



Workforce Training Results 2014



Workforce Training and Education Coordinating Board
128 10th Avenue SW, PO Box 43105, Olympia, WA 98504-3105
360-709-4600 • www.wtb.wa.gov

Table of Contents

Workforce Training Results 2014 Executive Summary	1
Adult Basic Education/English as a Second Language (ABE/ESL)	4
Apprenticeship	6
Community and Technical College (CTC) Professional-Technical Education.....	8
Department of Services for the Blind (DSB)	10
Division of Vocational Rehabilitation (DVR)	12
Private Career Schools	14
Secondary Career and Technical Education (CTE)	16
Worker Retraining at Community and Technical Colleges	18
WorkFirst	20
Workforce Investment Act Title I-B Adult Program	22
Workforce Investment Act Title I-B Program for Dislocated Workers	24
Workforce Investment Act Title I-B Youth Program	26
Workforce Development System Overall Results	29

WORKFORCE TRAINING RESULTS

2014 EXECUTIVE SUMMARY

The nationwide recession impacted the ability of Washington residents to find jobs and become self-sufficient. Although the Great Recession officially began in December of 2007 and ended in June of 2009, its economic aftershocks are still being felt. This report, which offers details on employment, wages and completion rates among workforce participants, shows the mostly positive results of our state's workforce programs on participants, even during a stubborn economic downturn. By using common methods and applying them across a wide range of workforce programs, Workforce Training Results offers a comprehensive and consistent, program-by-program look at Washington's workforce system.

Introduction

The following questions and others concerning our state's workforce development system are a driving force behind this publication and the efforts of the Workforce Training and Education Coordinating Board (Workforce Board).

- Did participants of workforce programs get the skills they needed?
- After leaving the program, were participants employed?
- How much did they earn?
- Were program participants and their employers satisfied?
- Did the participant and public get a good return on investment?

These five questions are the basis for Washington's Workforce Core Measures. Adopted in 1996 after extensive research and stakeholder work, core measures were created to provide a common framework to measure our workforce system's progress across a wide variety of programs. While each program typically has multiple performance measures, many of them mandated by the U.S. Department of Labor and the U.S. Department of Education, these state core measures give Washington policymakers, workforce professionals and the public a consistent look at the results of our workforce system.

These performance measures have stood the test of time by being both balanced and revealing. The measures were the genesis for the National Governors Association recommendations to Congress for federal workforce development performance measures. In addition to these performance measures, we also summarize the strengths of our state's workforce programs, along with areas for improvement.

Who We Are

The Workforce Board is a partnership of business, labor and government dedicated to helping Washington residents obtain and succeed in family-wage jobs, while meeting employers' needs for skilled workers. We are the state's performance accountability agent, working on behalf of Washington's citizens and employers.

To achieve these objectives, the Workforce Board tracks the results of 12 of the state's largest workforce programs. These programs account for about 98 percent of the federal and state dollars spent on our state's workforce training system – nearly \$825 million per year.

Our workforce participants have a broad range of ages, abilities and backgrounds—from high school students who require relevant, applied learning to stay in school, to low-skilled working adults who need more education to earn a living wage, to the recently laid off retooling for new careers.

This publication summary provides a system-wide view plus a dashboard look at each of the state's 12 major workforce programs. For more detailed program results see: www.wtb.wa.gov/WorkforceTrainingResults.asp

How We Track Results - Workforce Core Measures

The following questions, and their answers, provide a simple and reliable way to analyze our system's progress.

Did Program Participants Get the Skills They Needed?

Desired Outcome: Washington's workforce possesses the skills and abilities required in the workplace.

Participants in workforce development programs acquire a variety of skills and abilities by participating in these programs. In many programs, the attainment of skills and abilities is marked by participants receiving diplomas, certificates, degrees or other credentials. The Skill Attainment Core Measure is the percentage or number of participants leaving the program who achieved the appropriate skill gains or were awarded the relevant educational or skill credential. The Workforce Board measures this indicator through administrative records. It's important to note that Workforce Training Results measures skill attainment rates for ALL participants, not just those who receive training.

After Leaving the Program, Were Participants Employed?

Desired Outcome: Washington's workers are employed.

The Workforce Board evaluates the labor market outcomes of program participants by examining their employment and earnings during the third quarter after leaving a program. The Employment Core Measure for adults is the percentage of former program participants with employment seven to nine months after leaving the program, using records from state and federal employment records. The measure for programs serving youth uses the same data sources but also looks at school records to account for students pursuing further education.

How Much Do Program Participants Earn?

Desired Outcome: Washington's workers achieve a family-wage standard of living.

The Earnings Core Measure is the median earnings of employed program participants seven to nine months after leaving the program, excluding former participants who are enrolled in further education during that quarter. Data comes from state employment records. The Workforce Board looks at the third quarter for employment and earnings because experience has shown that the third quarter provides the most reliable information for gauging, within a useful period of time, the program's lasting effect on participants.

Are Employers Satisfied?

Desired Outcome: Employers who hire workforce program participants are satisfied with the results.

The Workforce Board uses surveys to measure customer satisfaction with workforce programs and program completers. The Employer Satisfaction Core Measure is the percentage of employers who report in the Employer Survey that they are satisfied with new employees who had completed a workforce program. Because our sample size would be too small, we do not measure employer satisfaction for those smaller programs where too few employers have experience with the program.

Are Participants Satisfied?

Desired Outcome: Workforce program participants are satisfied with the results.

The Workforce Board uses surveys to measure participant satisfaction with workforce programs. The Participant Satisfaction Core Measure is the percentage of participants who report in the Participant Survey that they are satisfied overall with the programs.

Did the Participant and Public Get a Good Return on Investment?

Desired Outcome: Workforce development programs provide returns that exceed program costs.

Every four years, the Workforce Board conducts net impact and cost-benefit analyses of workforce development programs. The Taxpayer Return on Investment Measure is the net impact on all tax revenue and social welfare payments compared to the cost of the services. The Participant Return on Investment Measure is the net impact on participant earnings and employer provided benefits compared to the cost of the services.

This part of the study examined earnings and employment of program participants with those of individuals who did not participate in a workforce program, but had similar characteristics and faced the same regional labor market at the same time.

Workforce Development System Overall Results

The 12 workforce programs measured by the Workforce Board serve a wide range of Washington residents with various skills, education, experience, abilities, and barriers. Despite the differences among programs, it is helpful to look not only at their individual results but how they performed overall to better gauge how well Washington's workforce system is working.

Adult Basic Education/English as a Second Language (ABE/ESL)

Literacy and math instruction for adults whose skills are at or below the eighth grade level, GED Test Preparation, high school completion for adults who want to earn an adult high school diploma and ESL instruction. Students receiving both basic skills instruction and job training are included in the evaluation of the professional-technical training or worker retraining programs and not in the evaluation of basic skills instruction. Students receive basic skills instruction at community and technical colleges (98 percent) and other organizations such as libraries and community-based organizations (2 percent).

State Core Indicator Results

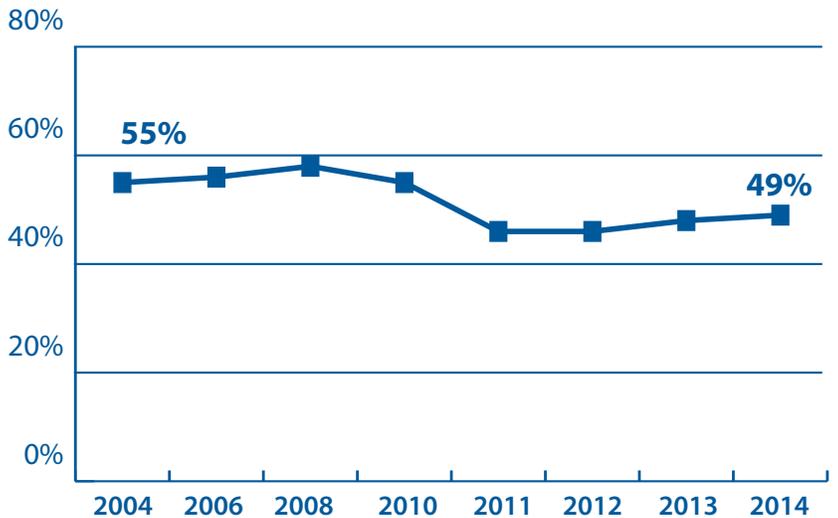
Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	49%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$17,074
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	n/a**
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	93%
Employer Satisfaction - Percentage of employers who reported satisfaction with new employees who were program completers as evidenced by survey responses.	95%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	No Significant Positive Impact
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$895
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	No Significant Positive Impact
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	No Significant Positive Impact

* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

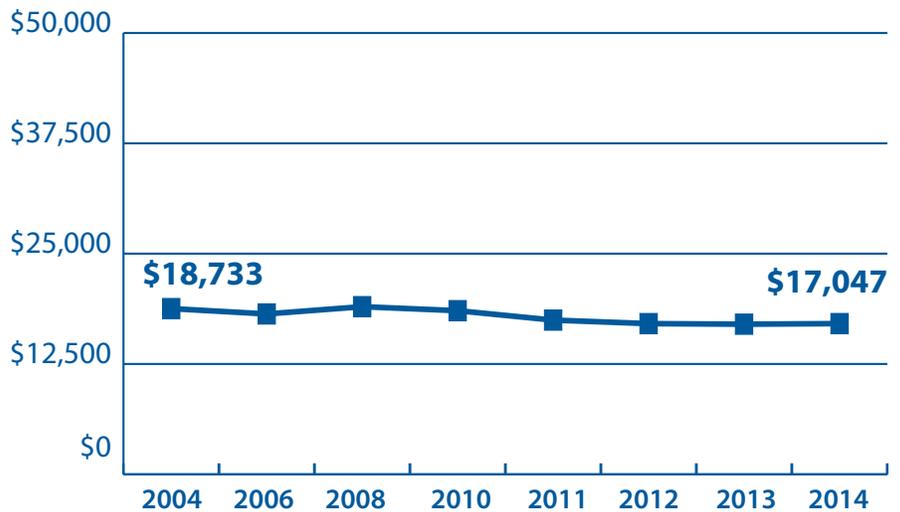
** Not available because not measured as part of this evaluation.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Adult Basic Education Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



As reported in previous studies, the employment and earnings results are weak for students who participate in Adult Basic Education without also receiving professional-technical training. Although participants report high levels of satisfaction with their program, the study does not find a positive impact on the average student's employment and hourly wages. On a positive note, there has been a clear trend over time toward meeting more students' needs for support services.

