plan is available online at: http://www.wtb.wa.gov/Policy_Fed_WIA.asp

2009-2011 Local Area Strategic Plans

Executive Order 99-02 directs Washington State WDCs, in partnership with CLEOs, to develop a Strategic Plan for the workforce development system.

In the first half of 2009, all 12 WDCs worked with their CLEOs and community partners to update their area's Strategic Plan for the 2009-2011 time period. The WDCs updated their local Strategic Plans following guidelines adopted by the Workforce Board on November 20, 2008. The 2009-2011 Workforce Development Council Strategic Plans:

- Articulate a vision for the local area's workforce development system.
- Make use of a planning process that assures 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.

These local area strategies represent the priorities of the WDC and its partners. The plans describe strategies to increase skill levels, employment, earnings, productivity, customer satisfaction, reduce poverty, and increase the return on workforce development investments in the area. The 12 plans are aligned and consistent with ***High Skills, High Wages 2008-2018: Washington's Strategic Plan for Workforce Development.*** On May 5, 2009, the Workforce Board adopted a motion to recommend the Governor approve all 12 of the local area strategic plans.

Program Year (PY) 2009 Local Operations Plan Modification in Response to American Recovery & Reinvestment Act of 2009

As recognized by DOL/ETA, given the dramatic changes in our state's economic conditions and the infusion of new Recovery Act funding, ESD's WorkSource Standards and Integration Division (WSID) required all WDCs to submit a modification to their WIA/Wagner-Peyser local operations plans by June 30, 2009. This modification is submitted as an addendum to the current Program Year (PY) 2007-2009 local operations plan, which has been extended through June 30, 2010. The plan modification is subject to public comment requirements noted under WIA regulation 20 CFR 661.350(8).

The purpose of the modification is for local areas to describe revised operations to meet the challenges of the economic downturn and the proposed use of the additional funds provided through the Recovery Act.

On June 30, 2009, staff representatives of the WorkSource Standards & Integration Division and the Workforce Training and Education Coordinating Board reviewed the addendums received from the 12 Workforce Development Councils. The plan addendums were responsive to the plan modifications guidance and requirements.

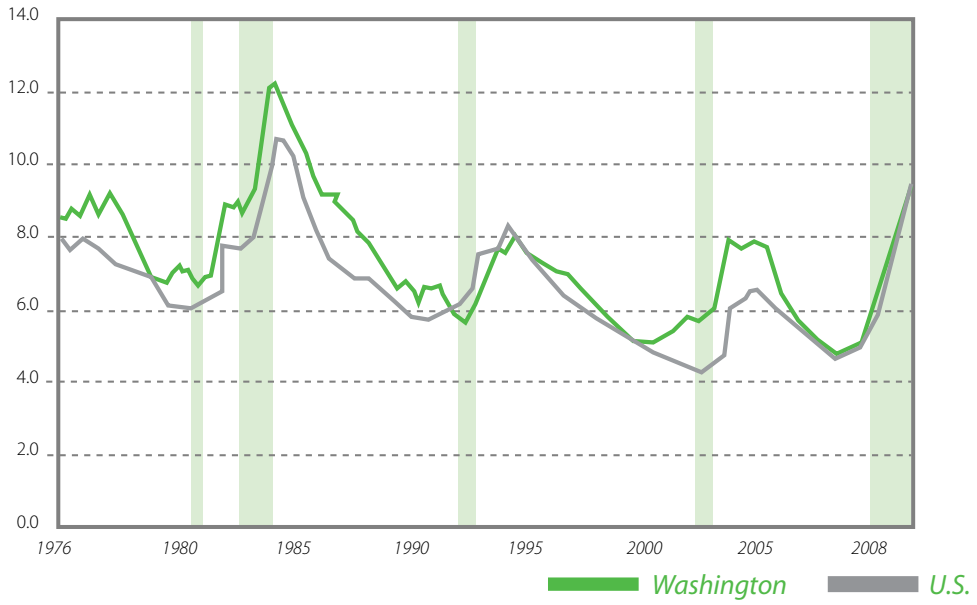
The National Business Cycle and Washington's Labor Market

Country versus State

The United States officially went into a recession in December of 2007. Since then, payroll employment in the country has fallen in 17 of the 19 subsequent months and is down by 4.2 percent overall. Washington State employment peaked in February 2008, but didn't suffer sustained losses until the second half of 2008. During the official recession period, the Evergreen State experienced a 4.0 percent drop in employment.

The picture is a little bit worse if one looks at unemployment. The unemployment rate (as depicted in ***Figure 1***) began rising for the country and state at about the same time and in nearly identical magnitude. For the country the unemployment rate rose by 4.6 percentage points from December 2007 to 9.5 percent in June 2009. Washington's unemployment rose by a slightly higher 4.7 points to 9.4 percent in June 2009. In fact, the number of unemployed (on a seasonal basis) rose by 109.9 percent in Washington compared to 93.9 percent for the country as a whole.

Figure 1 • Seasonally Adjusted Unemployment Rates, 1976 to 2009



The picture arising in this cycle from these seemingly disparate trends is that compared to the rest of the country, Washington State has had relatively stable employment, but relatively large increases in the number of unemployed. This implies that either job seekers have been moving to Washington from out of state or more Washingtonians have entered the labor force.

Current Recession versus Previous Recession

A year ago, there was hope that a national recession might spare Washington State's labor markets to some degree, or at least cause less disruption than the previous recession of 2001. There was some reason for optimism; employment was holding steady, there were a large number of aircraft orders for Boeing, and the state's export-oriented economy looked to provide some cushion during a United States centered recession. Unfortunately though, the world economy followed the USA economy into economic decline in short order. This led to a drying up of markets for everything from aircraft to software and agricultural products, both globally and domestically. Coupled with the fallout from the housing and financial sector meltdowns, the state economy was unable to avoid being dragged into the recession.

The hardest hit industry in Washington during the recession has been construction, which saw payrolls fall by nearly 20 percent. In contrast, during the 2001 recession, construction payrolls were off by just over five percent (see ***Figure 2***). The other sectors which suffered high percentage job losses in this cycle were natural resources and mining (-15.4 percent), manufacturing (-9.1 percent), professional and business services (-7.1 percent), and financial activities (-6.3 percent). The only growth sectors since December 2007 were education and health services (+3.3 percent) and government (+1.8 percent).

It is apparent that the magnitude of the current recession is somewhat bigger than its predecessor. Overall employment has fallen in Washington by 4.0 percent since December of 2007 compared to 1.9 for the 2001 recession. In addition, the composition of job losses (and gains) is different. Construction payrolls did drop in 2001, but it was manufacturing, professional and business services, and retail that bore the brunt of losses. The information industry, a casualty of the "dot.com bust" suffered more in 2001 than currently. Similarly leisure and hospitality, a job-losing industry in the prior down-turn has actually added to payrolls this time around.

The actual number of job losses or gains between June of 2008 and June 2009 is depicted in ***Figure 3***. Job losses have largely been concentrated in the past twelve months in Washington, where only education and health services and governments added to payrolls.

Outlook

A year ago there was much speculation as to whether the country was in a recession. Likewise, this time around there is much speculation over when and if the recession has officially ended. The consensus is that sometime in the second half of 2009 will mark the official end of the recession. It should be remembered, however, that the official end of a recession marks the end of economic contraction, and merely the beginning of the road to recovery. Following the previous recession it took the state more than three and a half years to get back to its' pre-recession level of nonfarm employment. In the Seattle area it was even worse; it was more than five years before the region attained its pre-recession employment levels. Some forecasts don't see Washington state returning to peak employment levels until 2012.

Figure 2 • Percentage Change in Employment by Sector
Current Recession and Recession of 2001, Washington State

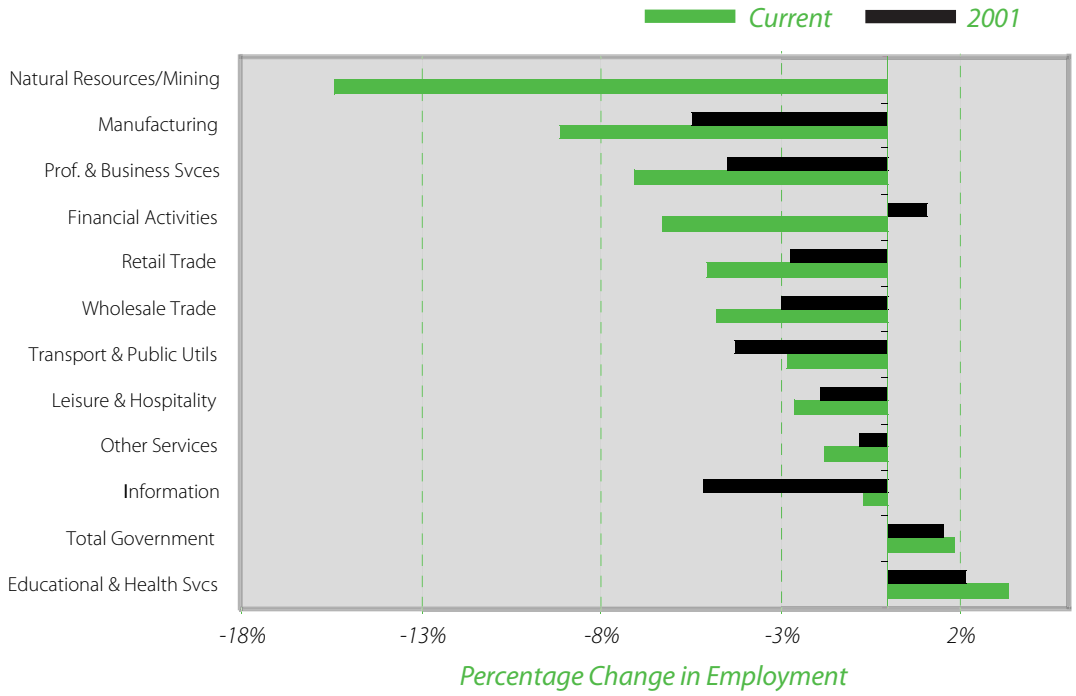
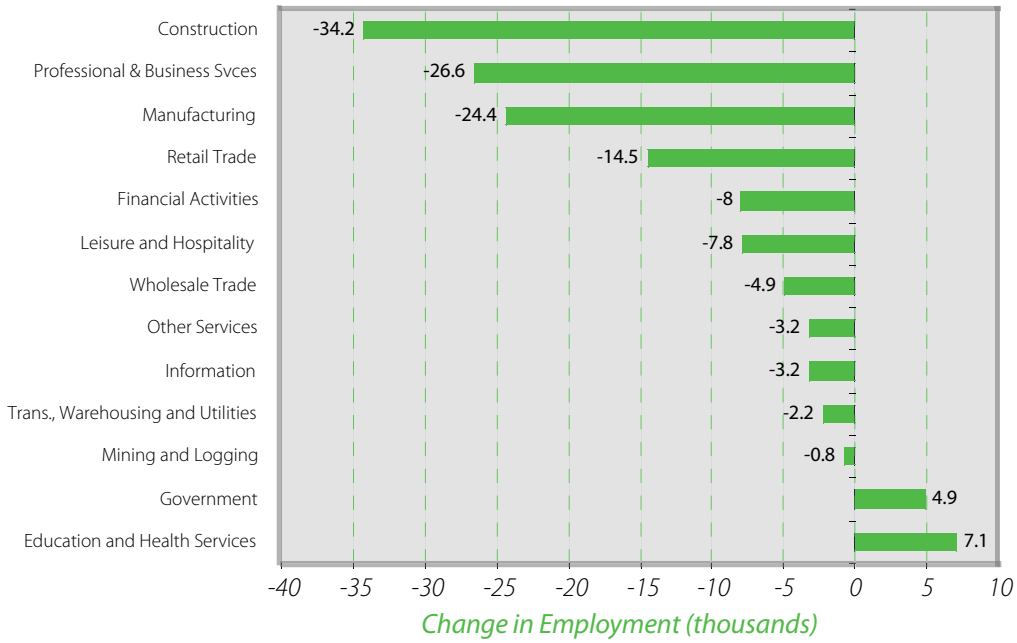


Figure 3 • Employment Change June 2008 to June 2009
Washington State, seasonally adjusted in thousands.



The injection of the stimulus money combined with what may well be the bottoming out of the housing meltdown should help the economy from here forward. Given that the state has lost over 130,000 jobs since its peak, it will no doubt take some time for a sustained recovery.

American Reinvestment and Recovery Act (the Recovery Act) of 2009

The American Recovery and Reinvestment Act of 2009 (the Recovery Act) was signed into law by President Obama on February 17, 2009. The purpose of the Recovery Act is intended to preserve and create jobs, promote the nation's economic recovery, and to assist those most impacted by the recession. On March 18, 2009, the Employment and Training Administration (ETA) of the U.S. Department of Labor (DOL) released Training and Employment Guidance Letter (TEGL)14-08 providing policy guidance and direction for Recovery Act funding for activities authorized under the Workforce Investment Act (WIA) of 1998 and the Wagner-Peyser Act.

In keeping with the law and guidance provided by the ETA/DOL, the state released Recovery Act funds to all 12 local WDCs, our state's workforce investment boards, with a grant effective date of February 17, 2009. Local areas were encouraged to begin spending Recovery Act resources as quickly and effectively as possible. In addition, Governor Gregoire's administration identified five core principles to guide work on the use of Recovery Act funds including:

- Get money in people's pockets immediately.
- Create or save jobs in the near-term.
- Make innovative investments in areas that lay the foundation for Washington's 21st century economy.
- Create strategic alliances with the private sector, non-profits, local governments and

other state agencies to align goals and leverage resources.

- Apply unprecedented accountability and transparency principles.

The Governor also put in place a strategy for implementing and managing all Recovery Act funds coming to the state, going to state agencies and supporting community efforts in a way that offers transparency to the public. More specific information about the use of all funds coming to the state can be found at www.recovery.wa.gov/.

With the additional workforce funding provided through the Recovery Act, the state's workforce development system continues to play a vital role in Washington's economic recovery. State and local workforce development partners along with our state's WorkSource centers increased services to assist adults, specifically public assistance recipients and low-income adults, dislocated workers, and youth to support their entry or reentry into the labor market. For specific information on increased numbers of participants and performance outcomes, please refer to Section Three of this Annual Report on Recovery Act and WIA Title I-B Results.

It should be noted, in accordance with state and local policies, as well as special grant conditions, each WDC ensured that recipients of public assistance and other low-income individuals were given first priority enrollment for intensive and training services funded under the WIA Adult program. Veterans and eligible spouses who were recipients of public assistance and low-income were given first priority among the first priority group.

As described in Washington's modified State Strategic Plan to cover the period of July 1, 2007 through June 30, 2010, the following highlights the state's commitment for implementing strategies supporting WIA and Recovery Act activities:

- First, as noted in the state plan, the state Workforce Training and Education Coordinating Board continues to support integration of workforce services through workforce development system partners based on our state's strategic plan, ***High Skills, High Wages 2008-2018*** and through Washington Works and the Washington Workforce Compact. Specific information about the state strategic plan and workforce initiatives can be found at:
- www.wtb.wa.gov/Documents/HSHW2008.pdf
- www.wtb.wa.gov/Documents/WashingtonWORKS.pdf
- www.wtb.wa.gov/Documents/WAWorkforceCompact11-09.pdf
- As oversight administrator of WIA and Recovery Act resources, ESD in partnership with the WDCs established a statewide WorkSource Initiative Framework. This framework initiative continues through 2010 and encompasses shared ownership of customers, standardized customer flow and integrated service functions, with an emphasis on ensuring that low-income customers receive the services they need. As noted in the state plan, minimum standards for each of the WorkSource Initiative design topics will be developed and disseminated through June 2010, along with expectations of accountability.
- Washington's Economic Development Commission was identified as the leadership body to provide guidance and direction to the Governor and the Washington State Legislature on long-term and systematic approaches for economic development. In addition, Skills for the Next Washington sets forth ways that workforce and economic development can better align so that Washingtonians will have the skills required

in our economic future. To access this publication please refer to: www.wtb.wa.gov/Documents/SkillsForTheNextWashington-published.pdf.

- During the 2009 legislative session the Washington State Legislature passed significant workforce related bills and budget appropriations in support of workforce development. This legislation included the following and can be accessed online at: apps.leg.wa.gov/billinfo/.

  House Bill 1323 – an act relating to coordinating workforce and economic development focusing efforts on industry cluster-based approaches.

  House Bill 2227 – an act relating to green jobs known as the Evergreen Jobs Act that required workforce education and training agencies to prioritize programs that would lead to "green" industry credentials, certificates, and degrees.

  Engrossed Second Substitute Senate Bill (E2SSB) 5809 an act providing state general funds to match local WDC expenditures for training in high demand occupations.

  Engrossed Substitute House Bill (ESHB) 1906 an act relating to unemployment insurance (UI) and training benefits providing a temporary state increase of $45 in the weekly UI benefit amount and change in the UI regulations to broaden the categories of those who qualify for the state Training Benefits program.

The above noted legislation resulted in training related resources and Recovery Act funds focusing on demand training opportunities for jobs in areas such as energy efficiency, forest products, health care, and aerospace. With increased availability of Recovery Act funding, new jobs were created in many sectors, such as highway construction, registered apprenticeships, "green jobs" in energy efficiency and weatherization programs, and energy auditors, including house and business weatherization specialists. Prioritization of "green job" training programs in community colleges was also included as an element of study to be reported to the State Legislature. To access this legislative report, prepared by ESD's Labor Market and Economic and Analysis Branch (LMEA), entitled ***2008 Washington State Green Economy Jobs***, please refer to: www.workforceexplorer.com/admin/uploaded-Publications/9463_Green_Jobs_Report_2008_WEXVersion.pdf.

- Recovery Act funds were dedicated to 36 positions within WorkSource to provide additional assessment and continuous engagement for the reemployment of UI claimants.
- Collaborative efforts to coordinate the uses of Recovery Act funds have been ongoing between state agencies such as the Employment Security Department (ESD), the state Department of Social and Health Services (DSHS), Division of Vocational Rehabilitation (DVR), and the state department of Community Trade and Economic Development, now known as the Department of Commerce. In addition, the state department of Labor and Industries developed action plans focusing on incorporating registered apprenticeships into operations and service delivery.
- Through Governor Gregoire's directive all state agencies were to list Recovery Act funded job opportunities with the state's WorkSource centers.

