

# Using Data to Measure Success

Meeting Workforce Demand

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Workforce Training and  
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# Workforce Board Role

*Evaluate & report performance of workforce system*

- Identify best practices and service gaps through research and demonstration.
- Develop workforce system policies that benefit WA workforce & employers.
- Provide consumer information/protection (Career Bridge).
- Advise the Governor and Legislature on improving the state's workforce development system.

# Research & Evaluation Activities

- Mid-level Skills Gap Analysis
- Statewide Employer and Participant Surveys
- Workforce Training Results
- Net Impact Analysis
- Consumer reports on thousands of education programs
- Youth Employment Report
- Health Care Annual Report
- Aerospace Annual Report
- Federal performance evaluation and reporting for Workforce Investment Act and Carl Perkins

# Partnership

**What opportunities exist to collaborate and/or share data with particular state agencies to improve the state's overall data measurement/collection efforts with regard to education and workforce demand?**

The Workforce Board collaborates with a variety of partners on data collection and distribution, including:

- Employment Security Department
- State Board for Community and Technical Colleges
- Office of the Superintendent of Public Instruction
- Washington Student Achievement Council
- ERDC
- Department of Labor and Industries
- Department of Commerce

We also work closely with Private Vocational Schools/Colleges.

# Gaps in data measurement

**What are the gaps in the data measurement/collection efforts that, if filled, would provide a more comprehensive ability to measure the state's success in meeting education and workforce demand?**

- Gaps in administrative data
- Surveys & advisory panels

# Gaps in administrative data availability

Lack of occupation data at individual level.

- No occupational data in UI wage files.
- Hiring and wage trends hard to detect quickly.
- Can analyze by industry, but not by occupation.

Lack of individual age data for employment.

- No age data in UI wage files.
- Hard to see:
  - How young people transition into work world.
  - Occupations or industries with impending retirement waves.

# Gaps in administrative data resources

- More before-and-after analyses could provide richer data for sub-group evaluations.
- Net Impact Study - Evaluates public and participant return on investment by training program.
  - Currently conducted every four years.
  - More frequent analysis would provide more timely picture on progress of workforce programs.

# More surveys & advisory panels needed

- Larger, more frequent Employer Surveys to drill down to occupation level & work directly with employers to identify specific skill needs, both current and future.
- More extensive Participant Surveys to measure satisfaction and success, along with workforce system challenges.
- Industry Skill Panels for more industries, regions.

# Who is left behind?

Figuring out who is left behind, and why, in our labor market is difficult. For example, we want to identify:

- Reasons those with disabilities face hiring challenges.
- Barriers facing unemployed youth.
- Hurdles facing veterans as they transition to civilian life.

# Current data collection activities

- What type of data is currently collected to illustrate the state's efforts in meeting workforce demands?

# Workforce Training Results

Community and Technical College Professional Technical Education	
<b>Employment:</b> % of participants employed third quarter after leaving program.	<b>All 65%</b> <b>Completers 70%</b>
<b>Earnings:</b> Median annualized earnings 6-9 months after leaving program.	<b>All \$26,138</b> <b>Completers \$28,877</b>
<b>Skills:</b> % of participants who obtained an appropriate credential.	<b>57%</b>
<b>Participant Satisfaction</b>	<b>91%</b>
<b>Employer Satisfaction</b>	<b>96%</b>
<b>Net Employment Impact</b>	<b>10.1 percentage points</b>
<b>Net Earnings Impact</b>	<b>\$9,253</b>
<b>Participant Return on Public Investment</b>	<b>\$13 to 1</b>
<b>Taxpayer Return on Investment</b>	<b>\$3 to 1</b>

Note: 2012 dollars, Q1

<http://wtb.wa.gov/WorkforceTrainingResults.asp>

# Industry-specific Mid-level Skill Gaps Analysis

- Health Care
- Aerospace
- Manufacturing (one-time grant funded)

# Employer Survey

We ask employers about:

- Hiring needs and practices
- Education and training needs
- Skill gaps
- Consequences of not finding qualified applicants

# Find the education and training you need to get the job you want!

The screenshot shows the Washington Career Bridge website. At the top, there is a search bar with the text "Search for education programs" and a magnifying glass icon. Below the search bar is a checkbox labeled "Eligible Training Provider approved" with an information icon. The main header features the "Washington Career Bridge" logo and the tagline "Find the education & training you need to get the job you want". A navigation menu on the left includes links for "Explore Careers", "View Job Trends", "Find Education", "Pay for School", and "Eligible Training Provider List". The main content area has three columns: "Explore Careers >" with a photo of a woman in safety glasses and a "TAKE A QUIZ" button; "View Job Trends >" with a photo of a welder and a "FIND OUT MORE" button; and "Find Education >" with a photo of a graduate and a "START YOUR SEARCH" button. A sidebar on the left shows a "Printed guide available" link with a small image of a guide titled "You're Going!". The footer includes social media icons for Facebook, LinkedIn, and Twitter, and a navigation menu with links for "Home", "Contact Us", "About Us", "Help Center", "Terms & Privacy", and "Access WA". A copyright notice at the bottom reads "Copyright ©2012 by the Workforce Training & Education Coordinating Board".

**CareerBridge.wa.gov** features nearly 6,000 Washington education programs in one place.

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Questions?

[www.wtb.wa.gov](http://www.wtb.wa.gov)