The findings show a substantial net impact on employment and earnings for students who participated in I-BEST, combining adult education with professional-technical training. These results are strong evidence of the importance of investing resources in I-BEST and similar alternative methods of delivering adult education.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Apprenticeship

Training that combines classroom instruction with paid, on-the-job training under the supervision of a journey-level craft person or trade professional. Apprenticeships are governed by the Washington State Apprenticeship and Training Council and administered by the Department of Labor and Industries (L&I).

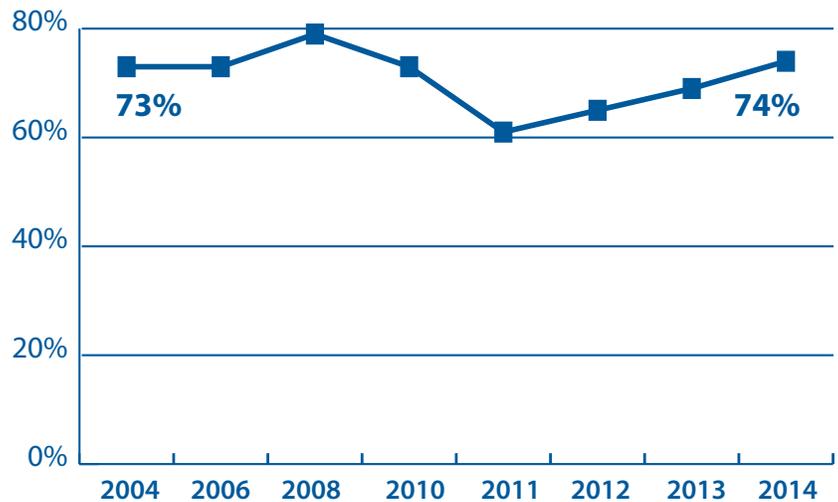
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	All 74% Completers 84%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	All \$44,578 Completers \$63,869
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	48%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	Classroom Training: 90% On-The-Job Training: 88%
Employer Satisfaction - Percentage of employers who reported satisfaction with new employees who were program completers as evidenced by survey responses.	93%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	9.8 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$19,042
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$91 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$23 to 1

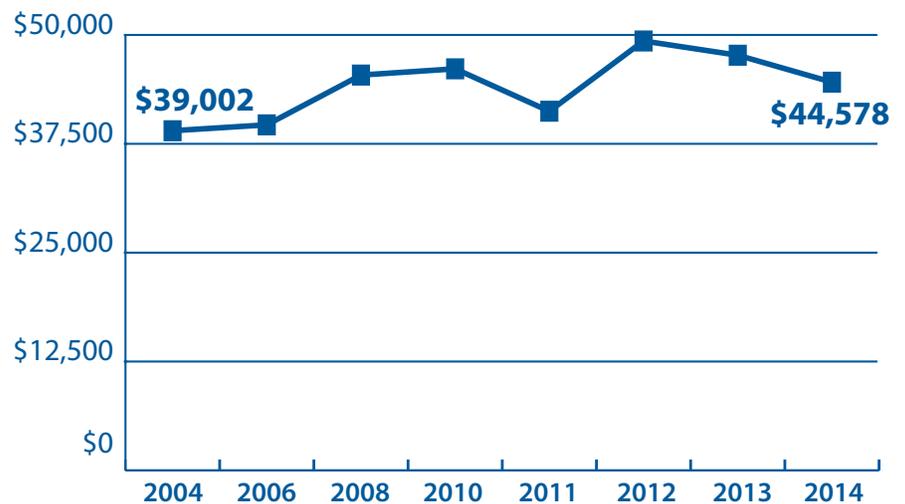
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Apprenticeship Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



Apprenticeship is an extremely successful training program with strong net impacts on employment and earnings. Moreover, the cost to the public is very low as the bulk of the costs are covered by the trust funds established by employers and workers. Employers report high levels of satisfaction with the skills of those who completed an apprenticeship program, and participants report satisfaction with the program.

This evaluation does find some areas that could be stronger. The median age of those leaving apprenticeships is 30. More should be done to enroll younger people into apprenticeships. Only 15 percent of apprentices are women. Also, the hourly wages and annual earnings of women are only 56 and 52 percent, respectively, those of men. More should be done to enroll women in apprenticeships, especially in higher paying fields. Finally, while Washington's apprenticeship program continues to enroll people of color at rates similar to their population in the state, there continues to be disparities between the post-program wages and earnings for people of color compared to whites. This suggests that minority groups may not be enrolling in the higher paying fields. This issue needs continued attention.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Community and Technical College (CTC) Professional-Technical Education

Training and education for a vocational associate of arts degree or a vocational certificate.

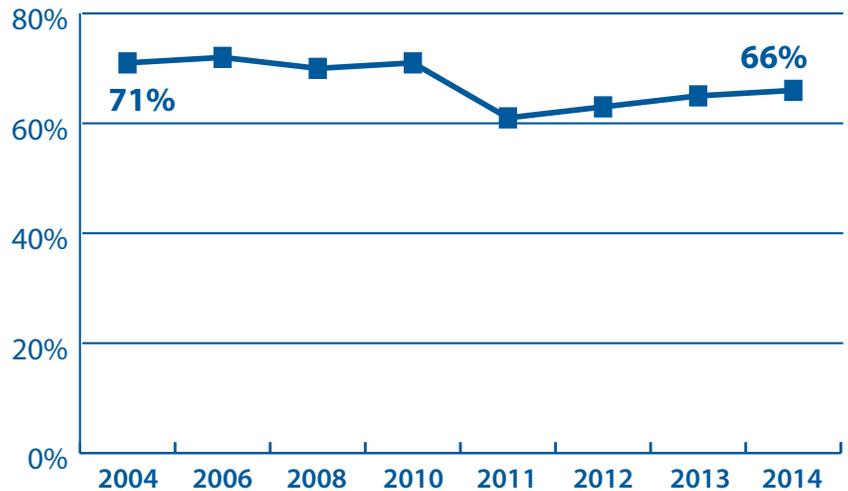
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	All 66% Completers 70%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	All \$26,360 Completers \$28,812
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	59%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	91%
Employer Satisfaction - Percentage of employers who reported satisfaction with new employees who were program completers as evidenced by survey responses.	96%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	10.1 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$9,363
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$13 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$3 to 1

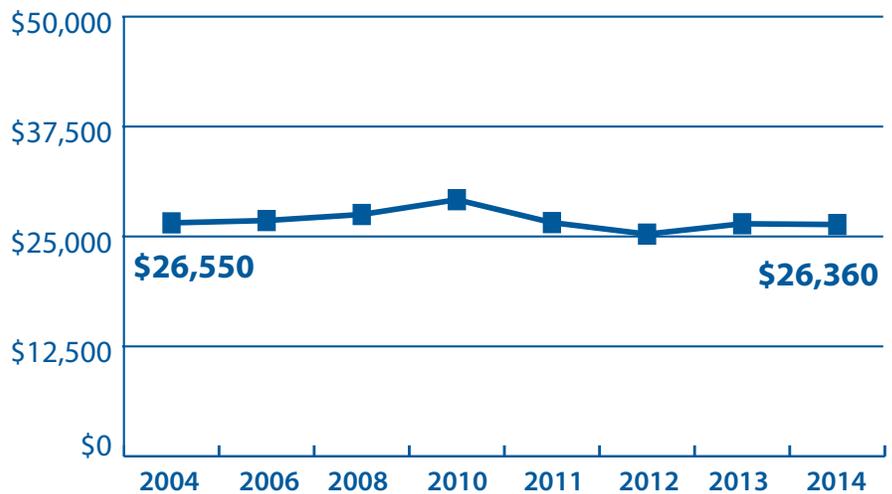
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Professional-Technical Education Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



The report finds very strong results for community and technical colleges' professional-technical education. Professional-Technical education has substantial net impacts on participant employment and earnings and returns more revenue to taxpayers than the program costs. Employer and participant satisfaction are very high. While participant employment and earnings remain below the peaks reported in 2010, they are recovering from the effects of the Great Recession.

The findings suggest some areas to focus on for improvement. Participant satisfaction with support services (especially career counseling, job search assistance, and information on job openings) is lower than it used to be. This likely reflects reductions in these services due to budget cuts. Also, the breakdown of results by subpopulations reveals the greatest disparities in labor market outcomes for students with disabilities. The employment rate for people with a disability is 14 percentage points lower than for people without a disability. The annual earnings for people with a disability is 71 percent of the earnings of those with no reported disability. Enhancing support services, especially services related to post-program employment and services for students with a disability, are areas for improvement.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Department of Services for the Blind (DSB)

Vocational rehabilitation services, counseling, training, and assistive technology to help participants achieve successful employment outcomes. To receive services, an individual must be legally blind or have a visual disability that causes an impediment to employment, and vocational rehabilitation services are required for the individual to prepare for, enter, engage in, or retain employment.