- Finally, in keeping with DOL guidance, the state's 12 local workforce development areas implemented summer youth programs and provided work experience for as many youth as possible. Summer youth programs began in mid July. The goal of the summer youth employment program was to serve over 5,300 youth across the state.

WHAT IS WORKING WELL

Workforce Development Council Highlights

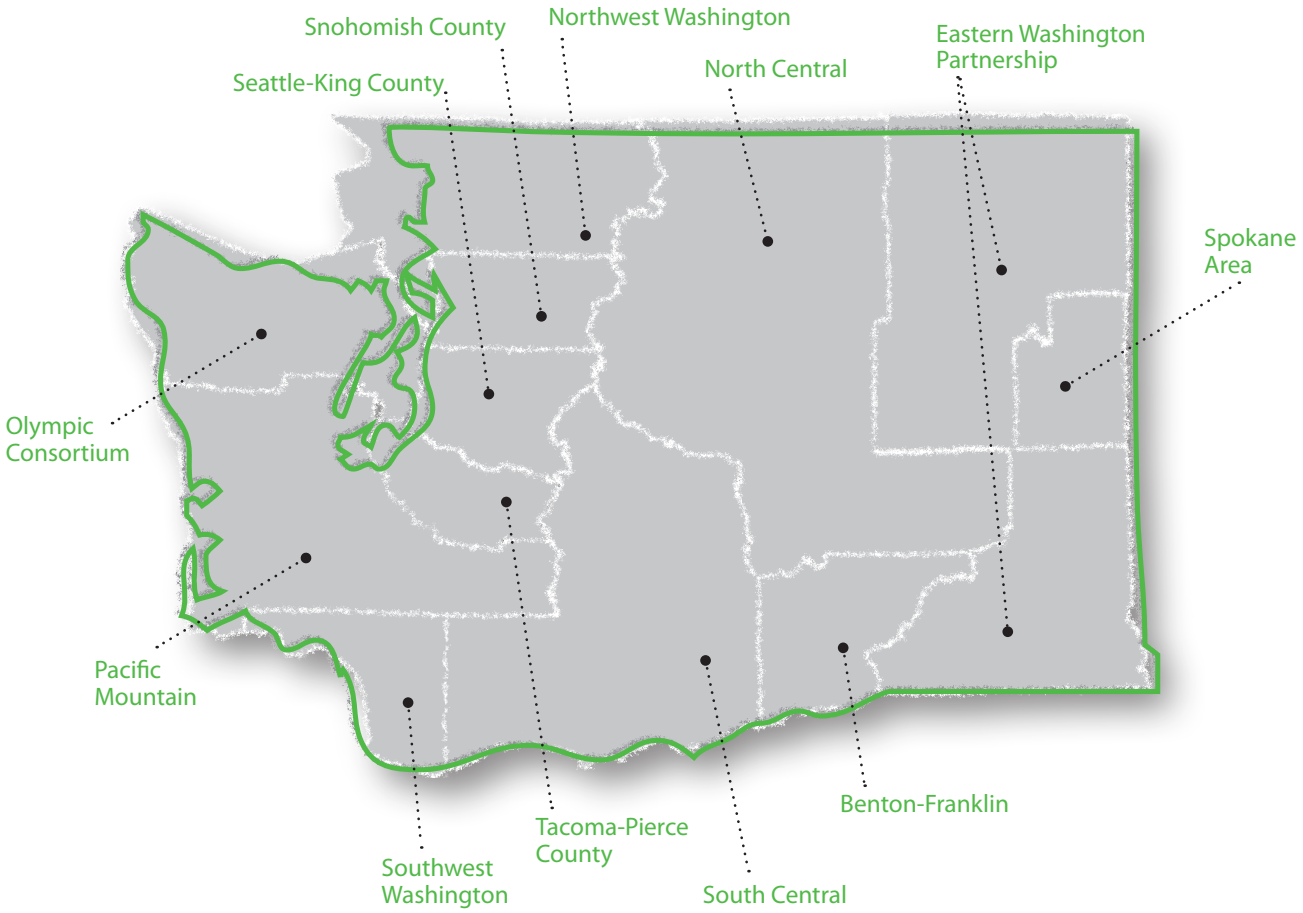
Introduction

Washington's workforce development system's commitment is to provide the best outcome for all people who are seeking training, employment, job retention or increased earnings, and all employers looking for qualified workers. Washington's 12 Workforce Development Councils (WDCs) and WorkSource partners provide a comprehensive menu of services.

Each of the 12 Workforce Development Councils has provided a short summary of unique workforce development activities in their local communities for the last Program Year. Just like the makeup of our state, the following summaries represent a wide variety of services offered in local areas and innovative projects aimed at serving the needs of both rural and urban environments.

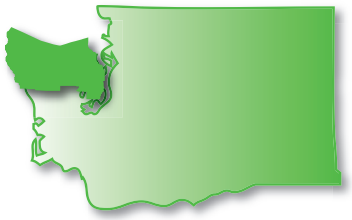
This section (pages 26 through 37) also includes highlights of state-level leadership activities and services in Program Year 2008 (July 1, 2008 through June 30, 2009).

WORKFORCE DEVELOPMENT AREAS



OLYMPIC Workforce Development Council

Serving Clallam, Kitsap, and Jefferson Counties



WorkSource Enhancements

WorkSource services for job seekers increased last year. We doubled the number of computer classes by adding workshops in: Intermediate Excel, Introduction to the Internet, Introduction to Access, and a class outlining the federal job application process. Additionally, we have added new workshops: a "Job Club for Veterans" group and workshops on "Finding Employment in Today's Economy" and "Experiencing Job Loss."

Employment Security and the Olympic Workforce Development Council (WDC) installed new computers in the WorkSource resource areas helping customers stay up-to-date with the latest software programs.

Integration Initiatives

The Olympic WDC convened a regional group of key economic development agencies and educational institutions and WorkSource partners to coordinate responses to Recovery Act grant opportunities. Business leaders are also consulted in this effort to harness resources to help improve the local economy. Committee members from Kitsap, Clallam and Jefferson economic development agencies meet regularly with representatives from Olympic College, Peninsula College, Washington State University – Jefferson County, West Sound Skills Center, Olympic Community Action Program, Kitsap Community Resources, and WDC staff to research and write proposals that match employer and job seeker needs.

Serving Customers in the Current Economy

Customer visits to WorkSource centers in the Olympic Workforce Development Area (WDA) have increased by 100 percent over last year. To deal with this increase at the front-end, the Employment Security Department worked with the Olympic WDA to add new staff to assist customers. The new staff were recently unemployed themselves giving them valuable insight into the needs of job seekers.

Both Employment Security and the WDC signed a memorandum of understanding with Microsoft to distribute vouchers for online training and examinations saving job seekers hundreds of dollars in training costs.

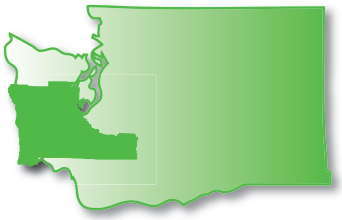
Youth Program

The Olympic Consortium continued to provide Building Bridges drop out prevention and retrieval programs cooperatively funded through the federal Workforce Investment Act (WIA), the Washington State Office of Superintendent of Public Instruction (OSPI), local Basic Education Act (BEA) dollars, and in-kind contributions from a variety of sources. The project was managed through a partnership between the Olympic Consortium Board, the Olympic Workforce Development Council (OWDC), the Olympic Educational Service District (OESD), three school districts within the OWDC region (Bremerton, Port Angeles and Crescent), and Washington State University Kitsap County Cooperative Extension. Highlights include:

- Seventy-three teachers participated in regional training opportunities offered in all three school districts which focused on supporting academic and behavioral success for all students. Ninety-seven percent of the teachers attending reported positive improvement in developing classroom expectations, 81 percent reported positive improvements in dealing with escalating behavior/verbal harassment, and 85 percent reported positive improvement in teaching self-management/self control.
- Twenty-one families of 6th grade students at risk of dropping out of Mountain View Middle School participated in the Strengthening Families Program (SFP). Fifty-six percent of parents participating in the Strengthening Families Program reported positive improvement on communication; 78 percent reported positive improvement on rules, 67 percent reported positive improvement in family involvement and 56 percent reported positive improvement in family harmony.
- One hundred eleven students at Lincoln Alternative High School, Crescent Junior-Senior High School, and Mountain View Middle School, were referred for assessment and services to an Academic Intervention Specialist at their school. Sixty-seven percent receiving services reported positive improvement in grade point average, 89 percent reported positive improvement in credits earned per semester, and 31 percent reported positive improvement in school attendance.

PACIFIC MOUNTAIN Workforce Development Council

Serving Grays Harbor, Lewis, Mason, Pacific, and Thurston Counties



Work for All

The Pacific Mountain Workforce Consortium entered into an agreement with the Thurston County Chamber of Commerce for the purpose of increasing employment opportunities to people with disabilities. The "Work for All" pogram is in the business of informing local employers how to meet their need for a productive workforce by hiring employees with disabilities. An advisory group composed of disabled community service providers, current employers, and employees with disabilities, among others, is guiding this effort. A newly launched web site, www.workforall.biz, offers useful information on recruitment, hiring, retention, internships, and links to local, state, and national resources. Speaking the "business" language, "Work for All" is driven from the demand side. Workforce Innovation Regional Economic Development (WIRED) is a major sponsor of this business initiative.

Robotics

The "First Tech Robotic Challenge" brought innovation and competition to six high schools and employer sponsored teams in the region. The Willapa Bay team from Pacific County won the state level competition and an invitation to nationals in Atlanta where they placed 9th out of 100 teams. Their success belongs to all six teams who worked together on weekends to build, problem solve, trouble shoot, and compete with their robots. Robotics built an employer/education partnership in the region packed with ideas and enthusiasm for future competitions.

Incumbent Workers

DVD Incumbent Worker training is emerging as a signature piece in the Pacific Mountain region. This training initiative was started under previous incumbent worker projects and has become one of the most, if not the most, sustainable training utilized directly by employers for incumbent worker training. Employer feedback from Cardinal Glass, who was served through the incumbent worker activities in Program Year 2008, estimates that within 90 days the DVD training provided will dictate procedure, policy, and practice for the use of Platform Lift Certification for 700 to 800 platform lift operators located in 25 of the 28 Cardinal Glass facilities nationwide. We are proud to play a part in their business success.

Career and Technical Ed (CTE) Math Project

Pacific Mountain Workforce Consortium funded a grant that was awarded to ESD #113 in September of 2008. The outcome will be a model curriculum to support the CTE Math option that was approved by the Washington State legislature. Vocational math does not currently align with Algebra I, Geometry or Algebra 2 offered at the high school level. In the fall of 2009, all of the school districts within the Pacific Mountain WDA will be provided the opportunity to pilot the new curriculum. At the completion of the pilot project and upon approval by OSPI, the curriculum will be made available statewide.

GBERT (Green Building Energy Retrofit Training)

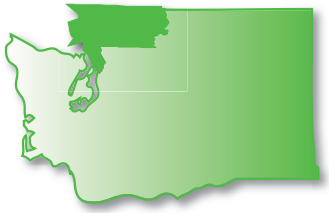
Twenty-one students completed a 90 hour training program held at the Regional Education and Training Center at Satsop. GBERT training was developed in coordination with the Plumbers and Pipefitters union, South Sound Solar, New Market Vocational Skills Center, the National Association of Home Builders, Cascadia Region Green Building Council, LEED (US Green Building Council), and local businesses. All participating students received OSHA Certification and academic credit.

Regional Education and Training Center (Satsop Campus)

The WIRED initiative has been deeply concerned about sustainability and transformation . . . how what we do today continues into tomorrow. WIRED grant dollars have been "seed" money to enable the region, its systems, and its people to jump start the journey to prosperity. WIRED has funded over 60 individual projects and served over 2,400 workers or those seeking work. Each has its own success story and that's a source of pride, but the strongest on-going legacy will be the Regional Education and Training Center established at Satsop.

NORTHWEST WASHINGTON Workforce Development Council

Serving Whatcom, Skagit, Island, and San Juan Counties



Advocating for Regional Workforce Needs

The Council is the regional advocate for efforts to identify sector-specific strategies that align education, economic, and workforce development initiatives with the region's key industries and, specifically, with Marine and Advanced Manufacturing businesses prevalent throughout the Intracoastal region. These regional collaborative engagements and partnerships include the Olympic and Pacific Mountain Workforce Councils, training institutions and industry associations. This alliance was recognized with the award of a State's High Skills, High Wages Strategic Fund Implementation Grant. In the Northwest area, a round of training has been completed for three major employers, Fairhaven Shipyard, Janicki Industries and Pacific Woodtech, training 30 workers and leveraging over $50,000 in private and public funds. This is in addition to the Council directing 38 percent of WIA training funds to this sector. The Council has provided information and support for Small Shipyard Improvement grant applications under the Recovery Act (ARRA) with one shipyard grant awarded and three still pending official notification.

Serving Customers in the Current Economy

The local workforce development system is effectively responding to the rapid and substantial increase in the need for services to laid off, unemployed and underemployed workers in our communities. Rapid responses to business closures and layoffs were increased 300 percent over last year, with all major providers of workforce, economic development and community services partnering to provide comprehensive services. The strength of collaboration among WorkSource partners, coupled with the increase of ARRA funding, resulted in the Council increasing services to unemployed workers by 35 percent and enrollments into skill training with community and technical colleges for high-growth fields by 63 percent.

System Collaborations Strengthened

The Council, with the support of the NW Alliance for Health Care Skills, initiated a training project for long term and acute health care employers. Leveraged funds from the Council, industry partners and Whatcom Community, Bellingham Technical and Skagit Valley Colleges, included WIA, Opportunity Grant, I-BEST, Department of Labor's Pathways to Health Care and 503 Incentive grants, created an integrated funding stream which expanded training capacity for 192 low skilled adults and incumbent health-care workers.

Workers were provided additional skill training and certifications for employment retention and career advancement. Three additional I-BEST Nursing Assistant classes with wrap-around support (including tuition, supplies, books, and supplemental tutoring) provided certification training for 12 hospital and long-term care service workers and 21 additional low-skilled adults. The acute care industry is experiencing increased demand for workers skilled to deal with the complications of patients with dementia and other behavioral health issues. To meet this talent need and to improve job retention of existing hospital Nursing Assistants, industry partners developed training curriculum and the colleges delivered multiple modules in Acute Care, Dementia, Behavioral Health, and Professionalism and Communication to over 149 hospital workers. Long-term care Nursing Assistants were also provided Restorative Aide training and certifications under this initiative.

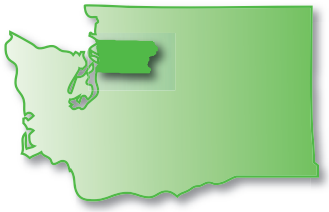
Engaging Youth in the Local Economy

Workforce Councils were challenged under the Recovery Act to recreate, in very short order, the long dormant Summer Youth Jobs Program. In response, the Northwest area created 344 jobs for low income youth and helped their families boost the economy. Over 16 percent of these jobs supported Green initiatives including weatherization and building efficiency retrofits, pollution control and mitigation, and the use of renewable energy.

Learning-rich paid internships at 211 host sites which introduced young people to work requirements and familiarized them with the expectations of different jobs and occupational fields. Alliances with host employers helped to ensure valuable contributions were gained from the work performed by the interns. The interns' work provided community-wide benefit in social, environmental, safety, and physical improvements activities and projects. In addition to economic support, the Interns developed positive work readiness skills and behaviors, self-respect, and responsibility through positive work experiences.

Workforce Development Council SNOHOMISH COUNTY

Serving Snohomish County



Integration Initiatives

As outlined in our Three-Year Operations Plan, Implementing a Globally Competitive WorkSource Snohomish County One-Stop System, Workforce Development Council Snohomish County (WDCSC), and Washington State Employment Security Department (ESD) are collaborating on key integration initiatives to benefit low-income, low-skill adults and dislocated workers in Snohomish County.

WDCSC and ESD are utilizing WIA Governor's 10 percent Reserve funds to support Snohomish County's WorkSource Framework Integration Initiative to address current demand and ensure equity of access to system services for low-income and low-skilled job seeker customers. As a result, WorkSource Snohomish County center staff can offer improved, consistent services to more customers, better meeting their employment and employment-related needs.

Additionally, WDCSC and ESD are integrating resources provided by ARRA, WIA Title I, and the Wagner-Peyser Act to deliver consistent, integrated business services to meet the needs of workers who are dislocated and the businesses that employ(ed) them. Additionally, WDCSC is utilizing ARRA funds to support the expansion of the Rapid Response team by subcontracting with ESD to add another Employment Specialist to coordinate the delivery of information about the Department's re-employment services during pre-layoff orientations and as needed by businesses and job seekers, thereby meeting increased demand during these economically challenging times.

Serving Customers in the Current Economy

Before stimulus funds became available, WDCSC convened a meeting of local social service agencies, governments, and community colleges to coordinate a community response to the "Impending Storm" of troubling financial times. This work group met semi-monthly to share real time information about the growing needs of Snohomish County residents and to partner in their solutions. The group created www.helpforhardtimes.org, a survival guide to unemployment offering a clearing house of all available social and health services, as well as, financial literacy information and assistance.

WDCSC, in partnership with the Snohomish County Financial Asset Development Coalition, received two grants from the Washington State Community, Trade, and Economic Development to provide financial literacy workshops to human services professionals across the county. WDCSC and the Coalition also developed www.snocothrives.org, a web site offering financial literacy information and resources.

ARRA funds have allowed WDCSC to open two additional WorkSource locations to serve low-income adults and dislocated workers in Snohomish County, one near downtown Bothell and one on the Edmonds Community College campus focusing on dislocated aerospace workers.

WorkSource centers are also distributing Microsoft's Elevate America program vouchers to the community to provide higher level technology skills training for workers. In addition, WDCSC is supplementing these vouchers with ARRA funds to offer basic courses on digital literacy at WorkSource Snohomish County centers.

In addition to the current ARRA funding for youth programs, WDCSC received an ARRA AmeriCorps grant; members are providing information and referral services at the North Sound 2-1-1 call center or providing weatherization and efficient-energy services to low-income individuals across the County. In addition, one member is serving as a crew leader for the recent YouthBuild grant that WDCSC received in partnership with two local community colleges and Housing Hope.