State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	39%
Earnings - Median annualized earnings of participants six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$23,706
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)**	51%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	81%
Employer Satisfaction - A survey was not conducted because sample size would be too small.	n/a
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	n/a
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	n/a***
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	n/a
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	n/a

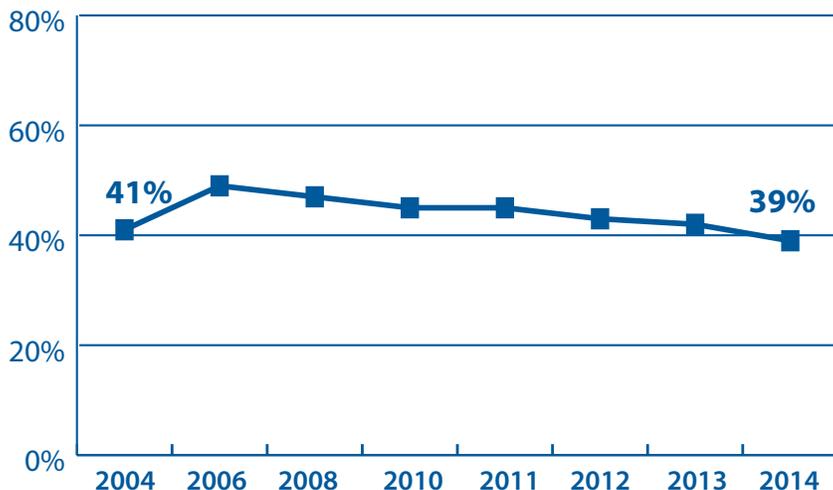
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

** Completed rehabilitation plan.

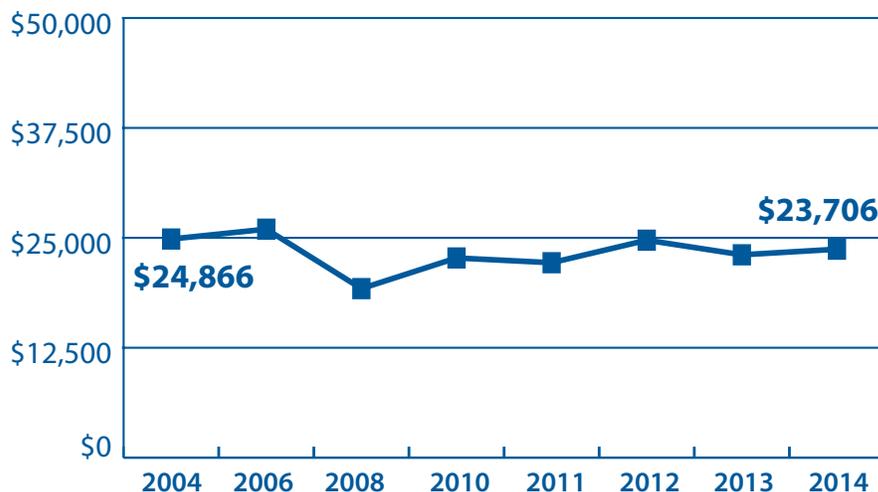
*** Not available because not measured as part of this evaluation.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Department of Services for the Blind Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



DSB serves individuals who are legally blind or have a visual disability that causes an impediment to employment. Although their level of prior educational attainment tends to be high (45 percent have a college degree) this population faces serious challenges. DSB's results should be interpreted in this light. The employment and earnings results are relatively low (39 percent reported employment and median earnings of \$23,706). We do not know, however, if these results represent positive net impacts compared to what happens to similar individuals who do not take part in a workforce development program. It was not feasible to construct a comparison group because of the unique characteristics of the participant population.

DSB participants report high degrees of satisfaction with the services they receive. The top three areas that could be stronger, based upon the participant survey, are providing information on job openings, transportation assistance, and career counseling.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Division of Vocational Rehabilitation (DVR)

Services to help eligible individuals with disabilities become employed. Eligibility requires that the individual have a physical, mental, or sensory impairment that constitutes or results in a substantial impediment to employment and that they need DVR services to enter or retain employment.

State Core Indicator Results

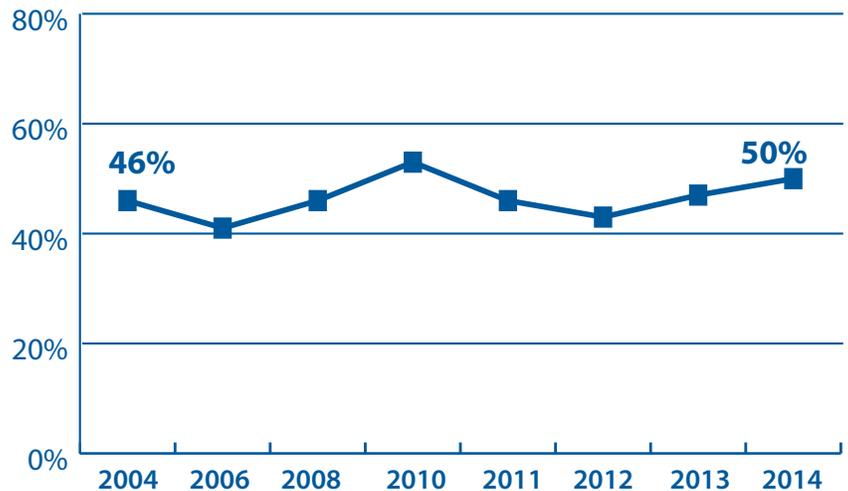
Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	50%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$13,655
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)**	55%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	75%
Employer Satisfaction - A survey was not conducted because sample size would be too small.	n/a
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	12.4 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$1,445
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$3 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	No Significant Positive Impact

* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

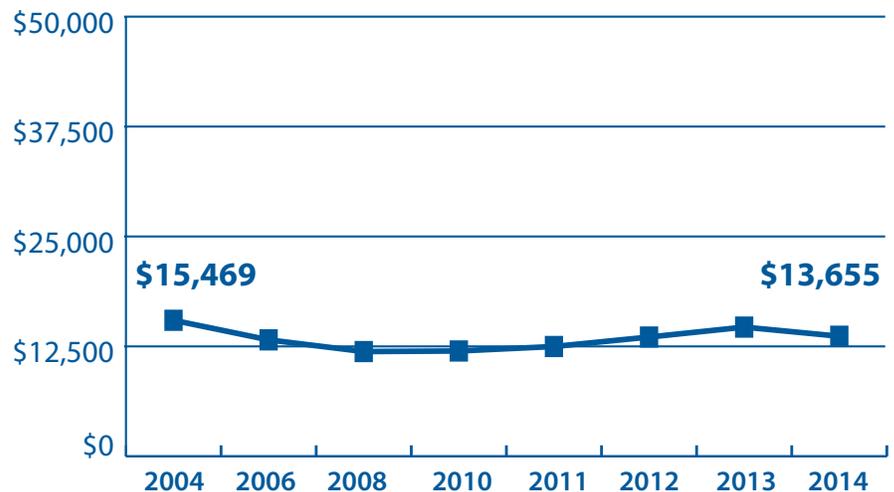
** Completed rehabilitation plan.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Division of Vocational Rehabilitation Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



DVR serves individuals with significant challenges to employment, yet achieves positive net impacts on employment and earnings. The return to participants far exceeds the cost of the services. This evaluation reveals some strong results, and some possibilities of how this return could be made stronger.

The participant survey suggests that more should be done to provide individuals with job counseling and information about job openings. Some 41 percent of survey respondents indicated their need for job opening information was not met. When asked about program features, most participants were somewhat or very satisfied with each aspect of their program, but a substantial percentage (38 percent) were not satisfied with the career usefulness of the services. Among DVR participants who became employed, between 33 and 40 percent found the services were either not related to their job, were not helpful in getting hired, or not useful for their job. While this means that most did find a relationship between their DVR experience and their job, there is room for improvement.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Private Career Schools

Training provided by private colleges and schools for students intending to complete vocational certificates or degrees. The schools are licensed by the Workforce Board or, if they grant a degree, by the Washington Student Achievement Council.

State Core Indicator Results

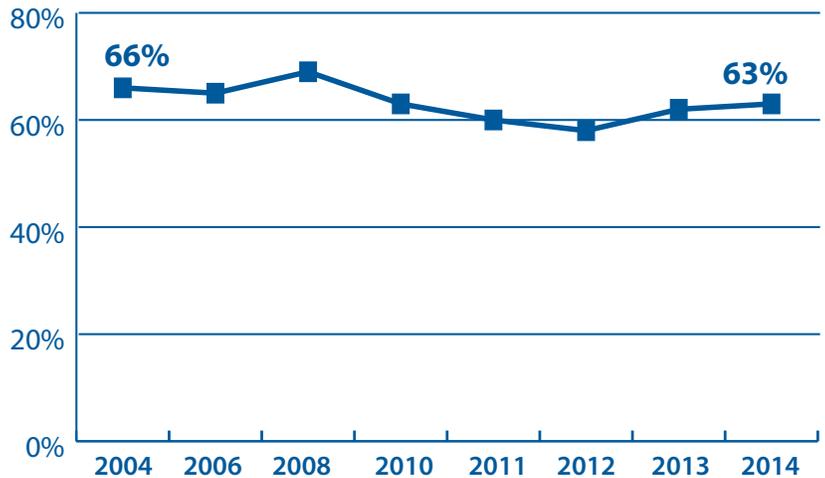
Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	All 63% Completers 65%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	All \$20,638 Completers \$21,286
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	85%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	85%
Employer Satisfaction - Percentage of employers who reported satisfaction with new employees who were program completers as evidenced by survey responses.	95%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	3.4 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$2,226
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	**
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	**

* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

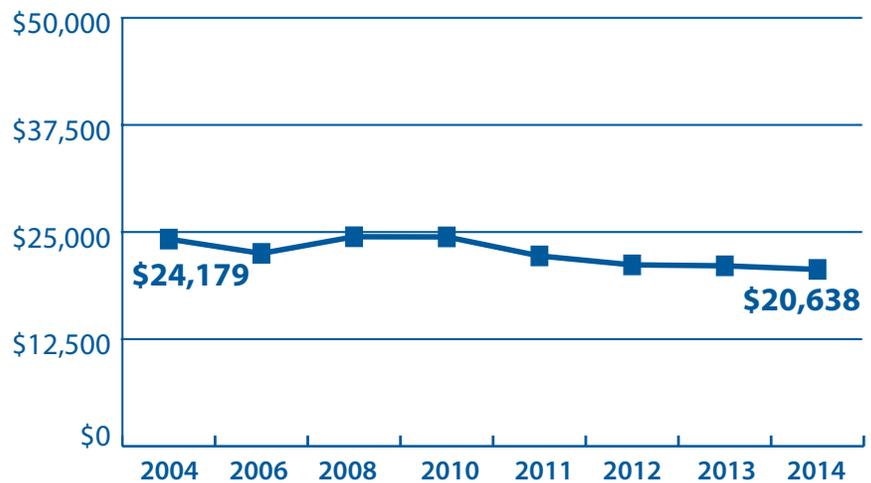
**This return is not estimated because the major public investment is student financial aid which is outside the scope of this study.

Employment & Earning Indicators Over Time

Employment Rate - Percent of All Private Career School Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of All Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



Private career schools are private businesses that provide a wide variety of vocational training programs. The schools reviewed here offer certificated programs, with a median attendance of two months. Consistent with this length of training, the completion rate is high (85 percent) and the employment and earnings results are modest (63 percent reported employment and a median of \$20,638 in annual earnings).

Both employer and participant satisfaction with private career schools is high. An area of some concern to the participants, however, is the cost. Also, information about job openings could be better. The long-term net impact on employment and earnings is positive, but whether or not the net impact is sufficient to offset the cost of training depends on a particular program's tuition and fees (tuition and fees vary widely among the schools), the financial aid students receive, and the post-program employment and earnings of students. As a result, there is a premium on students being well-informed consumers when they choose a school.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Secondary Career and Technical Education (CTE)

Career and technical education helps prepare students for successful roles in families, careers, and communities. Programs are designed to develop the skills, understanding, and attitudes needed by workers in their occupations. Instructional programs organized within career pathways include agriculture, family and consumer sciences, trade and industry, marketing education, business education, diversified occupations, technology education, cosmetology, health education, and others.

State Core Indicator Results

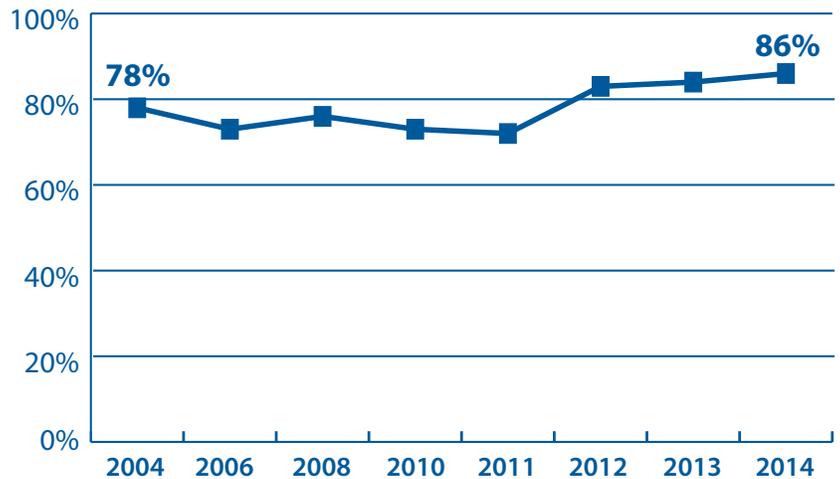
Employment or Higher Education - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program* or in higher education.	Completers 86%
Earnings - Median annualized earnings six to nine months after leaving the program. ** (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	Completers \$11,815
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	n/a
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	99%
Employer Satisfaction - Percentage of employers who reported satisfaction with new employees who were program completers as evidenced by survey responses.	95%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	8.4 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$2,132
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$87 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$9 to 1

* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

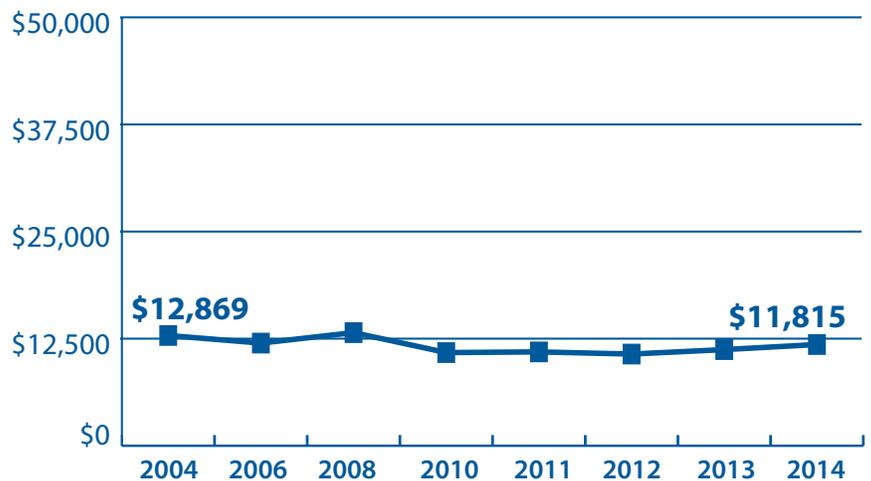
**Excludes those enrolled in postsecondary education. When all CTE participants are included, median annualized earnings were \$9,477.

Employment & Earning Indicators Over Time

Employment/Higher Education Rate - Percent of Secondary CTE Students in Higher Education or with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of CTE Students Not in Higher Education in Third Quarter after Exiting Program (First Quarter 2013 dollars)



Some 98 percent of Secondary CTE students were satisfied with their program overall and 96 percent of employers were satisfied with the overall work quality of these new employees. Employer satisfaction has trended upward over the last decade. There has also been an upward trend in Secondary CTE students going on to higher education—59 percent for the most recent cohort of graduates. Also, the net impact evaluation shows a strong net impact on employment rates and earnings, and the cost-benefit evaluation shows that Secondary CTE returns more money in tax revenue than the program costs taxpayers.

Still, there are areas for improvement. Among those students who do not go on to postsecondary education, only 46 percent were in reported employment and their earnings were just a median of \$10,734 per year. Among all CTE graduates who were employed, 56 percent were employed in retail trade or accommodations and food services. Most students reported they did not receive instruction in math, reading, or writing as part of their CTE program. And only 39 percent were very satisfied with the advice they received in selecting a program of study. These findings suggest that Secondary CTE should continue efforts to integrate core academic instruction into CTE courses and grow the number of courses in higher paying occupational clusters. Also, more needs to be done to improve career and education planning in middle and high schools. Finally, only 26 percent of students with disabilities continued on to postsecondary education—another challenge that merits attention.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Worker Retraining at Community and Technical Colleges

The Worker Retraining program provides dislocated workers and the long-term unemployed with access to job retraining for a new career. Program enrollments vary from year to year in response to layoffs. During recessions the need increases. The industries from which students are laid off also vary over time. About one percent of worker retraining students receive their training at private career schools. This evaluation, however, is limited to training at the state's 34 community and technical colleges. The colleges provide training in occupational skills and basic skills and literacy. Qualifying students may receive financial assistance to help with their tuition.

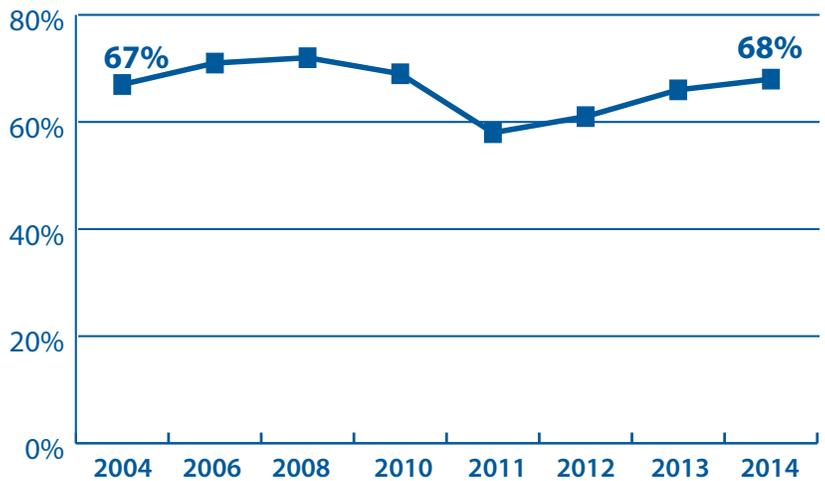
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	All 68% Completers 71%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	All \$28,780 Completers \$30,355
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	62%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	86%
Employer Satisfaction - (Survey not conducted because sample size would be too small.)	n/a
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	7.5 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$2,971
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$9 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$2 to 1

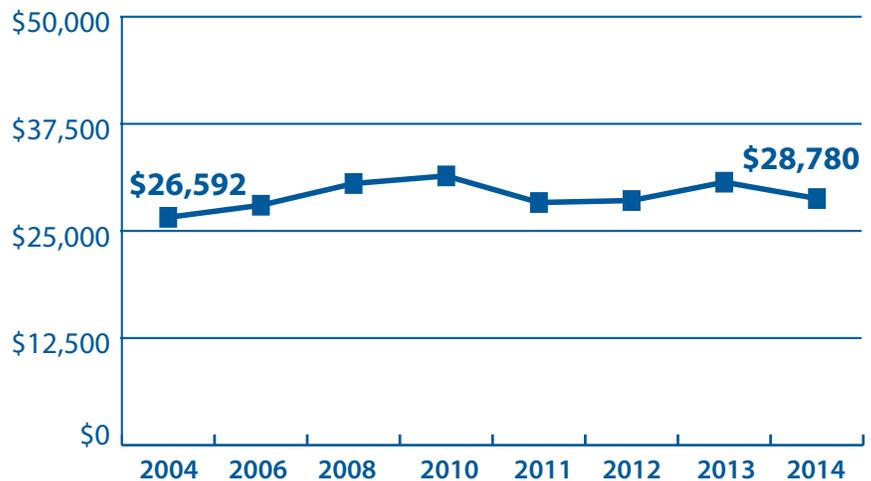
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of Worker Retraining Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



The Worker Retraining Program has strong net impacts on participants' long-term employment and earnings, and provides a positive return to taxpayers. In addition, participants reported high levels of satisfaction, with 83 percent meeting their educational objectives. While results for post-program employment rates and earnings are still lower than prior to the Great Recession, employment rates and earnings are on the rebound.