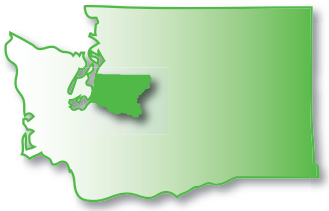
Partnerships with Community Colleges

WDCSC continues to partner with Edmonds and Everett Community Colleges in their exciting $2 million Department of Labor grant that provides grants to students to earn degrees or certificates in Materials Science and Advanced Manufacturing programs, thus increasing the pipeline of skilled aerospace workers in our County.

WDCSC is also investing ARRA funds to boost the training capacity of the workforce development system in Snohomish County by increasing service levels to meet the growing demand. WDCSC's Board awarded six contracts worth a total of $450,000 to purchase block trainings for dislocated workers at Edmonds, Everett, and Cascadia Community Colleges and a partnership between an engineering services firm and private training provider. These contracts will provide 98 dislocated workers with training ranging from Lean Six Sigma Black Belt Certificates to ESL Nursing Assistant certification.

Workforce Development Council of SEATTLE-KING COUNTY

Serving King County



WorkSource Enhancements

WorkSource Site Recertification

WorkSource Seattle-King County's two centers, five affiliates and original four connection sites were recertified in PY08. The intensive process identified strengths and opportunities for growth for each site and systemwide. WorkSource Seattle-King County had 111,254 visits in PY07 from 21,221 total unique job seeker visitors, who reported 91 percent customer satisfaction.

Framework Improvements

Through a $170,000 Integration/Framework state grant to the WDC, WorkSource Seattle-King County is upgrading technology and computers, improving front-end services process, adding foreign-language capacity, maintaining and updating the Self-Sufficiency Calculator, training staff in a number of areas, and creating an online version of our highly successful Insider Scoop desk aid for WorkSource and community-college staff.

New Connection Sites

Public libraries are among seven new connection sites to join the WorkSource Seattle-King County system after the WDC was invited to participate in the Department of Labor's SHARE Network to expand WorkSource self-service sites in the community. The new sites include the Seattle Public Library, the King County Library System (particularly in rural areas), the Refugee Women's Alliance, the Greenbridge Career Development Center run by the YWCA in White Center, Airport Jobs, the Multi-Service Center in Kent, and Seattle Central Community College.

Recognition for Business Services

The Kent Chamber of Commerce presented its Economic Engine Award to Dan Bernard, business services leader for WorkSource Seattle-King County. In PY08, WorkSource Seattle-King County held 28 single-company hiring events, with 90 percent business-customer satisfaction, three multi-company job fairs including last fall's Hire-a-Vet Fair and Mature Workers Job Fair and numerous breakfast seminars and industry forums to share information and resources with local businesses.

Mentoring Nevada Counterparts

The WDC of Seattle-King County applied for and was selected as a mentoring team through the Department of Labor's PIT (People Inspiring Transformation) Crew program. WDC and WorkSource staff were matched with our workforce counterparts in Nevada to mentor them in the categories of One-Stop system delivery and workforce structure and governance.

Partnerships with Community Colleges

The WDC of Seattle-King County continues to convene quarterly meetings with all 11 local community/technical colleges and WIA providers to share knowledge and increase collaboration.

Opportunity Mentors Project

The WDC worked closely with the Health Work Force Institute and partners to match low-income health care students receiving Opportunity Grants at local community colleges with mentors working in their fields. Roughly 30 students have been matched with mentors in nursing and related jobs to support and coach them in their studies and job searches.

College for Working Adults

The WDC of Seattle-King County works closely with SkillUp Washington, a group of funders including government, foundations and businesses with a common strategy for opening postsecondary training to low-income populations. The WDC is implementing SkillUp's efforts to create a College for Working Adults by overseeing contracts with the five local community colleges selected as demonstration sites for the model.

Serving Customers in the Current Economy

Self-Sufficiency Calculator Award and Update

The WDC received the 2009 Innovation Award from NPower Seattle for the Self-Sufficiency Calculator. In June 2009, the WDC worked with the University of Washington to update the Self-Sufficiency Standard for Washington State on which the Calculator is based, and updated the Calculator with all new formulas and public resources data for the entire state of Washington.

WIA Youth Activities

Youth Offender Leadership

The Minority Business and Youth Alliance, a partnership led by the Workforce Development Council of Seattle-King County and the King County Juvenile Court, received the Seattle Foundation's 2008 Anne V. Farrell Leadership Grant. The $150,000 award allowed the successful pilot project to expand to 50 youth involved in the criminal justice system, offering internships, minority business mentorships and career exploration. The project dovetails with Building Futures, the WDC's $2 million federal youth offender grant.

TACOMA-PIERCE COUNTY Workforce Development Council

Serving Pierce County

WIA Youth Activities

In Tacoma – Pierce County, we have completed the Dropout Prevention and Intervention Grant. This program was operated with WorkForce Central and the Puyallup School District. Ninety-eight students received services including advocacy and intervention services, community resource connection, tutoring, WASL preparation assistance and access to a free evening online credit retrieval program to assist them in graduating on time. One hundred fourteen credits were earned; ten diplomas were received by students who would not have received them without program help. One hundred and eight students were slated to graduate on time.

We also have been partnering in depth with Tacoma Public Schools and Community in Schools of Tacoma on the Building Bridges Grant that was received for Mt Tahoma High School. Within this partnership, our local youth program has brought career counseling and exploration, job search assistance, educational and post high school planning and community resource information to the youth involved in this dropout prevention grant to enhance the Building Bridges Grant Project and Services. The numbers for this program were included in the above paragraph.

WorkForce Central also operated a Career Shadow Project which served about 600 youth in the past year. The students were bused to Bates and Clover Park Technical Colleges where they spend most of the day observing and receiving hands on training in careers they have expressed an interest in. After observing the classes, training students are counseled on financial aid and other information. These are the students that school counselors identified as not being interested in attending a four year university. Seventy-five percent of the students felt the experience was beneficial.

In addition, WorkForce Central and the REACH programs are in the middle of the ARRA Summer Youth Employment programs. To date, the REACH program has enrolled 408 youth and 331 are currently employed.

The WorkForce Central program has enrolled 441 youth and 278 have been hired for employment. This program is rapidly becoming successful because of combined effort between management and program coordinators, and the cooperation and coordination of the two programs.

Serving Adults

We have completed another program year for programs serving Limited English Speakers and Disabled adults. These programs are operated by Vadis and Tacoma Goodwill (disabled). Tacoma Community House operated the program for Limited English Speakers. Both programs met their goals in serving this underserved segment of workers.

WorkForce Central just completed a 503 Grant that served both youth and adults who attended community and technical colleges. The key element in this program was providing supportive service to 420 students who might not have been able to stay in and complete school without this assistance. It was a successful partnership between community based agencies, WorkForce Central, and the Community and Technical Colleges.

WDC sponsored Health and Construction partnerships create many opportunities for incumbent workers, students and employers.

The Construction Partnership hosted a Construction Career Day at the Puyallup Fair grounds. Sixty-one employers participated in the event as exhibitors and/or sponsors. Nine hundred fifty youth from 26 school districts from the Puget Sound Region attended the event. This event couldn't have been half as successful without the 200+ volunteers that helped guide the students and support the exhibitors.

The Pierce County Health Skills Career Council (PCHSCC) hosted the Health Career Day at the University of Puget Sound. Eight hundred thirty-two students attended from 19 Pierce County high schools. The event featured different career seminars covering an array of health care occupations. In addition, students toured the exhibit hall to see the broad range of healthcare training options and learn from each employer and educational institution about what they look for in candidates.

SOUTHWEST WASHINGTON Workforce Development Council

Serving Clark, Cowlitz and Wahkiakum Counties

Partnerships with Colleges

SWWDC received a $90,000 Manufacturing Skills Panel grant and partnered with Lower Columbia College, Clark College, and four northern Oregon colleges to work with employers on advanced manufacturing. More than 50 regional employers provided input resulting in the development of a core manufacturing curriculum across all the colleges to meet basic industry entry level skill requirements. Students completing the core curriculum can then choose from several specialty pathways offered at the various colleges such as process manufacturing or technology, pulp and paper, electronics, and semiconductors without having to retake basic manufacturing core classes. In the spring, the partnership coordinated two employer hosted workshops to share findings with K-12 staff.

SWWDC and its workforce development partners established the SW Washington Industry Engagement Team (IET). The team comprises the organizations that frequently interact with employers with a goal of sharing employer intelligence and coordinating employer "asks" by the public workforce and education systems. Partners include WorkSource, Clark College, Lower Columbia College, K-12, LMEA, nConnect NW, Columbia River Economic Development Council and Cowlitz Economic Development Council.

Serving Customers in the Current Economy

Approximately 2,355 individuals received services through the WIA adult and dislocated worker programs. Some 784 individuals were placed in employment. A total of 160 people received formal credentials following occupational training.

WorkSource staff worked with 1,051 companies, assisting with 1,070 job orders representing 1,272 openings. Staff placed 714 job seekers filling 56 percent of these openings.

Educational Service District 112, the region's WIA youth provider, served 469 youth with 85 percent positive exits, helped 93 students get their diplomas, and provided work experience opportunities to 94 students. Sixty-seven students completed the award-winning Career Academies, enabling them to gain work experience and skills in a target industry occupation.

Building the STEM Pipeline

SWWDC and its northern Oregon partners secured a $2 million Department of Labor grant to increase the number of dislocated workers and 16-24 year old disadvantaged youth pursuing and succeeding in science, technology, engineering, and math (STEM) education, training, and careers. The grant funds three STEM coaches who work from 12 WorkSource centers in SW Washington and Northern Oregon to serve more than 600 participants over a three year period. SWWDC is administering the grant, one of five awarded across the nation.

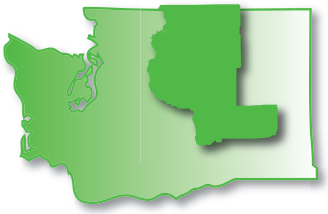
SWWDC partnered with the SEMI Foundation, Underwriters Laboratories, Clark College, SEMI Pacific Northwest Steering Committee, and WorkSystems Inc, to offer High Tech U to 30 students from rural Clark County high schools. SEMI High Tech U is an industry-driven math and science-based career exploration program that offers students three days of learning at a local area employer. Taught by the sponsoring company's employees, the program demonstrates how math and science is used in the workplace, explores explores career pathways, and presents information on the local area postsecondary education and training opportunities.

WorkSource Integration

SWWDC continued to promote service integration at WorkSource through long-term coaching and technical assistance in lean strategies and improved collaboration with partners, including the community colleges. The goal of the project is to streamline WorkSource services so that customers are provided with comprehensive tools and strategies to achieve their employment goals. It abolishes "siloed" programs and treats them as resources to be packaged for clients.

NORTH CENTRAL Workforce Development Council

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



Celebrating Youth Success

Since 1984, 125 job training graduates and employers have been recognized for exemplary performance and achievement. If anyone in the audience at the 25th annual banquet doubted the impact of Workforce Investment, Cori Reihart answered their question. The Okanogan RN delivered the best speech in the banquet's history. She recapped how the WDC enabled her to make the five-year journey from teen dropout to college graduate.

The year ended with the return of the Summer Program. The 321 disadvantaged youth placed in jobs were the most since 1999 thanks to the American Reinvestment and Recovery Act. In the mid-nineties, Miketo Zook learned merchandising and accounting, and earned a couple of credits to graduate on time. Now 33, he works at Safeway, the last six years as bakery manager. "I remember feeling productive and getting to know who I was," Zook said recently. "The paycheck was good too. I learned how to look for work and how to hold a job."

Learning wasn't all on-the-job. Most youth attended a two-day career building workshop and many challenged the 4-H Ropes Course. Several attended a two-week vocational class at the Technical School while others made up credits at the SkillSource Learning Center.

Eco-stewardship projects were implemented in partnership with WSU Cooperative Extension. At the Leavenworth National Fish Hatchery, crews repaired trails, driveways and outbuildings. They helped capture 1,000 salmon for reproduction and assisted regional Native American Tribes construct a ceremonial arbor for the Salmon Festival.

At WorkSource Central Basin customers have a new place to enjoy espresso and snacks while waiting for appointments or breaking from workshops. Café Central is a school-based enterprise run by learning center youth. Students complete a merchandising and customer service course and obtain food handler permits. The Columbia Basin Job Corps Culinary class prepares the Café's sandwiches and salads.

In Okanogan, youth helped build an ecologically "green" house that will be sold to a low-income family. Community Action acquired the lot and provided special insulation, advanced water heating equipment and other energy saving designs. Omak Alternative High School's construction trades teacher supervised the 1,600 square foot build. The summer crew took on the drywall and siding. They learned the basics of blueprint reading and following design plans, dealing with change orders and using hand tools.

One-Stop Customer Service

When workers are laid-off, there are at least ten different programs, each with separate eligibility criteria, goals, processes, application and staff that they must know about. Last winter, Lew heard about Trade Act retraining in the WDC informational workshop. He found two guys who were also laid-off when the company closed two years ago and together they filed a petition. This summer the US DOL certified that foreign trade caused his layoff.

Besides Trade Act, customers learn about Training Benefits, Commissioner Approved Training, Worker Retraining, Dislocated Worker, Opportunity, Pell and State Need Grants, Veterans Benefits, Displaced Homemakers and Private Scholarships.

On top of career decision making, workers must also maintain health insurance, buy groceries, make the house payment, and contend with the stress of it all. Simply visiting a web site, receiving a booklet in the mail or watching a video is unrealistic.

The WDC informational workshop makes sure every customer knows the purpose, process and partner staff for each program. Handouts are presented and explained in person along with PowerPoint visuals via an interactive format. As each program is discussed participants access and discuss relevant web sites.

One-Stop is not a program, it's a process. It's a way of doing business that enables partners to achieve their missions and empowers customers to achieve their goals.

SOUTH-CENTRAL Workforce Development Council

Serving Yakima, Kittitas, Skamania and Klickitat Counties

WIA Summer Youth Partnership Targets Foster Youth with Get Set Program

The South Central WDC partnered with Casey Family Programs, Department of Social and Health Services, and Yakima and Toppenish School Districts to provide employment and education experiences to 72 foster youth during the ARRA Summer Youth Program June-August 2009. This partnership strengthened ties between partners and leveraged funds across four organizations to maximize resources and afford a quality experience for youth participants. Youth were co-enrolled in the WIA youth program and Get Set, a pre-employment/life skills workshop, and were provided full day activities for four to five weeks across two cohorts. Employment experiences ranged across a variety of jobs in the public sector, with youth placed in schools, libraries, local governments, etc. Special emphasis was given to education and experiences in green occupations. Participants engaged in learning and working experiences including public beautification projects, community service projects such as staffing a food bank and escorting senior citizens to recreation activities, and professional projects including administrative skills and digital storytelling. Participants were provided the opportunity to develop soft job skills such as communication, teamwork, and punctuality. They were further given the opportunity to appreciate and invest in their community.

It's in the Wind

Wind power in the Northwest is booming. From a humble start at 25 megawatts in 1998, wind generating capacity galloped to 2,105 megawatts as of May 2009, doubling in size the last 21 months. It's enough to power two cities the size of Seattle and there's more to come. Klickitat County is home to 14 wind farms, either built, under construction, or in the permitting process. Kittitas County could be home to four wind farms in the near future and Yakima County is being studied as a source for wind. County officials and developers consider the wind farms a huge boost to the economy, however many believe that the best will come when the region develops a wind farm service industry with permanent jobs.

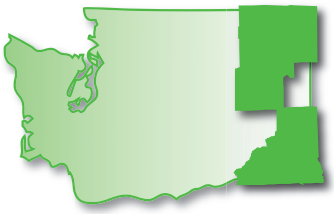
The South Central WDC has embarked on a renewable energy study (wind, solar, bio mass) working with industry, education, labor, and other WDCs to identify jobs, skills, and develop curricula to position the region for employment growth. By working directly with industry, South Central will gather, utilize and share evidence based data to formulate the region's workforce development strategy. Although the final results of this study are not complete, South Central has identified many emerging occupations including wind technicians, site managers, wind machine construction crews, and wind machine manufacturing occupations. Partnerships with the Community College and University systems are being developed to prepare the workforce for these emerging occupations.

Job Development Partnership with Yakima Valley Community College

A newly forged relationship between the South Central WDC and Yakima Valley Community College (YVCC) is producing high levels of job placement and a continuation of education for low-income adults in the Integrated Basic Skills Training (IBEST) program. During the spring quarter 2009, YVCC partnered with South Central WDC and subcontractor People for People to provide job development activities for 36 IBEST students enrolled in Allied Health, Business Technology and Early Childhood Education programs. Activities were provided to students in the last quarter of their respective programs. Students' goals, skills and abilities were assessed, and additional training and education needs were determined as well as their potential barriers to employment. Participants were offered seminars and individual and group meetings related to obtaining employment. The program further arranged for employer presentations and round-table discussions, and employment opportunities were developed or identified in participants' respective fields. A total of 86 percent of participating students either gained employment or began a continuing education program at YVCC. Unsubsidized employment wages ranged from $8.75 to $10.50 an hour.

EASTERN WASHINGON PARTNERSHIP Workforce Development Council

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



Eastern Washington Partnership

The Eastern Washington Partnership Workforce Development Council's (WDC) projects that were initiated in earlier program years have come to fruition in PY 08. Dropout prevention funds assisted the Walla Walla School District in rejuvenating the alternative school. The Rural Outreach Nursing Education (RONE) project has gone beyond the planning stages and is now training nursing students in rural communities across the state. Lower Columbia Community College is providing the program.

As elsewhere in the state, the economy was of primary concern in rural eastern Washington. Rapid response services were provided for workers in manufacturing firms, call centers and lumber mills that experienced reduced orders and subsequent layoffs. Most significant was the closure of Teck Cominco Pend Oreille Mine zinc operation, resulting in nearly 200 laid off workers. WorkSource staff from the Dislocated Worker Unit provided rapid response activities, joining with staff from the Community Colleges of Spokane Newport Center to provide a basic skills review, career and training exploration class. Trade Adjustment Assistance was certified by DOL for a number of these companies. Retail and electronics production workers also lost jobs as a result of the faltering economy, as stores closed and demand diminished for specialized food processing equipment.

Kinross Gold has opened a new mine near Ferry County and is employing new workers in that area. They have continued to add truck drivers with CDL certification to haul the ore from the mine to the mill near Republic. WorkSource assisted with the hiring process.