There are some areas that could be stronger. Women and people with disabilities tend to have lower labor market outcomes than others. This is likely associated with more frequently enrolling in programs of study that prepare students for lower paying occupations. Better career and job counseling, and advice on program selection could help. These support services were rated less highly by Worker Retraining program participants than other services. Also, overall, about one in five students reported their need for job opening information was not met. Strengthening these services would likely benefit all students, including those program participants whose results have been lagging.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

WorkFirst

Washington's welfare-to-work program is based on the 1996 federal Temporary Assistance to Needy Families (TANF) welfare reform legislation. The aim of WorkFirst is to help low-income families become self-sufficient by providing training and support services necessary for parents to get a job, keep a job, and move up a career ladder. This study is limited to WorkFirst participants who enrolled in an employment or training component.

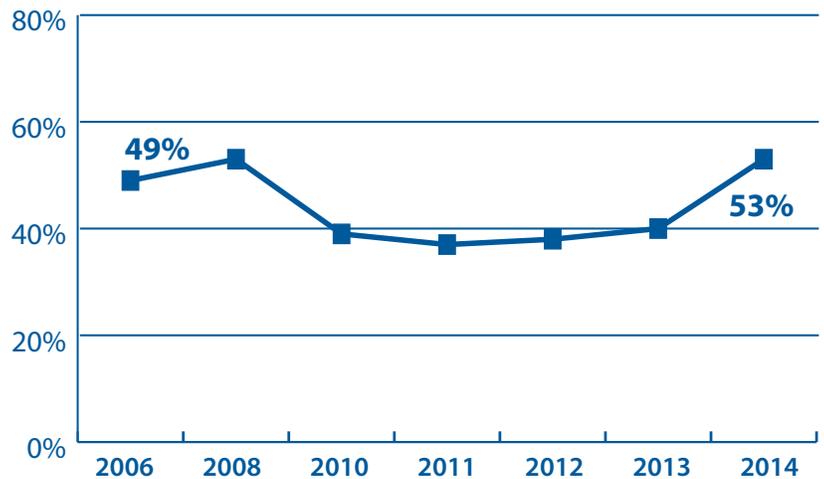
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	53%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$15,479
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	n/a
Participant Satisfaction - A survey was not conducted.	n/a
Employer Satisfaction - A survey was not conducted.	n/a
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	n/a
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	n/a
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	n/a
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	n/a

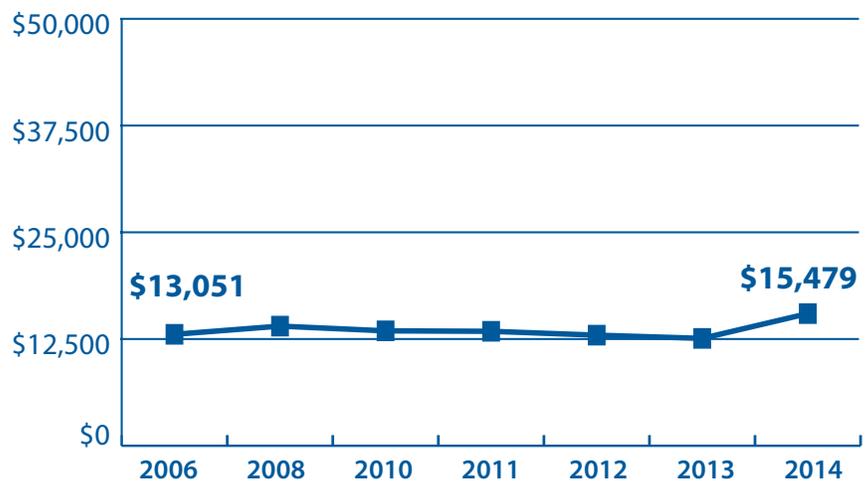
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of WorkFirst Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



WorkFirst participants' employment and earnings increased significantly in this year's report. Much of the earnings boost was tied to increased hours WorkFirst participants worked. Median quarterly hours jumped from 303 to 356. This resulted in nearly \$3,000 more in median annualized earnings. The employment rate among WorkFirst participants also rose by almost a third. The percent of participants working full-time also increased – from 37 percent to 44 percent. Several factors may have influenced increased employment and earnings levels. The state's improving economy may be a key factor, as rates here are similar to pre-Great Recession levels (a 53 percent employment rate and 41 percent full time employment rate were reported in 2005-06).

Recent policy and service delivery changes to Washington's Temporary Assistance for Needy Families (TANF) program may have also spurred higher employment and earnings rates. For example, TANF payment standards were reduced by 15% effective February 1, 2011. The state's annual increase in the minimum wage and lower cash benefits may have acted as an incentive for WorkFirst families to work more hours or move to higher paying jobs. In addition, as part of the state's redesign of the program that started in 2011, the Employment Security Department implemented a new approach to employment services.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Workforce Investment Act Title I-B Adult Program

The Workforce Investment Act (WIA) Adult program prepares individuals 18 years and older for participation in the labor force by providing core services and access to job training and other services. Core services, which are available to all adults, include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Intensive services are available for eligible adults unable to obtain jobs through core services alone. Priority is given to welfare and low-income clients. Services may include more intensive assessments, individual counseling, employment planning, and prevocational training. WIA Title I may also pay for vocational training if a participant requires training for employment and other resources are not available to cover the cost of the training. The state's Employment Security Department administers the program. The 12 regional Workforce Development Councils oversee WIA activities in local areas.

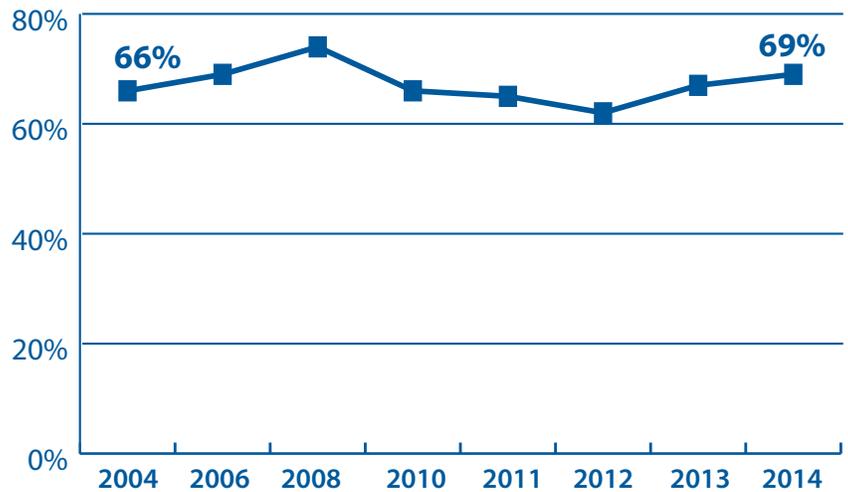
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	69%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$24,178
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	36%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	90%
Employer Satisfaction - WIA participants in general, including Adults, Youth and Dislocated Workers (A separate survey for each WIA program was not conducted because the sample size would be too small.)	93%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	10.8 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$4,511
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$8 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$1.20 to 1

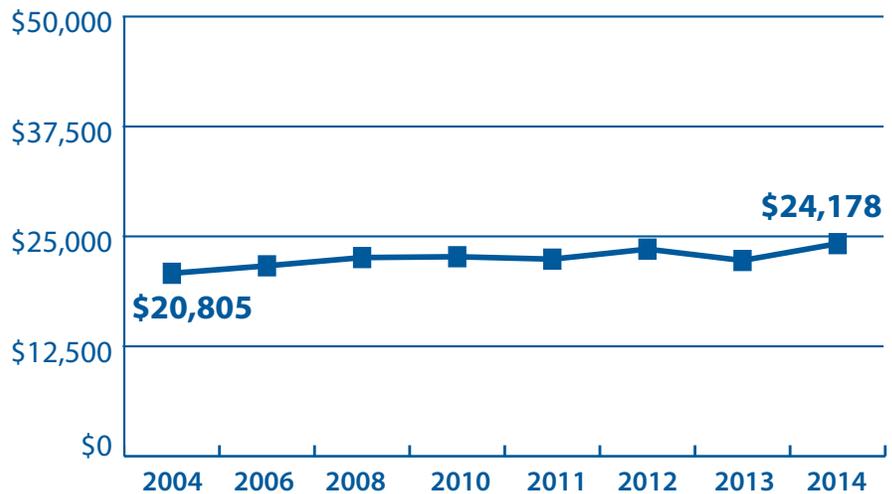
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of WIA Adult Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



The WIA program for disadvantaged adults provides a wide variety of services to participants such as career counseling, job search assistance, and vocational training. Services depend on what participants need to find suitable employment. Approximately 49 percent of participants reviewed in this study received vocational training. Employment results are beginning to recover from the effects of the Great Recession. Some 69 percent of participants were in reported employment. Only 14 percent of the participants reported that their program was neither helpful in finding a job or related to their employment. A large majority of participants reported that their program helped improve their skills a lot, and the results for reading and math, in particular, have increased in recent years. Overall, participants reported being very satisfied with their program.

The program has strong net impacts on participants' employment and earnings. The strongest net impacts are for those who receive vocational training. This suggests the importance of continuing to provide vocational training to a majority of program participants. An area that could be stronger is providing participants with information on job openings. Although better than in the past, 18 percent of participants left their program with an unmet need for job opening information.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Workforce Investment Act Title I-B Program for Dislocated Workers

The Workforce Investment Act (WIA) Dislocated Worker program provides employment and training services to meet dislocated workers' needs; establishes early intervention for workers and firms facing substantial layoffs; and fosters labor, management, and community partnerships with government to address worker dislocation. In general, dislocated workers are people who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, participants must be unlikely to return to their occupation, and must be eligible for (or have exhausted) unemployment compensation.

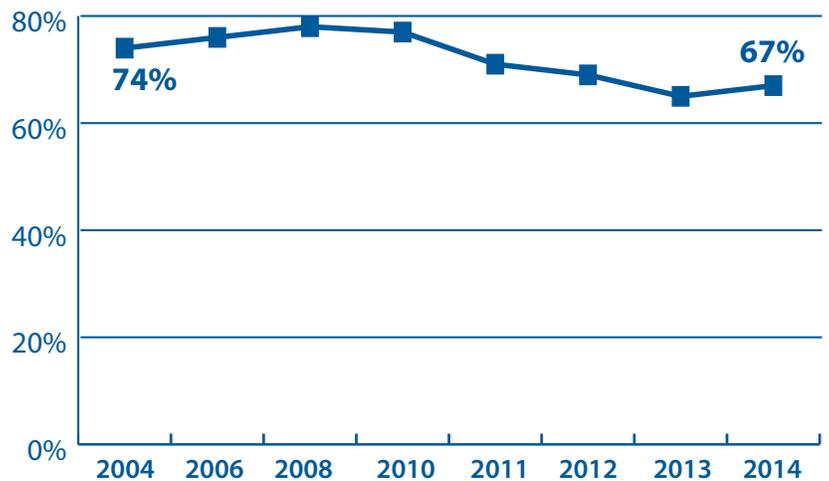
State Core Indicator Results

Employment - Percentage of participants who were employed, as reported to the Employment Security Department during the third quarter after leaving the program.*	67%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$34,504
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	53%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	88%
Employer Satisfaction - WIA participants in general, including Adults, Youth and Dislocated Workers (A separate survey for each WIA program was not conducted because the sample size would be too small.)	93%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured 9 to 12 quarters after leaving the program.	4.7 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$3,582
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$7 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	\$2 to 1

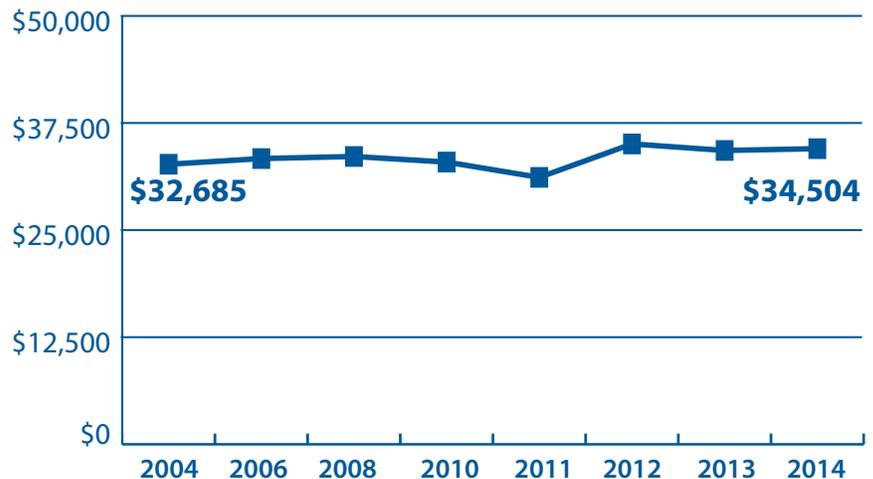
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment Rate - Percent of WIA Dislocated Worker Participants with Reported Employment in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants in Third Quarter after Exiting Program (First Quarter 2013 dollars)



The WIA Dislocated Worker program helps individuals who lost their jobs gain new employment. This evaluation takes place during a long standing downturn in the economy. It is in this context that the report finds only 67 percent of the participants had reported employment, and 18 percent of those who were employed said their job was not related to their program and their program did not help them get their job.

Compared to similar individuals who did not participate in a workforce development program, WIA Dislocated Worker participants were significantly better off after going through the program. The evaluation finds the program had strong positive net impacts on employment rates and earnings. The results were especially strong for participants who received vocational training. The report finds that approximately 76 percent of recent participants received training, of whom 76 percent received a credential—a very high rate of credential attainment that would be desirable to continue.

The participants reported a high level of satisfaction with the program. Some 88 percent were satisfied with the overall quality of the program. One area that could be stronger is providing information on job openings. Some 18 percent of participants say they left the program with an unmet need for job opening information. This does, however, represent a substantial improvement over the past decade. The 2002 and 2004 reports found 30 percent of participants had unmet needs for job opening information.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Workforce Investment Act Title I-B Youth Program

The Workforce Investment Act (WIA) Youth Program prepares youth for academic and employment success. To receive services, youth must be 14 through 21 years old, low income, and meet other criteria such as needing assistance to complete an educational program or secure and hold employment. The state's Employment Security Department administers the program at the state level. The 12 regional Workforce Development Councils oversee WIA activities in local areas. Local youth councils assist with the program.

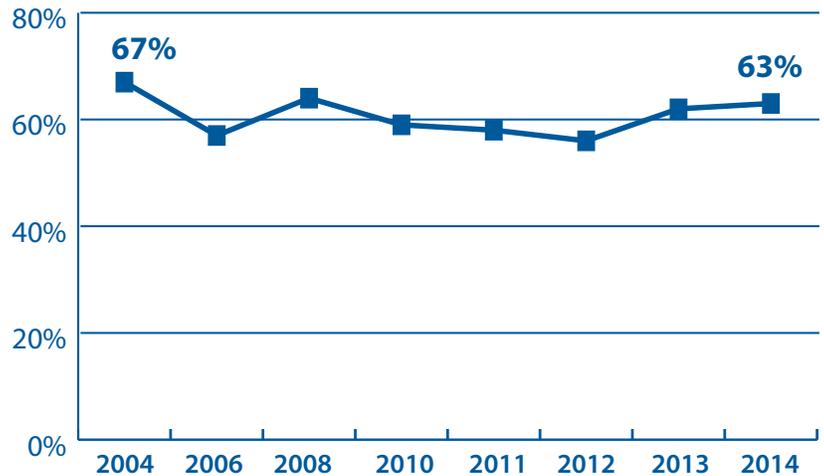
State Core Indicator Results

Employment or Higher Education - Percentage of participants who were employed, as reported to the Employment Security Department, third quarter after leaving program or in higher education.*	63%
Earnings - Median annualized earnings six to nine months after leaving the program. (Quarterly earnings are the result of hourly wage rates and the number of hours worked in a calendar quarter. To derive annualized earnings, quarterly earnings are multiplied by four.)	\$12,109
Skills - Percentage of participants who obtained an appropriate credential. (Percentage based on all participants, including those who did not receive training through the program.)	56%
Participant Satisfaction - Percentage of participants, including non-completers, who reported satisfaction with the program, as evidenced by survey responses six to nine months after leaving the program.	96%
Employer Satisfaction - WIA participants in general, including Adults, Youth and Dislocated Workers (A separate survey for each WIA program was not conducted because the sample size would be too small.)	93%
Net Employment Impact - Difference between the employment rate for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	4.3 percentage points
Net Earnings Impact - Difference between the average annualized earnings for all participants and the control group of non-participants, measured nine to 12 quarters after leaving the program.	\$2,032
Participant Return on Public Investment - The ratio of the present values of additional lifetime participant earnings and employee benefits to public costs of the program. Additional lifetime participant earnings and benefits are additional earnings and employee benefits received (minus participant program costs, taxes on added income, and any loss in unemployment insurance benefits), when compared to the non-participant control group.	\$6 to 1
Taxpayer Return on Investment - The ratio of the present values of projected additional lifetime taxes paid by the participant (plus any decrease in unemployment insurance benefits), in comparison to the public costs of the program. Additional taxes are those additional taxes projected to be paid in comparison to the taxes projected to be paid by the non-participant control group. Change in unemployment insurance benefits is the change in benefits paid to participants compared to the non-participant control group.	No Significant Positive Impact

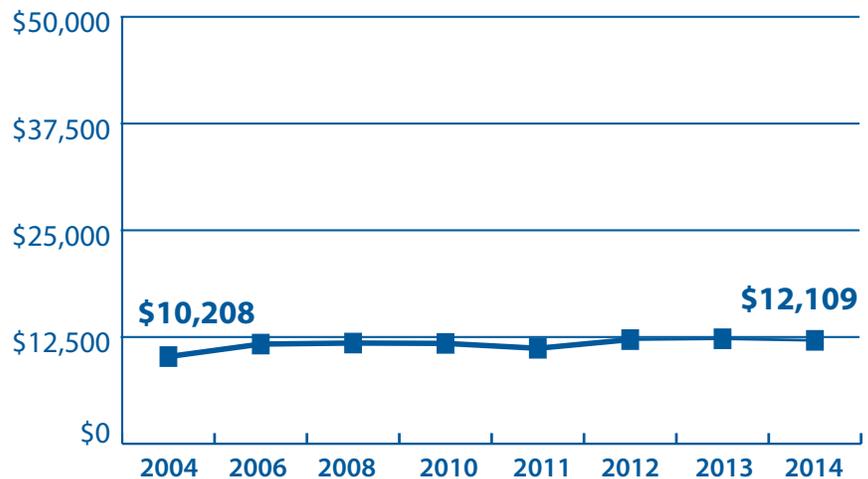
* Includes some out-of-state employment data but not all of it and does not include data on self-employment.