Community Colleges of Spokane Institute for Extended Learning (IEL) worked with the WDC, five rural school districts, Seattle City Light, and WorkSource staff to provide an innovative distance learning program. SCL operates Boundary Dam within the area. Two separate offerings of a Basics of Electricity course were made available to high school students and dislocated workers in five separate locations. The IEL was able to deliver the course to three locations simultaneously via Interactive Television (ITV) network. The distance between the locations is great enough that it would have been impractical for the students to travel to one location to attend the course. The mix of youth and adults in the classes, with on-site instructional aides proved successful. Youth tended to stay on task and remain focused. Adults were assisted by the youth when working with the computer simulation and math components of instruction.

The WDC engaged an AmeriCorps member to coordinate Microsoft's Elevate America project for nine counties and to provide Microsoft's computer literacy training for the workforce. The WDC collaborated with WorkSource locations throughout the area to publicize and distribute the learning vouchers.

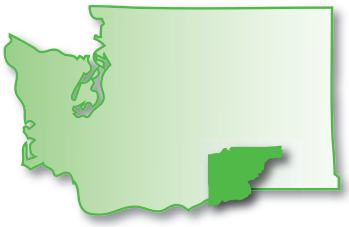
As summer drew near, youth service providers ramped up to provide expanded summer work experiences for area youth, using ARRA funds. Many new work sites were developed to host the youth throughout the nine counties. The summer program provided employment opportunities for youth in many locations that otherwise would not have jobs available. In addition to helping youth achieve workplace competencies, workshops were offered to teach youth about various life skills.

The WDC continued to work with employer groups and economic development entities to develop strategies for addressing the skills training needed for the region's workforce. The WDC is working with two community colleges to provide new high demand programs for the 2009 program year.

Workforce Development Council members take pride in the cooperation and coordination achieved as they sustain the Eastern Washington Partnership's unique identity. They are able to hold a vast geographical area together with shared vision, goals and effective outreach to nine rural counties.

BENTON-FRANKLIN Workforce Development Council

Serving Benton and Franklin Counties



Local Partnerships

Partnerships developed over the past nine years have provided a progression of steps in moving towards a more universal approach to developing a comprehensive plan to address workforce issues. Our mission is to provide employers with skilled, qualified workers and job seekers with career opportunities in Benton and Franklin counties.

Workforce development partners continue the relationships in the community that will allow us to make effective improvements in the local workforce. The WDC works together in partnership with economic development organizations to attract new and emerging businesses to our area.

WorkSource Columbia Basin

Partner organizations of WorkSource Columbia Basin continue to deliver services via multi-agency Functional Work Teams to fully integrate our programs and services in a manner that benefits employers and job seekers. Each team is able to focus on specific services offered so that we are better serving the customers. We engage employers and job seekers in defining needs through a survey and discussion around services they have received. Customer feedback results are utilized to develop improved services and staff training opportunities. Based on employer feedback, we market our job seekers by their skills, not the program they participate in at WorkSource Columbia Basin. Approximately 19,000 customers were served this past year and approximately 66 percent job seekers went to work as a result of our dedicated staff. We have state of the art adaptive technology in our Resource Library to accommodate all job seekers.

The Business Services Team participates with the Tri-City Development Council to survey area businesses to assess needed skills by industry sector. The team is staffed by multiple funding sources and allows us to approach the employer with a full array of value-added services. We continue to provide WorkKeys assessments to job seekers who are endorsed by the Tri-City Area Chamber and the Tri-City Development Council who lend their logo to the skills certificate issued to job seekers. The WDC Business Linkage Committee assists staff by identifying ways to improve services and explore innovations that we can apply to our quality improvement processes.

Employers that were downsizing or expanding their businesses kept staff busy with hiring events and job fairs. By the end of the year 675 employers had posted over 2,710 job orders. "Business in the Morning" events continued to be well attended due to the popularity of the speakers.

WIA Youth, Adult, and Dislocated Worker Activities

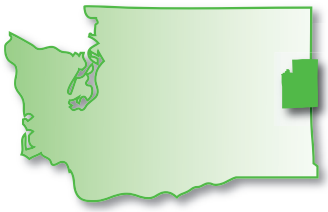
Activities and services are delivered at WorkSource Columbia Basin for all WIA enrollees. Providing career information on high demand, high wage occupations to students and job seekers in multiple venues and formats resulted in appropriate training and employment choices. We continued to support area youth this year by providing services that addressed dropout prevention and intervention, work readiness, leadership, money management, and connections to employment, postsecondary training and education in their area of interest. Continued this year was our AmeriCorps representative that helped us market our services to youth in our local area.

Summer activities for youth are connected to the career pathway they are exploring in school. Qualifying youth gain school credit for summer activities funded by the Workforce Investment Act and participate in a Summer Youth Vocational Challenge. Memorandums of Understanding are in place with all area school districts that allows us to share the responsibility for delivering the ten required service elements for youth. The Business Services Team certifies employer work sites according to the Office of Superintendent of Public Instruction work-based learning standards and maintains a database for local schools to utilize in developing work-based learning sites during the school year for all area students. Area schools bring learning-disabled students to tour our site and complete employment workshops tailored to their specific needs.

Staff provided personalized employment services to workers impacted by downsizing or expansion to get them back to work as quickly as possible. Incumbent worker training projects targeted 14 employers, providing customized skills training to 140 employees in the health care, construction, human services, hospitality, trades, food processing, and manufacturing sectors.

SPOKANE AREA Workforce Development Council

Serving Spokane County



Leadership/Partnership/Investment

The Spokane Area Workforce Development Council (SAWDC) continues to sharpen its focus and serve our community through its threefold strategic mission of determining the workforce skill needs of area businesses, supporting workforce education delivery that provides our citizens with the skills necessary for their success, and connecting people to jobs and career pathways when they are ready to enter the labor market.

To achieve this requires effective collaboration with a range of community partners from business, education, economic development, labor, government, and community-based organizations. The results have been services and initiatives that meet businesses' needs to develop and maintain competitive advantage and advance individuals in careers that pay family wages and offer lifelong opportunities.

Service Integration

Local WorkSource partners and SAWDC staff participated in the Driving Transformation project, sponsored by the US Department of Labor, which connected workforce development leaders from around the nation and provided a forum to exchange information and best practices. Leveraging this project, the local WorkSource partnership was awarded a grant of $250,000 by the State to implement its plan for integrating service delivery in the One-Stop. The plan features a service model for businesses and job candidates where partner staff are deployed in functional teams and work together within the Center to bring a wide array of program resources to bear in support of diverse customer needs. The effect is to create more capacity for direct engagement with customers and eliminate barriers between programs and staff. Another benefit is improved connectivity to different customer bases, including seniors, individuals with disabilities, offenders, and disconnected youth.

The SAWDC works closely with the Community Colleges of Spokane and its three campuses to ensure that workforce education programming is accessible and adapts to keep pace with changing technologies and skill demands. Shared projects have included collaboration through Skill Panels focused upon the health care, manufacturing, aerospace, and construction industries, which provide insight into skill gaps and guide program development.

Stronger linkages between the regional business community, economic development entities, and the workforce investment system have also been reinforced through an enhanced Business Solutions Team comprised of staff from multiple agencies. Each of the industry clusters that drive the regional economy is represented by a dedicated staff person that has an in-depth understanding of the targeted industry. This team is networked with other organizations throughout the community to conduct business needs assessments, gather and distribute workforce intelligence, and develop collaborative solutions to meet businesses' needs.

The Business Solutions Team utilizes a targeted industry cluster approach where labor market and economic analyses are performed by staff to determine specifically which skills and occupations are most in demand by local employers. This information is then shared across the workforce development system to ensure that job seeker customers have the most current information to guide decision making.

Adult/Dislocated Worker Activities

Although the unemployment rate increased to almost double the rate versus last year, WIA Adult and Dislocated Worker program service providers were able to place over 319 individuals in jobs averaging over $15 per hour with an overall rate of 94 percent employment for individuals who received direct services and exited from our programs.

This year also saw an increase in the number of businesses needing assistance for their laid off workers. In order to help workers access resources and training and make the transition back into the labor force as quickly and smoothly as possible, the local Rapid Response Team provided on-site presentations to over 2,000 employees at 51 businesses.

Youth Activities

With the end of the school year also came the conclusion of the SAWDC's Allied Health Career Academy in Havermale High School. This groundbreaking project was offered to students at risk of dropping out of school in partnership with Havermale High School, the WIA-funded Next Generation Zone, and Spokane Community College. Funded using a grant from Governor Gregoire's ten percent Discretionary pool, the program demonstrated that by connecting credit deficient students to a career path, their overall attendance, participation, grades, graduation rates and postsecondary enrollments would increase. The successful program ran for one year and served 22 students. By the end of this summer, 15 students will have earned a Certified Nursing Assistant credential through Spokane Community College, all had access to participate in paid health care internships, every senior student graduated on time in June 2009 with 80 percent of those committed to attend college next year, and participating students earned up to 16 college credits at no cost to the student.

STATE HIGHLIGHTS

Introduction

Noted below are descriptions of some major initiatives and activities carried out in Program Year 2008. A number of these activities were supported, in part, by WIA Title I-B and Title I-B Statewide Discretionary funding.

WorkSource Initiative Framework

In 2006, the Workforce Training and Education Coordinating Board (Workforce Board) responded to the Governor's call for a more integrated workforce development system by unanimously adopting ***Washington Works: Strengthening the Workforce for Washington's Future***. The report called for improving the integration of services among partners in the workforce development system. Those partners committed to the principles in Washington Works by signing Washington's Workforce Compact, which laid out the roles and responsibilities of each of the major workforce system partners. The compact directed the Workforce Board and ESD to work with the WDCs to develop a highly integrated workforce development system.

As a result of these reports and commitments, Employment Security's WorkSource Standards & Integration Division (WSID) issued a framework for providing services in the WorkSource centers and affiliate sites, encompassing shared ownership of customers, standardized customer flow and integrated service functions, with an emphasis on ensuring low-income customers receive the services they need. Minimum standards for each of the topics are being developed by WSID in consultation with the WDCs. They will be disseminated through June 2010 and accompanied by accountability expectations.

WIA ten percent discretionary funding was made available via application response to a Request for Proposal to begin implementing the new service-delivery design. Applications reflected each WDC's current place in the system and how it proposes to further advance Front-end Services, Skills/Employment, Employer Services or overall system improvements.

Front-End Services

This is the place where the relationship with the job seeker customer begins. Optimally, WorkSource staff greets each customer when they walk through the door rather than waiting to be approached. Customers receive a brief initial assessment and direction as to the next appropriate step in helping them reach their employment goal. All job seeker customers receive prompt service and immediate scheduling of appointments to minimize unnecessary referrals and return trips to WorkSource sites.

The Washington Workforce Association (WWA) and ESD adopted the framework to ensure that all job seeker customers who enter WorkSource centers or affiliate sites receive a basic level of service, and that they experience consistent, quality-driven environments, services and staff.

Skills/Employment Function

The purpose of this function is for all job seeker customers, especially low-income and low-skilled populations, to have the opportunity to know their skills and identify skill deficits and other employment barriers, to increase their skills, and to find employment based on their current or future skills. Based upon the outcome of an initial skills assessment, customers receive the service(s) tailored to help them reach their employment goals. A services menu or set of tools for staff to assist customers in assessing and increasing their skills and securing employment is needed in the center. Available services, at a minimum, include a more in-depth or comprehensive assessment, employability planning, job-search assistance, skill-development opportunities and on-or off-site referral to suitable short and longer term training. Additionally, even after job seeker customers complete their goals at the center,

this function reengages with them periodically over time to help them advance on their career paths.

Job seeker customers identified as exclusively labor-exchange (job-ready with existing skills in demand or in industries where the work is seasonal and job placement is the only goal of the customer) could receive a different mix of services focused on finding immediate employment.

Employer Services Function

This function of the WorkSource center includes ready access to current and projected labor market information, coordinated business outreach with emphasis on businesses with employment needs that match the skill base of WorkSource job seekers, assessment of business needs, and developing and implementing solutions to meet their hiring needs. Job seeker customers using WorkSource services must be provided with employment opportunities consistent with their skills and abilities.

Overall System Service Delivery Improvements

Innovative practices beyond the ones listed above may further service delivery integration. This focuses on integration system design improvements that go above and/or beyond the functions listed above.

Job Seeker Services

WorkSource offers a wide range of job-related services for job seekers, including skill assessments, career counseling, job-matching assistance, and free classes aimed at improving employability. Special programs are available that offer extra assistance to people who have the hardest time finding employment, such as veterans, at-risk youths, offenders, welfare recipients, and dislocated workers.

Over the last year, one primary focus has been to implement a common customer flow in WorkSource offices across the state. Customer flow describes the sequence and manner through which customers receive services at each center. Elements include: welcoming, orientation, the collection of basic information, including existing skills, a more comprehensive assessment (where appropriate), career planning, and referral to skill development or employment opportunities, customer follow-through and continuous engagement. Not all customers will require all services, and some may require additional services. To work effectively, this sequenced customer interaction is based on customer need, not individual program requirements.

WorkFirst within WorkSource

WorkFirst is Washington State's welfare-to-work program. Parents in WorkFirst receive job placement assistance through WorkSource, the Department of Social and Health Services and affiliates. At WorkSource, parents have access to well-equipped resource rooms for learning about the labor market, doing individual skills assessment and getting a referral to the right job.

In a strong economy, these tools have helped parents find work quickly and caseloads have dropped consistently since the program launched. However, in the current economic downturn, it is increasingly difficult for WorkFirst parents to find jobs. Over the last year, the number of parents on WorkFirst has increased from less than 31,000 to more than 38,000. Overall caseload has increased 30 percent over the last year.

To help parents increase their likelihood of finding a job in today's economy, WorkSource staff has placed an even greater emphasis on providing individualized services. Services include:

- Work skill assessments
- Resume development
- Interview techniques

- Employment-related workshops (e.g., life skills, basic computer skills)
- Automated job matching services to match skills to available job openings
- On-the-job training
- Job development and employer outreach services

Staff also continues to focus on the state's expanded Career Services program. Career Services is an employment program that provides working parents services such as employment counseling and extra cash to help them adjust to a new job or maintain an existing job. To be eligible, parents must work 30 hours or more per week, and within two months of exiting WorkFirst or Temporary Assistance for Needy Families, received Diversion Cash Assistance in the last two months or receive Basic Food Assistance. The expanded services include tools for keeping a job, assistance in finding a better job, and additional income to increase self-sufficiency.

Reemployment Services for Unemployment Insurance Claimants

The unemployment picture in Washington has shifted dramatically in the last year. The unemployment rate increased from 5.1 percent in June 2008 to 9.2 percent in June 2009 and the number of people who applied for unemployment benefits increased by nearly 60 percent year over year, 446,649 (July 2007 - June 2008) compared to 705,545 (July 2008 - June 2009).

Last year, nearly 79,000 unemployment insurance claimants attended job hunter orientation or the new reemployment orientation and more than 57,000 participated in job search review activities.

Offender Employment Services within WorkSource

Offender Employment Services (OES) is a program designed to provide employment services, training, and resources to help offenders prepare for and go to work.

One major piece of our work includes contracting with Department of Corrections to provide a series of employment services within the institutions to inmates preparing for release. Services include:

- ***Getting it Right*** – A 60-hour, evidence-based journaling program designed to guide an inmate through a process to implement responsible actions and thinking.
- **Workforce Readiness** – A 12-hour curriculum to provide basic pre-employment competencies that connect the participant to the WorkSource in their community of release, as well as, provide services that address barriers to employment.

All classes are facilitated by staff with backgrounds and training in working with offenders. OES staff also works with community corrections to reduce recidivism, as well as, the Jail Industries Board and community correctional facilities, like jails and work release sites to help transition incarcerated individuals into the community and work.

Traditionally, OES staff has primarily been located within the institutions but in June staff transitioned into WorkSource offices to meet the growing numbers of offenders in the community. Other resources available through OES include: Work Opportunity Tax Credit, Carl D. Perkins funding, Washington State Bonding Program, driver's abstracts, connecting customers to the Division of Child Support, and training.

Services for Veterans

Service to Washington's veterans is a priority in all WorkSource offices. Veterans and spouses who meet the criteria for priority-of-service are streamlined into DOL funded education and training programs. These include the dislocated worker, low-income, adult, and youth programs. Veterans are identified at first contact with WorkSource and are informed that they are eligible for

priority services, the programs which offer that level of service, and the qualifications needed to enter each program.

At WorkSource, veterans also can find:

- Assistance in transitioning from active military service to civilian employment.
- Connections with benefits such as the GI Bill or Veterans Administration supported vocational rehabilitation assistance.
- Access to WIA supported skills development programs.
- Construction and trade registered apprenticeship programs connected to green jobs.

WorkSource staff also work with businesses to hire veterans. One incentive for hiring is the recently expanded Work Opportunity Tax Credits and subsidized assistance through the VA supported vocational rehabilitation program.

Improving WorkSource Services for People with Disabilities

The focus of this past year has been the continued implementation of the goals established during the first year of a third round, statewide, Disability Program Navigator Project. Local Navigator teams identified area needs and developed and delivered training curriculums, technical assistance, reference materials, model policies, and other resources as deemed appropriate.

The Disability Navigator Initiative has resulted in improved programmatic, physical and communication accessibility of WorkSource centers around the state. Assistive technology and reasonable accommodation policies, practices and procedures are in place and being effectively utilized. Because of this, job seekers with disabilities are now able to have more effective and meaningful participation in, and a greater level of access to, WorkSource services. Staff also has increased knowledge and a greater comfort level when interacting with people with disabilities.

A key component of the Disability Program Navigator Project is the development of mechanisms for sustaining funding for these Navigator teams through the application of Ticket-to-Work. The statewide Disability Program Navigator Project has continued to pursue the development of the Ticket-to-Work as a potential funding source for enhanced services for job seekers who have disabilities. The application process to become an Employment Network was completed and the Navigator Project is now the Employment Security Statewide Employment Network, through which WorkSource centers can receive Ticket assignments and payments. The potential for this program is significant.

Go2WorkSource.com

Whether from home, work or at a WorkSource center, the state's Internet based self-service job match system, Go2WorkSource.com, provides self-service access to WorkSource services that help businesses thrive and job seekers achieve successful careers.

Every month, the Go2WorkSource web site is visited over a million times by job seekers who conduct 1.5 million job searches and employers who conduct approximately 15,000 résumé searches. Over 150,000 job applications are sent to employers each month by job seekers using the site. There are currently about 12,000 job listings and over 120,000 résumés available for search on the site.

Go2WorkSource.com features a Résumé Builder tool which automatically creates a résumé by presenting job seekers with a list of questions. It provides an Internet based translation service that allows employers and job seekers to translate documents such as résumés or job listings into six languages, including Chinese and Spanish. Customers are able to conduct automatic searches for job openings and applicants have the results sent to them by email.

Go2WorkSource also features a "Career Events" section with an extensive calendar of job fairs

and information about job search workshops and career services provided at local WorkSource centers. The "Career Links" section provides access to wage and occupation information to help job seekers make informed decisions on wage and employment trends, occupational requirements, and labor market conditions.

Statewide Business Services

WorkSource is well positioned to help employers meet their needs for new workers through job posting, applicant screening, job fairs, free bonding for some employees, subsidies for on-the-job training, tax credits for hiring certain types of workers and programs to avoid or minimize layoffs. The system also offers specialized worker training and labor market information to help employers make educated business decisions.

In early 2009, the Employment Security Department invested a portion of its Recovery Act funds to add business services resources to the WorkSource system in the form of a central office unit and a business services manager in each of the 12 workforce development areas in the state. This new team is specifically focused on posting job orders that match the skill sets of the job seekers that come into WorkSource, and assisting employers in posting Recovery Act jobs.

It is important to note that existing business services staff across the state have historically focused on broader business services and this new team will complement, not replace, those services.

Statewide Rapid Response

The March 2009 Washington Economic and Revenue Forecast, prepared by the state's Economic and Revenue Forecast Council, noted that the pace of job loss in Washington State accelerated sharply in the fourth quarter of 2008.

Given the backdrop of our state's accelerated and ongoing job loss, both the state Dislocated Worker Unit (DWU) in coordination with each of the state's 12 local Workforce Development Council's (WDCs) rapid response teams experienced a significant rise in the demand for rapid response services. In keeping with past historical practices, once a layoff notice is received by the state DWU, the state contacts the impacted local area(s) to ensure rapid response services are provided. In addition, the Washington State Labor Council (WSLC) continues to play a key role in coordinating initial rapid response activities, ensuring that worker needs are addressed and that the appropriate support systems are in place for impacted workers.

During the past program year, the state DWU, WSLC, and the local rapid response teams worked with employers and employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss. However, during this past program year, in an effort to address the increased demand for rapid response services, the state DWU, along with the WSLC and local rapid response teams, provided customized services on-site to affected companies facing mass layoffs. These customized services accommodated work schedules and assisted companies and workers through the painful transitions associated with job loss.

As in the past, the state DWU continues to initiate rapid response services for workers certified for Trade Adjustment Assistance (TAA). The state's overall approach is to continue to integrate services to trade certified dislocated workers within the rapid response delivery system. Integrated Trade Act staff training continues for internal and partner staff and is conducted on a quarterly basis. As proposed, the Trade Act SKIES Integration Project was completed and supports the state's integrated service delivery approach by tracking all Trade Act customer information in one common case management system accessible to both Trade Act and WIA staff.

During the past program year, the state DWU, WSLC, and the local rapid response teams

responded to 89 Worker Adjustment and Retraining Notification (WARN) notices impacting 17,547 workers during the program year. The state DWU, along with the WSLC and the local rapid response teams, also initiated rapid response services for 11,731 workers as a result of the filing of 93 Trade Adjustment Assistance (TAA) petitions. Eleven transition or labor management committees were formed to help dislocated workers transition to new employment in the shortest time possible. Additionally, two peer workers reached out to fellow impacted co-workers to encourage and support the workers participation in available employment and training programs.

As noted in the previous Annual Report, Washington received a National Emergency Grant (NEG) on January 1, 2008 to support the Health Coverage Tax Credit (HCTC) Gap Filler program until December 31, 2009. The NEG provides assistance to TAA eligible workers by paying 65 percent of the worker's medical insurance premiums while they seek reemployment or enroll in training. The Gap grant covers 65 percent of the participant's health care premiums between the time of certification and the time when the Internal Revenue Service (IRS) assumes making these payments. The state DWU, WSLC, and the local rapid response teams continue to disseminate information to those who are potentially eligible for HCTC and Gap grant assistance. As of June 30, 2009, this grant provided assistance to approximately 282 Trade Act participants since January 1, 2008.

SKIES

SKIES stands for Services, Knowledge and Information Exchange System. It is the Web based case management and reporting system that provides the infrastructure for the WorkSource system. It allows all WorkSource partners across the state to access complete and consistent information to help each person find the right job and plan for the right career, even when services are accessed in different locations across the state.

The SKIES system also directly benefits Washington businesses by helping them make educated business decisions, matching them with workers from across the state, and connecting them to their laid-off workers.

From July 1, 2008 through June 30, 2009, the following improvements have been made to ensure that SKIES continues to add value for job seekers and businesses:

- Implemented two additional eligible populations, diversion cash assistance and non-assistance food stamps for the career services initiative.
- Executed the Employment Security Department's front-end and continuous engagement initiatives by implementing the ability to sort the unemployment insurance mass call-in list, adding an extended unemployment compensation mass call-in list, job match initiative, the job seeker summary "single customer view" and the ability to more efficiently track customers on the Request For Service screen.
- Transitioned DOL's quarterly WIASRD reports from the Workforce Training and Education Coordinating Board.
- Supplemented the American Reinvestment and Recovery Act (ARRA) state and federal reports on time and on schedule.

The SKIES system also has been critical in the implementing of ARRA. Because SKIES already supports programs delivered through the WorkSource system, response was quick to the data needs for ARRA reporting. Additionally, application changes were made to better support the ARRA business outreach efforts in connecting job seekers with Recovery Act jobs.

CareerBridge.wa.gov and the Eligible Training Provider (ETP) List

The Governor's procedure for determining training provider eligibility sets forth Washington State's policy for determining the eligibility of training providers and their programs to receive WIA Title I-B Individual Training Accounts (ITAs), and to train dislocated workers receiving additional unemployment insurance benefits under the state's Training Benefits Program. The 12 WDCs delegated the management of the Eligible Training Provider (ETP) list and statewide performance review process to the Workforce Board.

The Washington State ETP list can be accessed at: www.wtb.wa.gov/etp. The ETP list is now incorporated into the new Washington Career Bridge web site: www.careerbridge.wa.gov

CareerBridge.wa.gov allows those pursuing training to view careers and employment demand by region of the state, learn how much they'll earn, and find education programs needed for a new career. Plus, they're able to discover performance results for each program, such as, graduation rates, job placements and wage information. CareerBridge.wa.gov provides information on most workforce training programs in Washington, including programs at community and technical colleges, private career colleges, apprenticeship programs, and many four-year colleges and university programs.

Information includes cost, length of program, student characteristics, and employment and earnings results. Career Bridge.wa.gov also provides occupational information and links to a variety of other information sources related to education and employment, such as, financial aid and employment projections.

This new web site is one part of a communication strategy to help explain the benefits of further education to Washington residents and help them be better consumers when choosing their next career step.

Skills for the Next Washington

On September 25, 2008, the Workforce Board adopted a document entitled ***Skills for the Next Washington. Skills for the Next Washington*** sets forth ways that workforce and economic development can better align so that Washingtonians will have the skills required for the next Washington.

Governor Gregoire called upon the Workforce Training and Education Coordinating Board (Workforce Board), the Department of Community, Trade and Economic Development (now Department of Commerce) and the Economic Development Commission to "develop a plan to support coordination at the state and regional levels, with a special emphasis on key economic clusters."

Based on Governor Gregoire's direction and many discussions with stakeholders, Skills for the Next Washington presents a framework for coordinating workforce and economic development at the state and local levels focusing on a cluster-based approach. It does not attempt to describe comprehensively all the inter-related aspects of workforce and economic development or even all varieties of sector-based approaches. Sector strategies embody many approaches, of which a cluster-based approach is one.

Cluster strategy is a particular type of sectoral strategy focusing on industries with certain characteristics within regional areas. It is an organizing principle around which workforce and economic development may be coordinated.

Local areas throughout the state have already embraced a cluster-based approach to workforce and economic development, and are coordinating workforce and economic development plans and actions. By adopting this framework, the state will be playing catch up to what most local areas are already doing. As a result, the state will be in a better position to assist local areas and to remove state created barriers where these have impeded local progress.

Legislation (SHB1323) was passed during the 2009 session putting most of the ***Skills for the Next Washington*** recommendations into statute.

To view ***Skills for the Next Washington*** go to: www.wtb.wa.gov/Documents/SkillsForTheNext-Washingtonpublished.PDF

Driving Transformation

State and local workforce development partners here in Washington participated in the U.S. Department of Labor's transformational forum held in Seattle on November 2007. Our forum team made productive use of this three-day Seattle event and the partner agencies have since worked hard to address the transformation team's goal and objective:

- **Overarching Goal:** To align agencies, programs and resources to grow a workforce that responds to key industry clusters successfully.
- **Objective:** To give key industry clusters the skilled workers they need and to grow the infrastructure and talent that will be required to attract and sustain future key industry clusters.

The transformation team used the ***Skills for the Next Washington*** draft framework to guide its work at the Seattle event and since.

Forum team members also participated in a work group that recommended industry strategies for the state's strategic plan for workforce development, ***High Skills, High Wages 2008-2018.***

The next step in Washington's transformational work was accomplished through six regional Cluster Academies held in May and June, 2008, in Anacortes, Vancouver, Tacoma, Yakima, Spokane, and Tri-Cities. A total of 200 workforce and economic development officials, industry leaders and representatives of government actively participated in the Cluster Academies. The Cluster Academies fostered conversation about the best ways for public programs to assist the development of industry clusters.

Washington partners participated in the July 10, 2008, Workforce3One ***Driving Transformation: Keeping the Momentum Going*** webinar and in the December 8, 2008, transformation webinar with Ed Morrison and Rick Maher.

Washington partners are working toward a consensus for structural and statutory changes that foster economic and workforce development alignment. To that end, Governor Chris Gregoire's 2008 Economic and Workforce Development Conference was used to bring together the many players involved in this process, and generate consensus and enthusiasm for change. The Workforce Board coordinated and oversaw this September 4, 2008 conference in conjunction with the state's Department of Community, Trade and Economic Development. The conference drew more than 500 participants. To view the conference's best practice awards go to: www.wtb.wa.gov/GovernorsBestPracticesAwards2008.asp.

A U.S. Department of Labor Region VI technical assistance grant made it possible to conduct a pre-conference event on September 3, 2008. This was an invitation only facilitated session for regional teams who were already committed to formulating regional cluster initiatives. Teams were made up of representatives of business, labor, Chambers of Commerce, education, local government, Economic Development Councils, Workforce Development Councils, state agencies, tribes and ports. The pre-conference was a success. It further cemented regional partnerships and introduced valuable ideas. The 100 participants learned about emerging industry cluster initiatives in other states and they previewed newly developed research findings on the key economic clusters in each of Washington's 12 regions.

To further demonstrate Washington's progress, four regional teams participated at the October 14-16, 2008 People Inspiring Transformation (PIT)

Match Meeting in Atlanta: Spokane Area WDC, Seattle-King County WDC, Southwest Washington WDC and Snohomish County WDC.

On May 12, 2009, the Workforce Board held an Economic Recovery and Transformation Forum. The event was sponsored by the U.S. Department of Labor. Over 160 workforce and economic development professionals from around the state attended. Forum topics included job creation, Recovery Act opportunities, industry clusters and information on the green economy.

Industry Skill Panels

The Workforce Board has spearheaded Industry Skill Panels, which bring together business, labor, educators, elected officials and other community members to assess common worker "skill gaps" in a particular region, then find ways to fill them through education and training.

The Workforce Board has also awarded five "High Skills, High Wages Strategic Fund" grants. This fund (WIA 10 percent funds) will advance the ability of workforce and economic development partners to meet industry cluster needs and increase employment opportunities for low-income populations. A key feature of this grant money is that workforce and economic development officials had to apply for the money together, and work together to implement the funding they receive. The money, which comes in the form of both planning and implementation grants, will be used during an 18-month period beginning January 2009 through June 2010.

Building Skills Statewide Conference

In April of 2009 the state held the Building Skills Conference in Seattle. The Conference was an opportunity for over 350 frontline workforce education and training professionals throughout the state to get up-to-the-minute information relative to trends in workforce development and to receive technical training. The Conference consisted of almost 60 workshops over a two day period. Workshops covered such topics as how to help UI Claimants through the One-Stop Career Centers (WorkSource), Common Measures changes, updates on the American Recovery and Reinvestment Act (ARRA), specific guidelines for adults and dislocated workers, specific workshops on new Summer Youth Employment Program (SYEP) rules and project ideas, updates on returning veteran's options, workshops from a few other groups that are receiving ARRA funds, and how these projects can coordinate with the WorkSource to help shared clients.

All these workshop designs are the result of a strong partnership visible in the Conference Planning Committee. Partners represent the local Workforce Development Councils (WDCs), Community and Technical Colleges, Social and Health Services, Department of Vocational Rehabilitation (DVR), the State Workforce Board, Employment Security, WorkFirst, Labor Exchange, the Department of Commerce, organized labor, and community-based organizations.

Drop Prevention and Intervention (DPI)

DPI resulted from a November 2003 Workforce Training and Education Coordinating Board (Workforce Board) resolution which directed the use of the Governor's statewide activities funds for the Workforce Investment Act to begin this new program.

When the initial grant solicitation was issued by Employment Security Department in 2004 all 12 Workforce Development Councils responded by partnering with targeted school districts (leveraging Basic Education Act funding was a requirement) to provide dropout prevention and intervention services to middle and high school students. Each area designed a program that worked best for their area resulting in a wide array of models and best practices.

Results from this project have been positive and was highlighted during the 2007 legislative

session. The Legislature passed and the Governor signed House Bill 1573. This bill transforms DPI into the Building Bridges Program with the Office of Superintendent of Public Instruction (OSPI) as the lead agency. The new program was enacted with funding of $5,000,000 for the next biennium. While the OSPI is lead agency for the Building Bridges initiative, supportive roles have been designed for the Workforce Board, the Employment Security Department and other state agencies. Also, the Governor's Statewide Activities funds under WIA used to support DPI will be coordinated with the Building Bridges Program to aid in implementation.

A final year of funding for DPI was released and ended June 30, 2009.

The purpose of these funds was to interact with the Building Bridges Program or continue to support the current DPI efforts in each local area. The Building Bridges priority is to create a cooperative effort of targeting state resources to provide services to youth. Both the Building Bridges and the DPI initiative target youth who have either dropped out of high school or who are at-risk of dropping out of school. The state's strategic plan for employment and training, ***High Skills, High Wages 2006*** and ***Washington-WORKS***, a recently completed analysis of the employment and training system, both outline dropout prevention as a high priority.

The National Shared Youth Vision calls upon youth services at all levels to work collaboratively in designing and coordinating programs focused on providing effective services to the neediest youth. The WIA Dropout Prevention and Intervention funds and the state Building Bridges Program funds will be a cooperative blending of partner resources to prevent at-risk youth from dropping out of school and to enable those young people who have dropped out of school to obtain their high school diploma.

Federal Incentive Grant

In June of 2007 Washington was awarded $1,850,192 in Workforce Investment Act Title V 503 Incentive funds as a result of meeting performance for WIA, the Adult Education and Family Literacy Act (AEFLA), and Carl Perkins. Based on public discussions organized by the Workforce Training Education and Coordinating Board (Workforce Board), the Workforce Board identified two priorities for use of these Incentive Grant funds:

- Serving adults and out-of-school youth with limited basic skills; and
- Serving people (youth and adults) with disabilities.

Each Workforce Development Area prepared a project application reflecting their innovative approach to a comprehensive and coordinated system targeted to meet the needs of those served under all three programs, and to improving system performance.

Projects began in December 2007 and ended June 30, 2009. Each area designed projects that would construct an optimal method of supporting low income youth and adults who lack basic skills and want to improve these skills through adult basic education, GED preparation, and integrated basic and vocational skills training.

Through June 2009 a total of 174 youth and 1,427 adults received basic skills training and occupational skills training such as Integrated Adult Basic Education and Skills Training (I-BEST).

Storm 2007 – National Emergency Grant (NEG)

In last year's report, the Pacific Mountain Workforce Development Council described the devastation experienced when a storm tore through parts of western Washington. The state and the Workforce Development Council immediately applied for a Disaster National Emergency Grant (NEG) and were awarded $2.8 million to provide cleanup and humanitarian aid in Lewis, Mason,

Thurston, Grays Harbor and Pacific counties. The hardest hit by flood damages was Lewis County and the surrounding area. Grays Harbor and Pacific counties saw major wind damage.

Last year the project recruited and hired 200 workers for temporary jobs to clean up parks, roadways and streams, as well as, providing assistance to those who were homeless or whose homes were damaged as a result of the storm. Almost half of these people found jobs at an average wage of $17 or more per hour with most including benefits.

One temporary worker was hired by a local asbestos abatement company as it was discovered during assessment that he was licensed in this field. Another worker was hired by FEMA and is working on other disaster projects around the country.

As placement continued, Washington's economy began to turn downward and Employment Security, together with the Pacific Mountain Workforce Development Council, asked the Department of Labor for an extension to help the remaining workers find jobs. The project has been extended to December 2009 and the remaining workers are receiving job search, job referral and job placement assistance, as well as, short term training options through WorkSource located in these counties.

2009 Flood Disaster National Emergency Grant (NEG)

Heavy rain beginning in early January caused extensive flooding throughout Pierce County. Saturated soil on the steep slopes that make up much of the local topography caused slides and road closures, as well as, evacuations in parts of the county. As damages from flooding were revealed, the County Executive signed a Proclamation of Emergency. Local jurisdictional and agency emergency organizations were activated to a 24/7 schedule.

In coordination with the Governor's Emergency Management Services, FEMA declared Pierce County a Disaster Area on February 11, 2009. In response to the devastation experienced Employment Security and the Tacoma-Pierce County Workforce Development Council submitted a Disaster NEG application and received initial funding April 10, 2009. The WDC, as Project Operator, began job site development work through local Emergency Management and recruitment started. It is expected when the project is fully operational over 100 temporary jobs will have been created to remove debris and provide humanitarian aid.

Early intervention was a necessary and critical component of the rescue and recovery effort. Lives were saved but the passing of the storm front marked only the beginning of what will most likely be a long period of repair and recovery. As residents work to regain some semblance of a normal existence, dig out homes and businesses filled with mud and debris, open roads that serve as lifelines in rural communities, the employment and training opportunities provided through the NEG are a vital component for assisting the communities impacted.