Employment & Earning Indicators Over Time

Employment/ Higher Education Rate - Percent of WIA Youth Participants with Reported Employment or Enrolled in Higher Education in Third Quarter after Exiting Program



Earnings - Median Annualized Earnings of Participants Not in High School or Higher Education in Third Quarter after Exiting Program (First Quarter 2013 dollars)



The WIA Youth program serves young people with substantial barriers to success in school and employment. This affects the program's outcomes. After participation, 33 percent still did not possess a high school diploma or GED and were not enrolled in school. The median earnings of those working and not enrolled in education was \$12,109.

These results may seem a bit disappointing, but they should be viewed in the context of the population served. Comparing the results to demographically similar individuals who did not participate in a workforce development program, the study found a positive net impact of 4.3 percentage points on their rate of employment and a \$2,032 net impact on annual earnings. Moreover, the net impact on annual earnings for those who received training was \$4,630—a very strong result.

For more detailed study results for this program, go to www.wtb.wa.gov/WorkforceTrainingResults.asp

Workforce Development System Overall Results

The 12 workforce programs measured by the Workforce Board serve a wide range of Washington residents with various skills, education, experience, abilities and barriers. Despite the differences among programs, it is helpful to look not only at their individual results but how they performed overall to better gauge how well Washington's workforce system is working.

Workforce Programs Overview

Young People

- Secondary Career and Technical Education
- Workforce Investment Act Title I-B Youth

Adults

- Apprenticeship
- Community and Technical College Professional-Technical Training
- Private Career Schools
- Workforce Investment Act Title I-B Dislocated Workers
- Worker Retraining at Community and Technical Colleges

Adults with Barriers

- Adult Basic Education/ English as a Second Language
- WorkFirst¹
- Workforce Investment Act Title I-B Adult
- Department of Services for the Blind
- Division of Vocational Rehabilitation

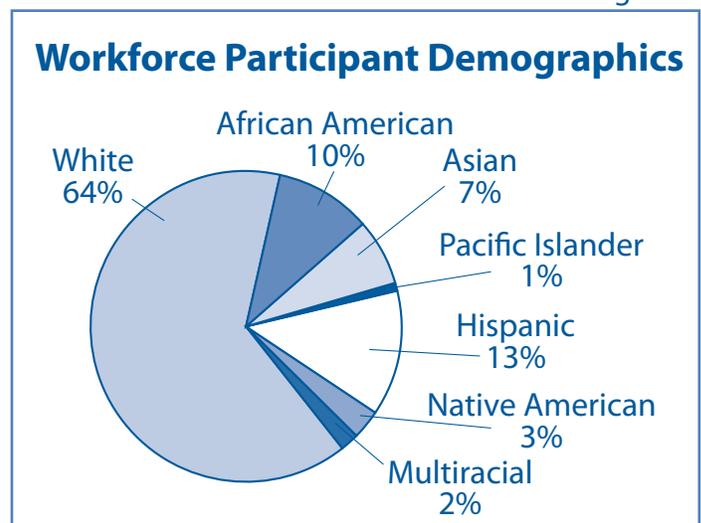
Participant Characteristics

The demographic characteristics of program participants are an important factor in evaluating program results.

Programs serving participants who have significant work experience and basic skills can be expected to have better labor market outcomes than those serving participants with little work experience, low levels of literacy, and other barriers to employment.

The racial and ethnic composition of participants in our workforce development programs is typically more diverse than similarly aged populations in our state.

Figure 1



¹ No net impact or return on investment information available.

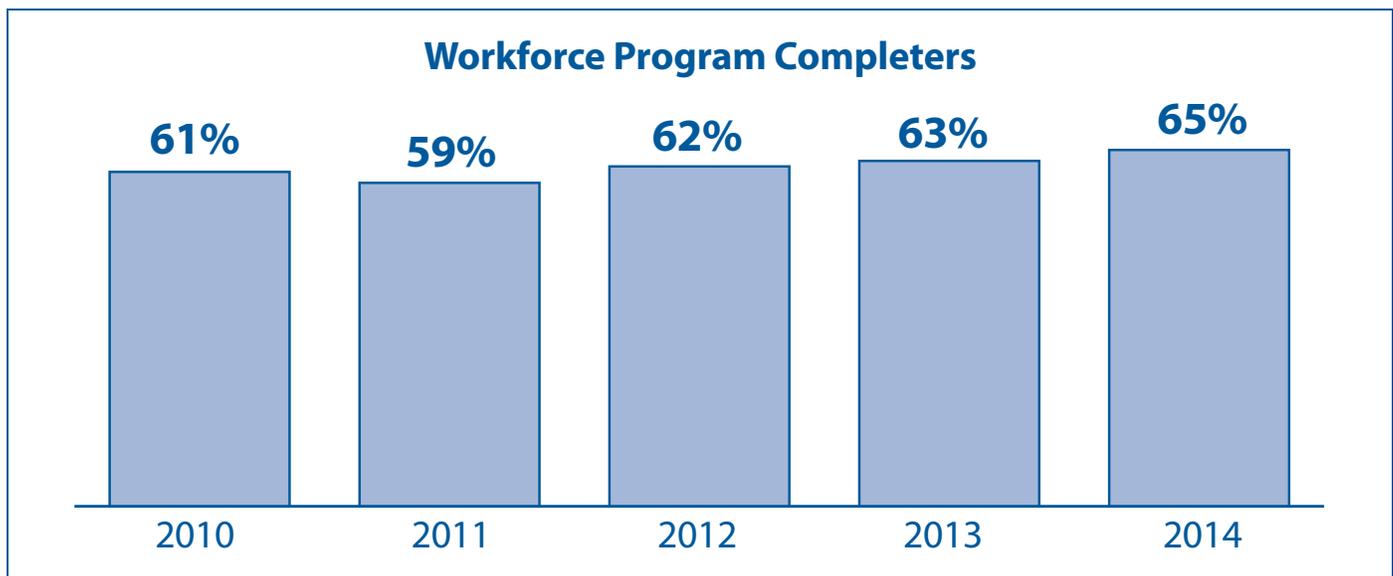
In 2013, over a quarter of the state population² (28 percent) was made up of minorities, while more than a third of workforce participants (36 percent) were ethnic and racial minorities.

Skill Attainment

Desired Outcome: Washington’s workforce possesses the skills and abilities required in the workplace.

For many workforce programs, the attainment of skills and abilities is marked by the awarding of a diploma, certificate, degree or other credential. Among these programs, 65 percent of workforce program participants successfully completed their programs, up from 63 percent in 2013, and 62 percent in 2012.³

Figure 2

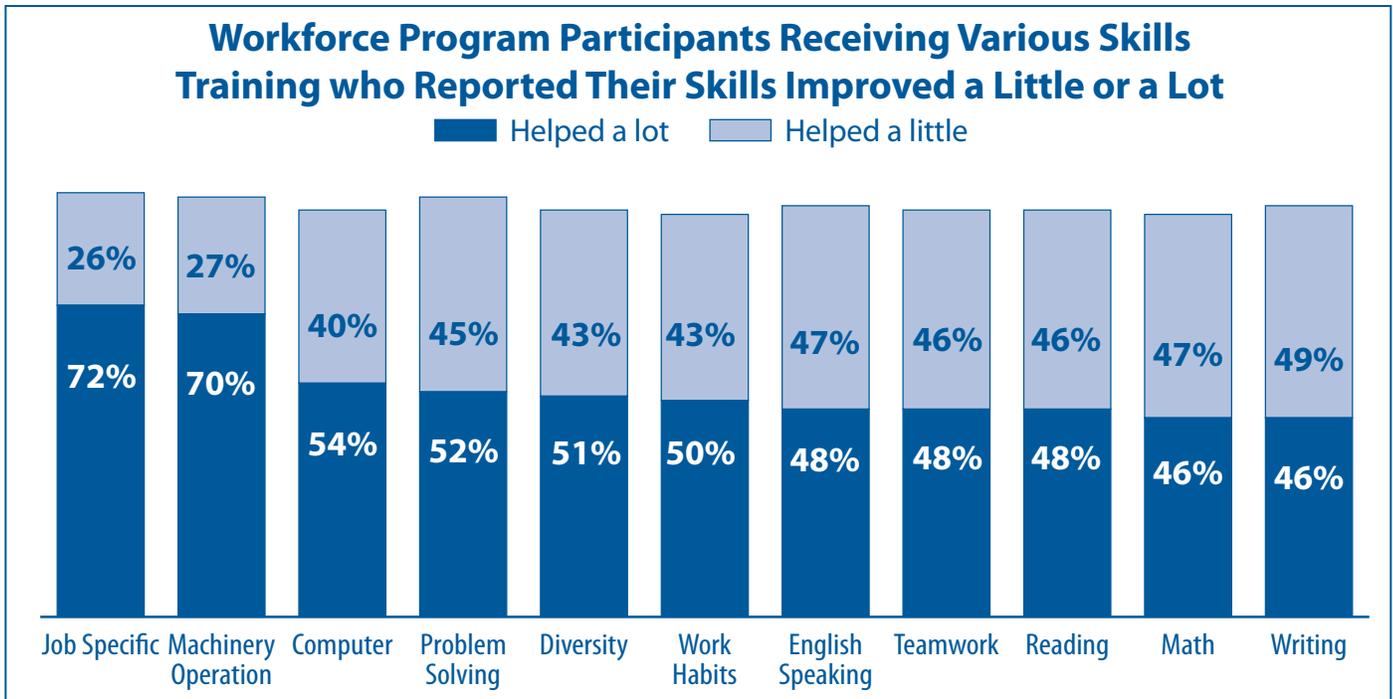


Workforce program participants learned a variety of skills—from how to operate computers and other machinery, to reading, writing and math, to improved teamwork and work habits. To find out whether participants gained these and other skills, the Workforce Board surveyed participants to get their feedback.