Veterans Spouse Career Advancement Accounts

Through a joint effort, the U.S Department of Labor and the Department of Defense have offered military spouses opportunities to pursue portable careers in high-demand, high growth occupations. This three-year Military Spouse Career Advancement Initiative, offered at 18 sites in eight states with large military populations, will enable military spouses to develop the skills needed to successfully start, navigate and advance their careers.

Military spouses suffer an unemployment rate that is three times that of their civilian counterparts, while nearly 77 percent of them report that they want or need to work. The frequent moves

required by the military often make it difficult or even cost prohibitive for spouses to establish long term careers or meet state credentialing and licensing requirements. Almost three-fourths of military spouses say the cost of continuing their education is more than they can afford.

The Military Spouse Career Advancement Initiative was created to help spouses overcome some of these financial barriers. The funding will make it possible for eligible candidates to receive Career Advancement Accounts in the amount of $3,000 for one year, and renewable a second year for an additional $3,000. This money can be used to pay for expenses directly related to postsecondary education and training, including tuition, books, necessary equipment, and credentialing and licensing fees in nationally identified high growth, portable career fields such as education, health care, information technology, construction trades, and financial services.

To date, the State of Washington has issued over 800 new and renewed training accounts in excess of $2 million dollars. Due to the number of account renewals and the length of most training programs, it is too early to effectively evaluate the success of this program. There have been several job placements for military spouses who have completed training. Three current success stories of the CAA program are:

- Four participants completed the medical assistant program and obtained employment in their field earning from $12.86 to $13 per hour. They all had previously worked in entry level positions such as, retail, food service and office, earning less than $9 per hour.
- One participant completed training and obtained employment as a phlebotomist earning $17.03 hr. She previously worked as a home health aid earning $10 per hour.
- Another participant completed several accounting courses which enabled her to receive a wage increase from $11.48 per hour to $14.05 per hour with her employer.

WIA TITLE I-B RESULTS

This section supplies the required portions of the Washington State's Title I-B Annual Report. The section includes:

- Analysis of adjustments made to WIA performance measures in response to changes in economic conditions and participant characteristics.
- A narrative section discussing the costs of workforce investment activities relative to the effect of activities on the performance of participants.
- A description of State evaluations of workforce investment activities, including results from our biennial Workforce Training Results and Net-Impact research.
- A table section that includes negotiated performance levels and actual performance on 17 federal and 13 state measures of program performance. The tables also include performance results on 3 federal youth common measures which do not yet have targets.

Analysis

WIA I-B performance measures focus on the results for the five percent of WorkSource customers who are registered for intensive services or training services funded by Title 1-B. Separate funding is provided for disadvantaged adults, dislocated workers, and disadvantaged youth. Each population has its own set of measures, covering employment rates, retention in employment, earnings, and credential attainment. Participant satisfaction and employer satisfaction are measured by telephone survey.

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 use in assessing employer payroll taxes and determining UI benefit eligibility. Washington's federal and state measures use UI wage records from Washington State's Employment Security Department. Washington participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 48 other states and the District of Columbia. Federal and military payroll records are also collected (including records of the US Postal Service).

Some measures require information on enrollment in further education or training following program exit. This information is gathered by data matching using information supplied by the state's two and four-year colleges, by private career schools, apprenticeship programs, by organizations seeking eligibility to become WIA eligible providers, and by the National Student Clearinghouse. Some of the credential information needed for credential attainment measures is also obtained from these sources.

While states are required to measure 20 federal performance measures there are accountable performance targets for only ten of the measures. Performance targets are based on performance in prior years.[1]

The Workforce Investment Act permits states to renegotiate targets based on changes in participant demographics or economic conditions. Washington State requested and received adjustments to some negotiated performance targets for PY 2008, based on regression analyses designed to adjust for the relationship between program performance and economic and demographic conditions. The Workforce Board used regression models developed for 14 of the 17

[1] As a non-waiver state, the federal measures that no longer affect incentives or sanctions include three employment and credential rates, the older youth earnings gain measure, the younger youth skill gain measure, two customer satisfaction measures and three youth common measures.

federal measures in the Spring of 2005, based on WIA performance from 2001 through 2004.

The ongoing recession affected participant demographics and economic conditions, and running these data through the established regression models led to state proposals to revise seven of the state's negotiated performance targets. Washington requested reductions to two adult targets and all three dislocated worker targets. Washington also requested an increase in the adult earnings target and older youth retention target. The Department of Labor agreed to the proposed changes. There was also a discussion with regional Department of Labor staff of possible revisions in local youth targets, but the mutual conclusion from those discussions was to leave the local youth targets unchanged. The negotiated performance levels displayed in this report for the state and for local areas shown in ***Table O*** are the revised targets resulting from these adjustments.

Washington fell just short of negotiated levels of performance in PY 2008. Washington performed at an average of 98.8 percent of the federal measures, compared to 99.8 percent in the previous year. To be eligible for federal incentive funds, DOL requires that states exceed performance levels separately for the adult, dislocated worker, and youth programs. Washington exceeded federal negotiated levels of performance for its Adult program only.

Washington averaged 99.4% of negotiated performance targets across the 13 state performance measures, and averaged over 100% for the state Adult measures and Dislocated Worker measures.

The relatively stronger performance of the Adult program resulted from inclusion of an atypical program, in response to a specific opportunity to place individuals in relatively high-paying jobs in the aerospace industry using a state-level grant. In the absence of that program, some overall results for Adult participants would have been significantly lower. In general, it appears likely that the labor market factors in the regression adjustment may not adequately compensate for the severity of the economic downturn. For this program year, the unemployment rate was similar to earlier recessions, but some alternative measures indicate an abnormally weak labor market compared to the previous recession.

Figure 4 • Exiters and Expenditures in PY 2008

Target Population	PY 2008 Exiters	PY 2008 Expenditures	Cost per Exiters
Adults	2,837	$ 14,563,211	$ 5,133
Dislocated Workers	2,570	$ 17,682,425	$ 6,880
Youth	2,271	$ 18,256,672	$ 8,039
Total	**7,678**	**$ 50,502,308**	**$ 6,578**

Cost Effectiveness

In a broad sense, cost-effectiveness should be evaluated in an econometric net-impact analysis 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. Washington State's Workforce Training and Education Coordinating Board conducts such studies periodically, but due to significant costs, does not update them annually. These studies are discussed under the Evaluation Activities topic heading.

Washington's 12 Workforce Development areas spent $50.5 million on intensive and training services during PY 2008 (July 2008 – June 2009), up slightly from $49.1 million in the prior year. The rise in expenditures occurred mostly in the Youth program area. The programs served substantially more Adult and Dislocated Worker participants than in the previous year, while the number participating in Youth programs was essentially flat, with a slight shift toward in-school youth relative to out-of-school youth. For Adult and Dislocated Worker programs, exits rose more slowly than participation, as the recession worsened during the year, both increasing the proportion of recent enrollments and decreasing the availability of placement opportunities. Data for PY 2008 are shown in ***Figure 4***.

Although employment rates slipped below targets slightly, substantial numbers of program participants continue to exit to employment with earnings levels close to historical levels.

The benefits of serving youth populations are more complicated to analyze. A major goal for youth is to make sure that young people complete high school and invest appropriately in skills training. The recession also appears to have negatively affected the performance of youth programs, as many of the youth performance measures have slipped below target levels. Although substantial numbers of participants do finish high school or attain other skills or credentials, rates are down slightly from what was expected based on past performance. Again, the regression adjustment model may not have accurately projected the effects of a recession of this magnitude because there is no detailed historical data on similar events. Even the participant satisfaction rate of 93% is below target levels, though this may be a reasonably good performance, given the great difficulty in placing young workers in the current labor market.

Evaluation Activities

The state legislation that established Washington's Workforce Training and Education Coordinating Board called for the implementation of a comprehensive research program. This program periodically measures the results of federal and state workforce investment activities. The research effort contains four elements:

- ***High Skills High Wages: Washington's Strategic Plan for Workforce Development***, which incorporates research results from a variety of sources.
- ***Workforce Training Results: An Evaluation of Washington State's Workforce Development System***, a biennial study of the outcomes of workforce development programs.
- ***Workforce Training Supply, Demand and Gaps***, a biennial analysis of the supply of and demand for skilled workers in Washington.
- A net impact study, conducted every four years, with results folded into ***Workforce Training Results*** reports.

Publications resulting from the most recent round of research can be found at www.wtb.wa.gov/Pubs_Publications.asp

Workforce Training Results groups programs into three groups. Programs for adults include 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. Programs serving adults with barriers to employment include Adult Basic Skills Education, Workforce Investment Act Adult Services, Division of Vocational Rehabilitation, Department of Services for the Blind and WorkFirst. Programs serving youth include Secondary Career and Technical Education and Workforce Investment Act Youth Services. The report describes the demographics of each population, services received, competencies gained, participant satisfaction, and the satisfaction of employers who have hired participants. Employment results are measured using both surveys and Employment Security Department earnings records.

Workforce Training Results 2008 covers participants exiting between July 2005 and June 2006 and is the third to cover Workforce Investment Act populations. Employment and earnings results from ***Workforce Training Results*** are excerpted below. Readers are invited to look for the full report on our website. Readers can also download the 2006 report at www.wtb.wa.gov/Documents/wtr06.pdf.

Work on the next version is in progress. It will cover analysis of the participants exiting between July 2007 and June 2008.

Results

The labor market outcomes of program participants are evaluated by examining 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 that program participants encounter.

Every two years, the Workforce Training and Education Coordinating Board has used unemployment insurance wage files to examine employment rates and earnings among participants who left programs during the 1999-00, 2001-02, 2003-04 and 2005-06 program years[2]. Data were collected from Employment Security Departments in Washington, Alaska, Idaho, Montana, and Oregon. Federal and military employment records were also included. Surveys were also used to gather employment rates and information about medical and pension benefits. ***Figure 5*** displays results of the WIA Adult program.

Results for WIA Dislocated Workers

Results for dislocated workers 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 6*** displays results for the WIA Dislocated Worker program.

[2] Employment rates based on Employment Security records are lower than those based on survey results. Several factors contribute to this disparity: self-employment and employment outside the region are not included in the Employment Security data match. It is also expected that participants who have made smooth transitions to employment are easier to reach and more willing to participate in the survey.

Figure 5 • Employment and Earnings of WIA Adult Participants in the Third Quarter After Leaving the Program

	1999-00*	2001-02	2003-04	2005-06
Percentage self-reporting employment during third quarter after leaving program	83%	81%	82%	84%
Percentage with employment reported by employers to ESD the third quarter after leaving program	67%	66%	69%	74%
Median quarterly hours worked, of those working	424	430	440	452
Percentage employed full-time of those working (averaging 30 or more hours/week)	53%	57%	58%	62%
Median annualized earnings of those working	$17,741	$18,761	$19,529	$20,373
Size of household which median earnings would support at poverty level	3.2	3.5	3.7	3.9
Size of household which median earnings would support at twice poverty level	0.9	0.9	1.0	1.0
Median hourly wage of those working	$11.11	$11.46	$11.62	$11.94
Percentage self-reporting receipt of medical benefits from employer	65%	59%	61%	62%
Percentage self-reporting receipt of pension benefits from employer	31%	34%	35%	35%

Notes: Earnings and wages are expressed in first quarter 2007 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2007.

* Figures from 1999-00 for the JTPA II-A Adult program

Figure 6 • Employment and Earnings of WIA Dislocated Worker Program Participants in the Third Quarter After Leaving Program

	1999-00*	2001-2002	2003-04	2005-06
Percentage self-reporting employment during third quarter after leaving program	83%	82%	85%	78%
Percentage with employment reported by employers to ESD the third quarter after leaving program	75%	74%	76%	78%
Median quarterly hours worked, of those working	495	494	486	4911
Percentage employed full-time of those working (averaging 30 or more hours/week)	70%	74%	73%	75%
Median annualized earnings of those working (not in higher education)	$27,516	$29,129	$29,721	$29,937
Size of household which median earnings would support at poverty level	6.0	6.4	6.6	6.7
Size of household which median earnings would support at twice poverty level	2.0	2.3	2.3	2.4
Median hourly wage of those working (not in higher education)	$14.72	$15.33	$15.77	$16.12
Percentage self-reporting receipt of medical benefits from employer	72%	75%	70%	78%
Percentage self-reporting receipt of pension benefits from employer	40%	43%	39%	43%

Notes: Earnings and wages are expressed in first quarter 2007 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2007.

* Figures from 1999-00 are for the JTPA II-C Dislocated Worker program

Results for WIA Youth

Implementation of the Workforce Investment Act led to substantial changes in youth programming. These changes resulted in much larger changes to program demographics for youth populations than for adults and dislocated workers. Especially important is the enrollment of younger youth under WIA than was the case during the last year of JTPA; the percentage of participants aged 16 or younger at registration increased from 24 percent in 1999-00 to 40 percent in 2001-02. It has dropped back to 35 percent in 2003-04 and 34 percent in 2005-06 but remains above JTPA levels. Younger youth are less likely to be employed after exit than older youth.

This shift in focus to younger youth can also be seen in the educational backgrounds of participants. Fifty-seven percent of exiters in 1999-00 were registered after they had already dropped out of school. Thirty-one percent were involved in the juvenile justice system. By contrast, only 36 percent of the 2003-04 exit cohort were high school dropouts at registration and only 21 percent were involved in the juvenile justice system.

Figure 7 displays results for the WIA Youth programs. Data for JTPA are taken from the JTPA year-round program (Title II-C). The data include both older and younger youth. WIA results for 2005-06 are presented for all participants and for those who were not in secondary education at exit.

Figure 7 • Employment and Earnings of WIA Youth Participants in the Third Quarter After Leaving Program

	1999-00*	2001-2002	2003-04	2005-06	2005-06
Percentage self-reporting employment during third quarter after leaving program	74%	66%	67%	66%	N/A
Percentage with employment reported by employers to ESD the third quarter after leaving program	55%	47%	52%	59%	57%
Median quarterly hours worked, of those working	247	234	250	252	246
Percentage employed full-time of those working (averaging 30 or more hours/week)	28%	27%	29%	31%	30%
Median annualized earnings of those working (not in higher education)	$8,416	$8,362	$9,068	$9,276	$8,766
Size of household which median earnings would support at poverty level	0.8	0.8	0.9	0.9	0.9
Size of household which median earnings would support at twice poverty level	0.4	0.4	0.4	0.5	0.4
Median hourly wage of those working (not in higher education)	$8.74	$8.75	$8.78	$8.90	$8.78
Percentage self-reporting receipt of medical benefits from employer	40%	38%	33%	40%	N/A
Percentage self-reporting receipt of pension benefits from employer	18%	17%	15%	19%	N/A

Notes: Earnings and wages are expressed in first quarter 2007 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2007.

* Figures from 1999-00 are for the JTPA II-C Youth program

Changes in WIA program design and target populations make it difficult to determine whether WIA performance for exiters is higher or lower when compared with JTPA II-C performance.

Net Impact and Cost-Benefit Evaluation

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 actual outcomes of program participants to estimates of what their outcomes would have been if they had not participated based on analysis of groups of similar non-participants.

Net Impact and Cost-Benefit Evaluations were updated for the Workforce Training Results 2006 publication[3]. The estimates are for WIA program participants who exited during 2001-02. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research to conduct the last two net impact and cost-benefit evaluations[4]. Results are summarized in Workforce Training Results 2006 and 2008.

Individuals who participated in workforce development programs were compared to similar individuals who did not. For most of the programs, the comparison group was selected from registrants with the state's Employment Service. A different source of data was used for the comparison group for secondary career and technical education. For the cost-benefit analyses, Upjohn calculated the value of the net impacts on participant earnings, employee benefits, social welfare benefits, unemployment insurance benefits, and taxes[5]. Benefits and costs were estimated for both the observed post-program period and out to the age of 65[6].

Figure 8 • Longer-Term Employment and Earnings Net Impacts

Workforce Program	Employment	Quarterly Earnings	Lifetime Earnings**
Workforce Investment Act Programs			
WIA Title I-B Adults	6.6%	$443	$29,945
WIA Title I-B Dislocated Workers	6.4%	$752	$45,544
WIA Title I-B Youth	10.3%	$317	$27,780
Carl Perkins Vocational Education Act			
Community & Technical College (CTC)			
Job Preparatory Training	6.7%	$1,008	$90,455
Secondary Career and Technical Education	5.4%	$416	$38,041
Adult Literacy and Family Education Act			
Adult Basic Skill Education	5.9%	*	$0

Note: Longer-term refers to impacts observed 9 to 12 quarters after leaving the program. Earnings are expressed in 2005 Q1 dollars.
* Not statistically significant at the 0.05 level.
**This is the increase in earnings (above that of the comparison group) projected to age 65 and discounted at three percent. Includes effects from increased employment and increased earnings among those employed.

3 Workforce Training Results 2006 contains analyses for eleven workforce development programs in Washington State. This report shows results for WIA funded, Carl Perkins-funded, and Adult Family Education Act funded programs only.

4 Dr. Kevin Hollenbeck headed the team. Upjohn's publication on 2006 results may be found at www.upjohninst.org/publications/tr/tr06-020.pdf
Details from 2002 results may be found at www.upjohninst.org/publications/wp/03-92.pdf Technical details of that study are supplied in www.upjohninst.org/publications/tr/tr03-018.pdf

5 Upjohn estimated the impact of the net change in earnings on Social Security, Medicare, federal income, and state sales taxes.

6 In order to compare benefits and costs in terms of net present values, post-program benefits and costs are discounted by 3 percent per year and all figures are stated in 2005 Q1 dollars.

Upjohn found that during the third year after program participation, the payoffs from education and training are strong and pervasive (***Figure 8***). The employment impacts for all programs are positive. All programs, with the exception of Adult Basic Education, increased the average lifetime earnings of participants. The combined effects on average earnings and employment rates result in sizable impacts on total lifetime earnings.

Figure 9 compares lifetime participant benefits to public costs. For example, during the course of working life to age 65, the average community and technical college job preparatory student will gain about $106,000 in net earnings (earnings minus foregone earnings while in training) and employee benefits. These are net gains compared to the earnings of similar individuals who did not receive training (discounted at three percent and expressed in 2005 Q1 dollars). For CTC job preparatory participants, the ratio of participant benefits to program costs, not considering impacts on social welfare benefits or taxes, is $106,237 to $7,560, or about 14 to 1. Lifetime participant benefits far exceed public costs for each of the programs, with the exception of Adult Basic Skills Education.

Tax revenues are affected by the change in participant earnings. For example, over the entire post-training period to age 65, the public gains an estimated $15,603 in tax revenues for each CTC job preparatory participant.

Tables

The following data tables make up the third required portion of Washington State's Title I-B Annual Report. A few notes may help with their interpretation. One might expect an annual report to cover results for a year's worth of participants. 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.

Figure 9 • Participant Benefits, Increases in Tax Receipts and Public Costs to Age 65

Workforce Program	Participant Benefits*	Increased Tax Receipts**	Public Costs***
Workforce Investment Act Programs			
WIA Title I-B Adults	$34,874	$5,166	$5,481
WIA Title I-B Dislocated Workers	$44,399	$11,841	$6,757
WIA Title I-B Youth	$33,336	$4,792	$6,314
Carl Perkins Vocational Education Act			
Community & Technical College (CTC)			
Job Preparatory Training	$106,237	$15,603	$7,560
Secondary Career and Technical Education	$45,680	$6,562	$926
Adult Literacy and Family Education Act			
Adult Basic Skill Education	$0	$0	$2,453

Notes: Benefits, receipts, costs are expressed in first quarter 2005 dollars.
*Present value of the additional lifetime earnings and employee benefits less foregone earnings during program participation.
**Present value of additional Social Security, Medicare, federal income, and state sales taxes generated by increased participant earnings to age 65.
***Includes state and federal program costs per participant, with the exception of student financial aid programs.

Federal entered employment rates and employment and credential rates are calculated for participants who exited between October 2007 and September 2008. Federal retention rates and earnings gain measures are calculated for participants who exited between April 2007 and March 2008. The 12-month retention rates and 12-month earnings change measures on Table L are for participants who exited between April 2006 and March 2007.

Federal customer satisfaction measures (***Table A***) are based on a year running between January and December 2008. Younger youth skill attainment rates, diploma attainment rates (portions of ***Tables J*** and ***K***), and number of exits (***Table M***) are based on a year running from April 2008 through March 2009. Participant counts (***Table M***) are based on a year running from July 2008 through June 2009.

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. The Department of Labor uses these numbers to aggregate state results into statistics for performance nationwide. These numbers are smaller than some readers may expect. By definition, Title I-B performance measures apply only to the fraction of WorkSource participants whose services are funded by Title I-B and who receive staff- assisted core, intensive or training services.

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 the start of participation. Federal retention and earnings gain measures do not include participants unless they were employed during the quarter after exit. Federal employment and credential rates do not include participants unless they received training services.

Washington State has 13 additional measures of performance. Statewide performance on these measures is shown in a set of tables located between ***Tables M*** and ***N***. Results for the first three are measured for WIA participants who exited between April 2007 and March 2008. Two of the measures, employment rates and median annualized earnings are based on results in the third quarter after exit. State satisfaction results are measured for the same period as federal satisfaction, for those who exited between January and December 2008, though they reflect responses to different survey questions than those used in the federal participant satisfaction measure.

Credential rates are also measured. State credential rates are based on the percent of participants who receive credentials within three quarters after exit regardless of whether they received training. This provides incentives for program operators to increase the supply of occupational training in order to increase the percent of participants who obtain credentials. Federal credential rates for adults and dislocated workers are calculated only for those who receive training. Program operators have less incentive to increase the supply of training under the federal performance definitions.

The 13th additional measure, Employer Satisfaction, is measured only once every two years. It is based on a biennial employer survey that measures employer's workforce training needs and practices. Employers are asked if they hired new employees in the last 12 months who had recently completed a Workforce Development

Council, WIA or Private Industry Council training program. If the employer answers yes, he or she is asked to report their satisfaction with the skills of these new employees on 12 dimensions, including basic skills like reading, writing, math, occupation-specific skills, and skills like problem solving. Satisfaction on these measures is averaged across the dimensions. This measure is calculated at the state level only and is not calculated separately for workforce areas or for adults, youth or dislocated workers. The results shown in this report are from our 2007 employer survey.

Table O, attached to this report, has 12 pages, one for each of Washington's 12 local workforce investment areas. A 13th Table O describes results for participants in dislocated worker services funded by Washington's statewide funds who did not receive services funded by any of the local programs. Participants in these statewide programs who were co-enrolled in local programs are shown in the appropriate workforce investment area.

A panel at the bottom of each page of ***Table O*** summarizes the local performance status of the 29 state and federal performance measures for which there are local targets. It tabulates the number of federal targets that are not met, met, or exceeded, using the following federal definitions: standards that are "not met" are those where performance is below 90 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 90 to 99.99 percent of the levels.

As indicated earlier, the local area targets in ***Table O*** are regression-adjusted versions of targets negotiated in 2008. The regression adjustments raised or lowered the negotiated targets, based on the predicted impact of changes in economic and demographic characteristics in each local area.

Since Program Year 2002, the Department of Labor has required states to validate report and participant data generated in WIA annual performance reports. Validation evaluates the accuracy of the data by comparing data identified in a sample generated from DOL validation software to source documents from exited participant files.

The state validation team visited all 12 workforce development areas during November, December and January. A sample of 1,309 WIA records were pulled: 334 Adult, 339 Dislocated Worker, 539 Youth, and 97 National Emergency Grant. For Trade Adjustment Assistance 150 records were pulled. Preparation for Data Validation for PY08 will begin in Fall 2009.

Table A • Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	# of Completed Surveys	# of Customers Eligible for the Survey	# of Customers Included in the Sample	Response Rate
Participants	78.0	76.5	2,073	4,565	3,300	62.8
Employers	69.5	71.8	2,494	13,049	3,578	69.7

Table B • Adult Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	82.5%	82.3%	2,102 / 2,554
Employment Retention Rate	85.5%	88.2%	3,665 / 4,155
Average Earnings	$12,713	$16,881	$61,867,647 / 3,665
Employment and Credential Rate	66.0%	67.9%	1,421 / 2,094

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	75.2%	614 / 817	80.2%	150 / 187	68.7%	158 / 230	75.5%	154 / 204
Employment Retention Rate	80.0%	783 / 979	88.2%	269 / 305	79.5%	229 / 288	87.0%	262 / 301
Average Earnings	$10,842	$8,489,277 / 783	$19,203	$5,165,694 / 269	$11,222	$2,569,794 / 229	$16,246	$4,256,473 / 262
Employment and Credential Rate	59.7%	253 / 424	68.2%	90 / 132	53.7%	44 / 82	59.8%	79 / 132
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table D • Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	numerator / denominator	Individuals Who Received Only Core and Intensive Services	numerator / denominator
Entered Employment Rate	83.0%	855 / 1,030	81.8%	1.247 / 1,524
Employment Retention Rate	88.4%	1,447 / 1,636	88.1%	2,218 / 2,519
Average Earnings	$17,842	$25,817,950 / 1,447	$16,253	$36,049,697 / 2,218

Table E • Dislocated Worker Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	85.8%	83.9%	2,196 / 2,618
Employment Retention Rate	91.3%	89.0%	2,624 / 2,947
Average Earnings	$19,853	$18,028	$47,288,266 / 2,623
Employment and Credential Rate	67.0%	64.6%	965 / 1,494

Table F • Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans	numerator / denominator	Individuals with Disabilities	numerator / denominator	Older Individuals	numerator / denominator	Displaced Homemakers	numerator / denominator
Entered Employment Rate	78.6%	304 / 387	75.7%	106 / 140	79.6%	389 / 489	73.1%	76 / 104
Employment Retention Rate	87.3%	352 / 403	86.1%	124 / 144	83.5%	410 / 491	85.0%	85 / 100
Average Earnings	$19,990	$7,036,287 / 352	$14,612	$1,811,886 / 124	$17,808	$7,301,085 / 410	$13,475	$1,145,383 / 85
Employment and Credential Rate	62.1%	144 / 232	62.4%	53 / 85	59.5%	132 / 222	61.0%	50 / 82

Table G • Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services	numerator / denominator	Individuals Who Received Only Core and Intensive Services	numerator / denominator
Entered Employment Rate	82.9%	1,151 / 1,388	85.0%	1,045 / 1,230
Employment Retention Rate	89.2%	1,498 / 1,679	88.8%	1,126 / 1,268
Average Earnings	$17,447	$26,135,205 / 1,498	$18,803	$21,153,061 / 1,125

Table H1 • Youth (14-21) Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Placement in Employment or Education	N/A	62.9%	1,209 / 1,922
Attainment of Degree or Certificate	N/A	66.9%	1,047 / 1,564
Literacy and Numeracy Gains	N/A	38.2%	319 / 835

Table H2 – Older Youth (19-21) Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	78.5%	69.5%	296 / 426
Employment Retention Rate	84.8%	79.6%	277 / 348
Six Months Earnings Increase	$4,240	$4,453	$1,549,612 / 348
Credential Rate	43.0%	41.4%	207 / 500

Table I • Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans *		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	70.1%	101 / 144	0.0%	0 / 0	66.2%	43 / 65	69.4%	238 / 343
Employment Retention Rate	76.9%	90 / 117	N/A*	2 / 3	85.4%	35 / 41	78.8%	234 / 297
Six Months Earnings Increase	$4,081	$477,419 / 117	N/A*	$5,904 / 3	$3,955	$162,154 / 41	$4,226	$1,255,238 / 297
Credential Rate	37.9%	61 / 161	0.0%	0 / 0	46.4%	32 / 69	39.0%	156 / 400
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table J – Younger Youth (14-18) Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skill Attainment Rate	88.0%	88.8%	2,706 / 3,047
Youth Diploma or Equivalent Rate	62.5%	61.5%	932 / 1,516
Retention Rate	74.0%	62.9%	988 / 1,571

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	88.8%	808 / 910	89.9%	453 / 504	86.2%	938 / 1,088
Youth Diploma or Equivalent	62.3%	279 / 448	65.7%	176 / 268	57.5%	344 / 598
Retention Rate	63.3%	316 / 499	53.5%	169 / 316	62.2%	486 / 781
		numerator denominator		numerator denominator		numerator denominator

* Results cannot be shown for groups of fewer than three participants due to restrictions in data sharing agreements.

Table L • Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements in Nontraditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	88.4%	3,063 / 3,466	$6,323	$21,896,474 / 3,463	1.7%	36 / 2,102	$6,534	$13,714,137 / 2,099	50.2%	416 / 829
Dislocated Workers	89.5%	2,168 / 2,421	94.6%	$39,309,678 / $41,550,616	1.0%	22 / 2,196	$8,405	$18,407,824 / 2,190	60.0%	652 / 1,086
Older Youth	77.4%	223 / 288	$4,636	$1,335,040 / 288	0.7%	2 / 296	$3,197	$946,162 / 296		

Table M * Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	134,498	84,996
Total Adult (Self-Service Only)	120,898	78,929
WIA Adults	128,024	82,570
WIA Dislocated Workers	7,060	2,570
Total Youth (14-21)	4,933	2,271
Younger Youth (14-18)	3,772	1,729
Older Youth (19-21)	1,161	542
Out-of-School Youth	2,442	1,194
In-School Youth	2,491	1,077

Washington State Additional Measures of Performance

Adult Program

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Employment Rate	77.5%	76.4%	2,100 / 2,748
Median Annualized Earnings	$21,027	$20,292	1,891
Credential Rate	62.8%	77.6%	1,051 / 1,355
Participant Satisfaction	90.0%	92.2%	436 / 473

Dislocated Worker Program

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Employment Rate	85.5%	83.2%	2,468 / 2,967
Median Annualized Earnings	$32,393	$29,941	2,251
Credential Rate	72.3%	78.5%	1,482 / 1,887
Participant Satisfaction	91.0%	92.0%	710 / 772

Youth Program

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Employment Rate or Further Education	79.1%	73.1%	1,533 / 2,098
Median Annualized Earnings	$10,618	$10,124	938
Credential Rate	75.9%	64.3%	1,349 / 2,098
Participant Satisfaction	95.0%	93.0%	234 / 252

Employer Satisfaction

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Percent Satisfied with Skills	84.5%	84.8%	140 / 165

Table N • Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	$ 14,563,211.00
Local Dislocated Workers	$ 14,892,913.00
Local Youth	$ 18,256,672.00
Rapid Response (up to 25%) WIA Sec.134 (a) (2) (A)	$ 2,789,512.00
Statewide Required Activities (up to 25%) WIA Sec.134 (a) (2) (A)	$ 5,659,143.00
Total of all Federal Spending Listed Above	**$ 56,161,451.00***

* Refer to page 33, Section Two of this report for an overview of the statewide mandatory and optional activities.

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
Southwest	Adults	1,411	
	Dislocated Workers	1,050	
ETA Assigned #53005	Older Youth	84	
	Younger Youth	379	
	Total Exiters		
	Adults	507	
	Dislocated Workers	333	
	Older Youth	31	
	Younger Youth	135	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	73.6%
	Employers	69.5%	76.5%
Entered Employment Rates	Adults	80.2%	71.1%
	Dislocated Workers	86.4%	77.5%
	Older Youth	77.1%	61.9%
Retention Rates	Adults	84.8%	79.8%
	Dislocated Workers	90.3%	84.4%
	Older Youth	84.3%	84.6%
	Younger Youth	73.6%	70.2%
Average Earnings (Adult/DW)	Adults	$12,950	$11,771
Six Months Earnings Increase	Dislocated Workers	$20,373	$16,585
(Older Youth)	Older Youth	$4,826	$3,627
Credential/Diploma Rates	Adults	62.4%	57.0%
	Dislocated Workers	65.3%	59.6%
	Older Youth	45.3%	28.6%
	Younger Youth	57.0%	71.9%
Skill Attainment Rate	Younger Youth	88.0%	83.2%
Youth Placement Rate	Youth (ages 14-21)	N/A	55.9%
Attainment Of Certificate	Youth (ages 14-21)	N/A	85.3%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	61.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	94.4%
	Dislocated Workers	91.0%	89.0%
	Youth	95.0%	100.0%
Employment in Q3	Adults	76.1%	69.4%
	Dislocated Workers	84.1%	77.0%
	Youth	78.4%	81.0%
Median Annualized Earnings	Adults	$21,450	$17,685
	Dislocated Workers	$30,706	$27,192
	Youth	$7,590	$10,343
Credential Rate	Adults	64.1%	84.1%
	Dislocated Workers	72.2%	83.7%
	Youth	80.5%	86.6%
Overall Status of Local Performance State and Federal Measures	Not Met - 8	Met -11	Exceeded - 10

Table 0 – Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
Olympic Consortium	Adults	369	
	Dislocated Workers	382	
ETA Assigned #53010	Older Youth	52	
	Younger Youth	109	
	Total Exiters		
	Adults	193	
	Dislocated Workers	162	
	Older Youth	24	
	Younger Youth	39	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	82.9%
	Employers	69.5%	71.8%
Entered Employment Rates	Adults	82.6%	81.5%
	Dislocated Workers	86.2%	82.5%
	Older Youth	78.4%	52.6%
Retention Rates	Adults	85.4%	78.0%
	Dislocated Workers	90.8%	89.0%
	Older Youth	84.6%	90.5%
	Younger Youth	75.5%	70.4%
Average Earnings (Adult/DW)	Adults	$11,056	$13,390
Six Months Earnings Increase	Dislocated Workers	$20,136	$15,862
(Older Youth)	Older Youth	$4,268	$4,867
Credential/Diploma Rates	Adults	75.3%	60.0%
	Dislocated Workers	69.2%	64.0%
	Older Youth	44.7%	37.5%
	Younger Youth	67.4%	63.0%
Skill Attainment Rate	Younger Youth	88.0%	86.2%
Youth Placement Rate	Youth (ages 14-21)	N/A	56.1%
Attainment Of Certificate	Youth (ages 14-21)	N/A	73.2%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	8.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	97.0%
	Dislocated Workers	91.0%	94.5%
	Youth	95.0%	100.0%
Employment in Q3	Adults	77.6%	74.5%
	Dislocated Workers	83.8%	81.7%
	Youth	76.7%	74.0%
Median Annualized Earnings	Adults	$21,118	$22,967
	Dislocated Workers	$33,646	$29,941
	Youth	$11,589	$7,200
Credential Rate	Adults	65.0%	82.0%
	Dislocated Workers	70.7%	74.5%
	Youth	76.1%	74.0%
Overall Status of Local Performance State and Federal Measures	Not Met - 6	Met - 12	Exceeded - 11

Table 0 • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served	
Pacific Mountain	Adults	554
	Dislocated Workers	1004
ETA Assigned #53015	Older Youth	94
	Younger Youth	251
	Total Exiters	
	Adults	226
	Dislocated Workers	219
	Older Youth	19
	Younger Youth	73

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	82.0%
	Employers	69.5%	69.0%
Entered Employment Rates	Adults	83.0%	85.6%
	Dislocated Workers	85.3%	83.2%
	Older Youth	76.8%	91.7%
Retention Rates	Adults	84.9%	83.2%
	Dislocated Workers	90.7%	89.3%
	Older Youth	86.1%	83.3%
	Younger Youth	76.8%	82.7%
Average Earnings (Adult/DW)	Adults	$13,017	$11,933
Six Months Earnings Increase	Dislocated Workers	$20,475	$18,005
(Older Youth)	Older Youth	$5,325	$5,927
Credential/Diploma Rates	Adults	68.7%	62.3%
	Dislocated Workers	69.8%	57.7%
	Older Youth	41.8%	64.7%
	Younger Youth	64.6%	75.7%
Skill Attainment Rate	Younger Youth	88.0%	89.0%
Youth Placement Rate	Youth (ages 14-21)	N/A	87.5%
Attainment Of Certificate	Youth (ages 14-21)	N/A	51.7%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	59.5%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	94.1%
	Dislocated Workers	91.0%	95.7%
	Youth	95.0%	100.0%
Employment in Q3	Adults	76.7%	76.1%
	Dislocated Workers	83.9%	82.3%
	Youth	78.2%	75.0%
Median Annualized Earnings	Adults	$21,145	$20,298
	Dislocated Workers	$33,745	$32,200
	Youth	$8,977	$12,297
Credential Rate	Adults	63.5%	80.4%
	Dislocated Workers	71.7%	71.1%
	Youth	77.9%	71.6%
Overall Status of Local Performance State and Federal Measures	Not Met - 2	Met - 14	Exceeded - 13

Table O – Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served	
Northwest	Adults	299
	Dislocated Workers	389
ETA Assigned #53020	Older Youth	53
	Younger Youth	155
	Total Exiters	
	Adults	142
	Dislocated Workers	102
	Older Youth	22
	Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	82.7%
	Employers	69.5%	72.3%
Entered Employment Rates	Adults	81.2%	90.9%
	Dislocated Workers	84.0%	89.1%
	Older Youth	80.7%	78.6%
Retention Rates	Adults	87.3%	92.7%
	Dislocated Workers	91.4%	83.6%
	Older Youth	88.9%	94.7%
	Younger Youth	77.2%	68.9%
Average Earnings (Adult/DW)	Adults	$11,544	$15,851
Six Months Earnings Increase	Dislocated Workers	$18,692	$16,818
(Older Youth)	Older Youth	$4,352	$8,012
Credential/Diploma Rates	Adults	71.2%	80.3%
	Dislocated Workers	64.7%	72.7%
	Older Youth	40.3%	70.6%
	Younger Youth	62.7%	78.9%
Skill Attainment Rate	Younger Youth	88.0%	96.4%
Youth Placement Rate	Youth (ages 14-21)	N/A	70.5%
Attainment Of Certificate	Youth (ages 14-21)	N/A	86.5%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	28.6%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	98.3%
	Dislocated Workers	91.0%	96.0%
	Youth	95.0%	100.0%
Employment in Q3	Adults	78.3%	87.6%
	Dislocated Workers	83.3%	80.0%
	Youth	82.7%	82.0%
Median Annualized Earnings	Adults	$21,225	$27,570
	Dislocated Workers	$29,841	$29,482
	Youth	$11,958	$11,365
Credential Rate	Adults	66.3%	87.9%
	Dislocated Workers	69.6%	80.0%
	Youth	76.1%	75.0%
Overall Status of Local Performance State and Federal Measures	Not Met - 1	Met - 8	Exceeded - 20

Table 0 – Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served	
Seattle-King County	Adults	955
	Dislocated Workers	1,063
ETA Assigned #53025	Older Youth	84
	Younger Youth	602
	Total Exiters	
	Adults	415
	Dislocated Workers	440
	Older Youth	54
	Younger Youth	327

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	74.7%
	Employers	69.5%	66.5%
Entered Employment Rates	Adults	78.8%	85.5%
	Dislocated Workers	84.1%	80.5%
	Older Youth	72.8%	67.3%
Retention Rates	Adults	86.3%	89.5%
	Dislocated Workers	91.7%	89.9%
	Older Youth	81.5%	82.0%
	Younger Youth	72.7%	62.3%
Average Earnings (Adult/DW)	Adults	$13,487	$14,358
Six Months Earnings Increase	Dislocated Workers	$20,705	$20,007
(Older Youth)	Older Youth	$3,719	$3,608
Credential/Diploma Rates	Adults	71.3%	58.9%
	Dislocated Workers	70.3%	64.4%
	Older Youth	41.9%	49.2%
	Younger Youth	63.0%	70.3%
Skill Attainment Rate	Younger Youth	88.0%	92.9%
Youth Placement Rate	Youth (ages 14-21)	N/A	66.4%
Attainment Of Certificate	Youth (ages 14-21)	N/A	73.5%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	32.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	82.7%
	Dislocated Workers	91.0%	91.4%
	Youth	95.0%	89.6%
Employment in Q3	Adults	77.2%	79.2%
	Dislocated Workers	82.0%	82.3%
	Youth	81.8%	75.6%
Median Annualized Earnings	Adults	$22,036	$23,240
	Dislocated Workers	$33,977	$33,496
	Youth	$8,997	$10,759
Credential Rate	Adults	58.0%	67.7%
	Dislocated Workers	70.9%	78.7%
	Youth	72.9%	68.0%

Overall Status of Local Performance State and Federal Measures	Not Met - 2	Met - 13	Exceeded - 14

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
Snohomish	Adults	370	
	Dislocated Workers	609	
ETA Assigned #53030	Older Youth	15	
	Younger Youth	149	
	Total Exiters		
	Adults	204	
	Dislocated Workers	315	
	Older Youth	9	
	Younger Youth	58	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	68.6%
	Employers	69.5%	69.4%
Entered Employment Rates	Adults	81.2%	74.3%
	Dislocated Workers	86.5%	87.8%
	Older Youth	72.8%	70.0%
Retention Rates	Adults	85.8%	78.5%
	Dislocated Workers	92.9%	93.3%
	Older Youth	85.2%	50.0%
	Younger Youth	66.1%	54.0%
Average Earnings (Adult/DW)	Adults	$12,606	$12,575
Six Months Earnings Increase	Dislocated Workers	$20,207	$18,483
(Older Youth)	Older Youth	$3,300	$1,476
Credential/Diploma Rates	Adults	74.9%	42.1%
	Dislocated Workers	71.2%	69.2%
	Older Youth	41.4%	58.3%
	Younger Youth	54.7%	62.5%
Skill Attainment Rate	Younger Youth	88.0%	87.9%
Youth Placement Rate	Youth (ages 14-21)	N/A	51.1%
Attainment Of Certificate	Youth (ages 14-21)	N/A	45.1%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	75.6%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	81.8%
	Dislocated Workers	91.0%	89.6%
	Youth	95.0%	83.3%
Employment in Q3	Adults	76.0%	82.5%
	Dislocated Workers	82.4%	86.3%
	Youth	78.2%	62.4%
Median Annualized Earnings	Adults	$20,822	$19,473
	Dislocated Workers	$29,414	$31,208
	Youth	$8,028	$6,645
Credential Rate	Adults	63.3%	65.3%
	Dislocated Workers	78.2%	82.1%
	Youth	75.3%	44.3%
Overall Status of Local Performance State and Federal Measures	Not Met - 9	Met - 11	Exceeded - 9

Table O – Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
Spokane	Adults	460	
	Dislocated Workers	546	
ETA Assigned #53035	Older Youth	211	
	Younger Youth	305	
	Total Exiters		
	Adults	259	
	Dislocated Workers	275	
	Older Youth	132	
	Younger Youth	199	
	Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.0%	72.3%
	Employers	69.5%	73.2%
Entered Employment Rates	Adults	83.7%	84.1%
	Dislocated Workers	85.9%	90.2%
	Older Youth	80.2%	75.0%
Retention Rates	Adults	85.0%	85.7%
	Dislocated Workers	91.1%	91.3%
	Older Youth	84.9%	76.4%
	Younger Youth	75.9%	54.5%
Average Earnings (Adult/DW)	Adults	$12,209	$11,046
Six Months Earnings Increase	Dislocated Workers	$19,999	$17,723
(Older Youth)	Older Youth	$4,144	$3,178
Credential/Diploma Rates	Adults	61.5%	60.9%
	Dislocated Workers	50.6%	57.4%
	Older Youth	45.5%	33.6%
	Younger Youth	65.6%	65.3%
Skill Attainment Rate	Younger Youth	88.0%	84.4%
Youth Placement Rate	Youth (ages 14-21)	N/A	71.0%
Attainment Of Certificate	Youth (ages 14-21)	N/A	66.2%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	30.7%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	95.6%
	Dislocated Workers	91.0%	93.5%
	Youth	95.0%	88.7%
Employment in Q3	Adults	77.5%	77.4%
	Dislocated Workers	82.5%	87.0%
	Youth	79.0%	67.3%
Median Annualized Earnings	Adults	$21,131	$19,093
	Dislocated Workers	$32,046	$29,566
	Youth	$11,767	$9,443
Credential Rate	Adults	63.2%	70.1%
	Dislocated Workers	70.5%	63.6%
	Youth	78.0%	66.9%
Overall Status of Local Performance State and Federal Measures	Not Met - 7	Met -12	Exceeded - 10

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
Pierce	Adults	278	
	Dislocated Workers	301	
ETA Assigned #53040	Older Youth	147	
	Younger Youth	309	
	Total Exiters		
	Adults	106	
	Dislocated Workers	145	
	Older Youth	84	
	Younger Youth	200	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	73.5%
	Employers	69.5%	70.4%
Entered Employment Rates	Adults	81.4%	85.1%
	Dislocated Workers	87.4%	86.4%
	Older Youth	76.9%	75.0%
Retention Rates	Adults	84.6%	88.6%
	Dislocated Workers	90.9%	90.7%
	Older Youth	83.7%	67.8%
	Younger Youth	71.3%	65.9%
Average Earnings (Adult/DW)	Adults	$12,448	$14,414
Six Months Earnings Increase	Dislocated Workers	$20,177	$17,102
(Older Youth)	Older Youth	$4,871	$3,356
Credential/Diploma Rates	Adults	73.3%	59.7%
	Dislocated Workers	70.9%	73.4%
	Older Youth	41.3%	51.8%
	Younger Youth	61.4%	56.0%
Skill Attainment Rate	Younger Youth	88.0%	81.8%
Youth Placement Rate	Youth (ages 14-21)	N/A	67.1%
Attainment Of Certificate	Youth (ages 14-21)	N/A	61.8%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	19.7%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	92.1%
	Dislocated Workers	91.0%	91.0%
	Youth	95.0%	87.5%
Employment in Q3	Adults	76.1%	82.2%
	Dislocated Workers	84.1%	82.8%
	Youth	79.0%	75.9%
Median Annualized Earnings	Adults	$20,476	$22,161
	Dislocated Workers	$30,136	$30,218
	Youth	$11,505	$10,082
Credential Rate	Adults	59.3%	73.9%
	Dislocated Workers	74.3%	83.6%
	Youth	74.8%	69.7%
Overall Status of Local Performance State and Federal Measures	Not Met - 5	Met - 12	Exceeded - 12

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
North Central	Adults	365	
	Dislocated Workers	306	
ETA Assigned #53045	Older Youth	50	
	Younger Youth	232	
	Total Exiters		
	Adults	203	
	Dislocated Workers	83	
	Older Youth	33	
	Younger Youth	105	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	82.0%
	Employers	69.5%	75.0%
Entered Employment Rates	Adults	83.3%	76.6%
	Dislocated Workers	86.9%	89.6%
	Older Youth	78.4%	52.4%
Retention Rates	Adults	86.2%	86.6%
	Dislocated Workers	91.1%	91.5%
	Older Youth	85.0%	94.7%
	Younger Youth	75.4%	59.7%
Average Earnings (Adult/DW)	Adults	$11,624	$12,941
Six Months Earnings Increase	Dislocated Workers	$19,377	$16,045
(Older Youth)	Older Youth	$3,637	$3,466
Credential/Diploma Rates	Adults	42.7%	73.1%
	Dislocated Workers	38.5%	76.1%
	Older Youth	34.7%	16.0%
	Younger Youth	63.4%	62.0%
Skill Attainment Rate	Younger Youth	88.0%	88.1%
Youth Placement Rate	Youth (ages 14-21)	N/A	56.8%
Attainment Of Certificate	Youth (ages 14-21)	N/A	52.6%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	44.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	91.5%
	Dislocated Workers	91.0%	93.4%
	Youth	95.0%	95.5%
Employment in Q3	Adults	80.5%	79.9%
	Dislocated Workers	84.9%	88.9%
	Youth	73.5%	68.4%
Median Annualized Earnings	Adults	$20,237	$20,165
	Dislocated Workers	$25,329	$27,177
	Youth	$10,983	$7,472
Credential Rate	Adults	64.2%	79.9%
	Dislocated Workers	70.3%	84.5%
	Youth	77.6%	33.3%
Overall Status of Local Performance State and Federal Measures	Not Met - 6	Met -6	Exceeded - 17

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served		
South Central	Adults	309	
	Dislocated Workers	704	
ETA Assigned #53050	Older Youth	87	
	Younger Youth	244	
	Total Exiters		
	Adults	98	
	Dislocated Workers	233	
	Older Youth	26	
	Younger Youth	48	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	78.3%
	Employers	69.5%	69.5%
Entered Employment Rates	Adults	83.5%	85.3%
	Dislocated Workers	86.1%	82.8%
	Older Youth	81.3%	88.9%
Retention Rates	Adults	86.6%	87.8%
	Dislocated Workers	90.9%	90.1%
	Older Youth	85.8%	91.3%
	Younger Youth	75.4%	73.7%
Average Earnings (Adult/DW)	Adults	$10,664	$13,599
Six Months Earnings Increase	Dislocated Workers	$15,897	$16,675
(Older Youth)	Older Youth	$4,627	$10,389
Credential/Diploma Rates	Adults	65.8%	69.6%
	Dislocated Workers	68.7%	64.6%
	Older Youth	49.7%	66.7%
	Younger Youth	59.0%	76.9%
Skill Attainment Rate	Younger Youth	88.0%	90.8%
Youth Placement Rate	Youth (ages 14-21)	N/A	72.0%
Attainment Of Certificate	Youth (ages 14-21)	N/A	71.8%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	57.5%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	100.0%
	Dislocated Workers	91.0%	92.5%
	Youth	95.0%	91.7%
Employment in Q3	Adults	77.3%	82.4%
	Dislocated Workers	84.1%	83.8%
	Youth	79.8%	81.1%
Median Annualized Earnings	Adults	$18,533	$21,692
	Dislocated Workers	$26,709	$28,940
	Youth	$11,904	$16,575
Credential Rate	Adults	61.4%	84.8%
	Dislocated Workers	69.1%	83.0%
	Youth	77.9%	72.6%
Overall Status of Local Performance State and Federal Measures	Not Met - 0	Met - 7	Exceeded - 22

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served	
Eastern Washington	Adults	244
	Dislocated Workers	230
ETA Assigned #53055	Older Youth	78
	Younger Youth	269
	Total Exiters	
	Adults	143
	Dislocated Workers	105
	Older Youth	34
	Younger Youth	132

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	79.7%
	Employers	69.5%	76.3%
Entered Employment Rates	Adults	82.6%	84.5%
	Dislocated Workers	85.8%	86.2%
	Older Youth	78.7%	75.0%
Retention Rates	Adults	86.1%	80.4%
	Dislocated Workers	90.7%	96.4%
	Older Youth	85.3%	75.7%
	Younger Youth	75.4%	60.9%
Average Earnings (Adult/DW)	Adults	$10,847	$13,606
Six Months Earnings Increase	Dislocated Workers	$19,053	$15,255
(Older Youth)	Older Youth	$4,351	$5,320
Credential/Diploma Rates	Adults	52.6%	71.2%
	Dislocated Workers	60.1%	66.7%
	Older Youth	43.3%	27.3%
	Younger Youth	66.4%	65.8%
Skill Attainment Rate	Younger Youth	88.0%	83.7%
Youth Placement Rate	Youth (ages 14-21)	N/A	60.3%
Attainment Of Certificate	Youth (ages 14-21)	N/A	66.3%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	43.9%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	100.0%
	Dislocated Workers	91.0%	95.5%
	Youth	95.0%	95.9%
Employment in Q3	Adults	76.7%	77.5%
	Dislocated Workers	69.6%	89.3%
	Youth	77.2%	68.0%
Median Annualized Earnings	Adults	$20,604	$24,646
	Dislocated Workers	$28,357	$25,857
	Youth	$11,222	$12,351
Credential Rate	Adults	65.4%	86.3%
	Dislocated Workers	72.1%	79.6%
	Youth	80.8%	51.4%
Overall Status of Local Performance State and Federal Measures	Not Met - 6	Met -5	Exceeded -18

Table O • Local Performance *(Includes One Chart for Each Local Area in the State)*

Local Area Name	Total Participants Served	
Benton-Franklin	Adults	164
	Dislocated Workers	174
ETA Assigned #53060	Older Youth	74
	Younger Youth	153
	Total Exiters	
	Adults	103
	Dislocated Workers	97
	Older Youth	35
	Younger Youth	79

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.0%	76.0%
	Employers	69.5%	76.6%
Entered Employment Rates	Adults	84.5%	84.0%
	Dislocated Workers	88.4%	87.7%
	Older Youth	80.8%	48.5%
Retention Rates	Adults	86.3%	85.9%
	Dislocated Workers	91.7%	90.6%
	Older Youth	86.3%	81.8%
	Younger Youth	70.0%	75.0%
Average Earnings (Adult/DW)	Adults	$12,649	$12,433
Six Months Earnings Increase	Dislocated Workers	$17,989	$19,200
(Older Youth)	Older Youth	$3,896	$3,599
Credential/Diploma Rates	Adults	71.1%	81.0%
	Dislocated Workers	71.6%	72.4%
	Older Youth	46.5%	23.5%
	Younger Youth	64.0%	80.3%
Skill Attainment Rate	Younger Youth	88.0%	95.9%
Youth Placement Rate	Youth (ages 14-21)	N/A	66.3%
Attainment Of Certificate	Youth (ages 14-21)	N/A	76.1%
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	33.3%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	78.9%
	Dislocated Workers	91.0%	94.2%
	Youth	95.0%	95.2%
Employment in Q3	Adults	78.3%	86.1%
	Dislocated Workers	83.3%	87.7%
	Youth	82.7%	76.3%
Median Annualized Earnings	Adults	$21,255	$17,379
	Dislocated Workers	$29,841	$29,157
	Youth	$11,958	$10,230
Credential Rate	Adults	66.3%	91.4%
	Dislocated Workers	69.6%	87.7%
	Youth	76.1%	77.4%
Overall Status of Local Performance State and Federal Measures	Not Met - 5	Met - 10	Exceeded - 14

Table 0 • Local Performance

Local Area Name	Total Participants Served		
Statewide Programs ETA Assigned #53888	Adults Dislocated Workers Older Youth Younger Youth	291	
	Total Exiters		
	Adults Dislocated Workers Older Youth Younger Youth	60	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants Employers		
Entered Employment Rates	Adults Dislocated Workers Older Youth	N/A	74.6%
Retention Rates	Adults Dislocated Workers Older Youth Younger Youth	N/A	78.6%
Average Earnings (Adult/DW) Six Months Earnings Increase (Older Youth)	Adults Dislocated Workers Older Youth	N/A	$20,818
Credential/Diploma Rates	Adults Dislocated Workers Older Youth Younger Youth	N/A	59.6%
Skill Attainment Rate Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Younger Youth Youth (ages 14-21) Youth (ages 14-21) Youth (ages 14-21)		
Other State Indicators of Performance			
Customer Satisfaction	Adults Dislocated Workers Youth	N/A	90.9%
Employment in Q3	Adults Dislocated Workers Youth	N/A	58.0%
Median Annualized Earnings	Adults Dislocated Workers Youth	N/A	$32,597
Credential Rate	Adults Dislocated Workers Youth	N/A	69.0%
Overall Status of Local Performance State and Federal Measures	Not Met - N/A	Met - N/A	Exceeded - N/A