2 State general population: 72 percent are white; 3 percent are African American; 1 percent Native American; 7 percent are Asian; 1 percent Pacific Islander; 4 percent are multiracial; and 12 percent are Hispanic (US Census Bureau 2011).

3 The programs measured are: Community and Technical College Professional-Technical Training, Worker Retraining, Apprenticeships and Private Career Schools.

Figure 3



Source: Workforce Board Participant Survey conducted in 2011. The 2013 survey was in progress when this edition was published.

Employment

Desired Outcome: Washington’s workers are employed.

Participants encountered an economy still weakened by the Great Recession. Even so, the state’s unemployment rate—one barometer for the state’s relative economic health—was slightly lower than in the previous report. Lower unemployment rates typically mean a brighter hiring picture for those seeking work.

We evaluate the labor market outcomes of program participants by examining their employment and earnings during the third quarter after leaving a program. Washington Employment Security Department records, along with records from neighboring states and the federal government, show that 58 percent of workforce program participants were employed the third quarter after they exited a program.⁴ This is an increase of 3 percentage points from recorded employment in the 2013 report. Employment rates varied considerably from one program to another, ranging from 39 percent for Department of Services to the Blind to 74 percent for the Apprenticeship program.

The Workforce Board’s Participant Survey also asked participants if their program was related to the job they held three quarters after exit, if their training helped them get the job, and if the skills they learned were useful in that job. The majority of employed participants indicated the program was related to the job, and the training was useful in getting the job and being successful in it. Among training program participants, those in apprenticeships most frequently reported their training was related to employment; their training or work experience helped them get their job; and the skills they learned in the training program were useful in their job.

⁴ These records do not include self-employment or employment outside the Northwest, typically understating total employment by about 10 percent.

Figure 4



Source: Workforce Board Participant Survey conducted in 2011. The 2013 survey was in progress when this edition was published.

Earnings

Desired Outcome: Washington's workers achieve a family-wage standard of living.

We look at the earnings of participants (those who are not in higher education) three quarters after exit from their program.

Research has shown that how much people earn after participating in a workforce program is closely related to the program's overall demographics. Young people, for example, had the lowest earnings across all workforce programs. Youth completing high school Career and Technical Education (CTE) programs had median annualized earnings of \$11,831, and Workforce Investment Act-Youth participants earned \$12,181.

Programs that served adults with significant barriers to employment also recorded low post-program participant earnings—although those earnings could also vary widely. For example, DVR participants earned \$13,975 per year, while participants of Adult Basic Education participants earned \$17,554.

Those with the highest earnings after completing a workforce program included participants in Apprenticeship (\$44,614), Workforce Investment Act-Dislocated Worker program (\$34,524), Worker Retraining program (\$28,741), and Community and Technical College Professional-Technical education (\$26,597). Those participating in a Private Career Schools program earned \$21,486.

Figure 5

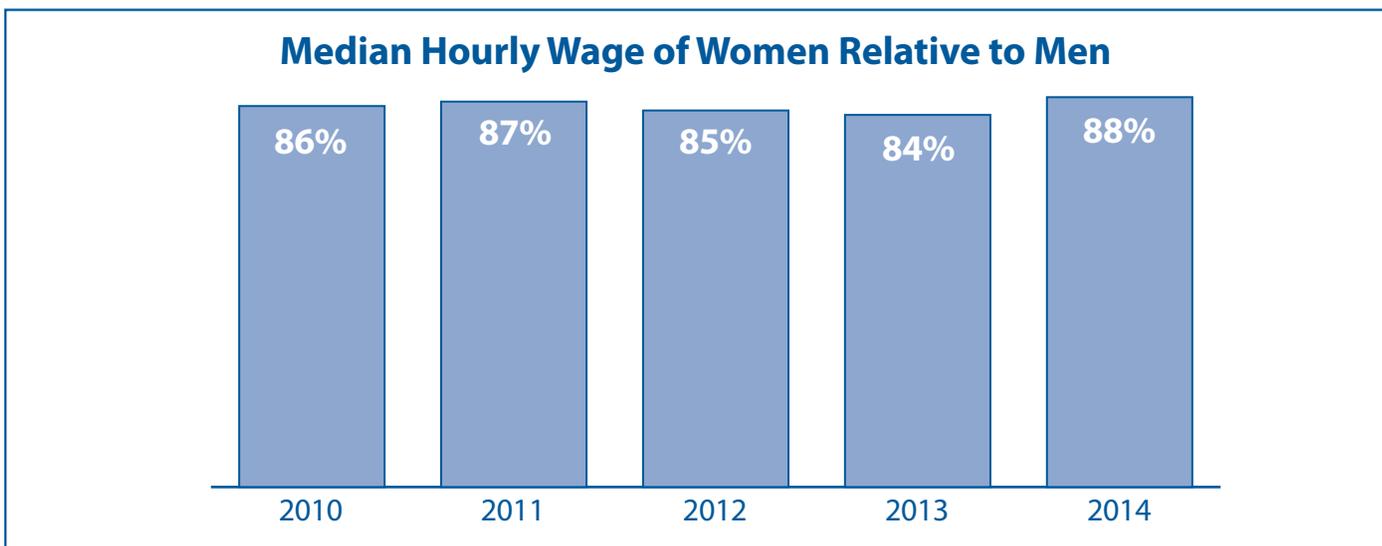


Source: Workforce Training Results 2014

Women and men: Wage gap persists

In most instances, women who participated in a workforce program had lower median hourly wages and annual earnings than male participants. Since 2010, the median hourly wage of women relative to men has held fairly constant (women earn around 15 percent less than men), across a range of workforce programs. Women workforce program participants now earn 88 percent of male workforce program participants.

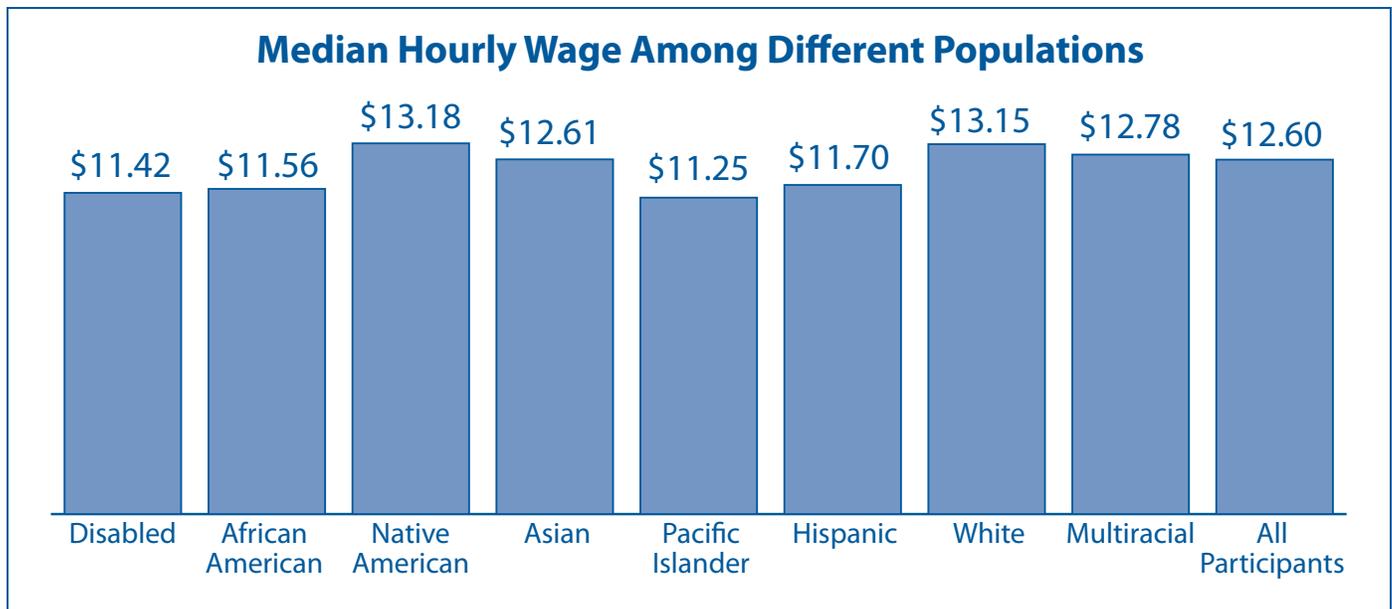
Figure 6



Source: Workforce Training Results 2014

Earnings were also lower for workforce program participants with disabilities when compared to those without disabilities. Earnings were generally lower for ethnic/racial minority workforce participants than for whites. The differences in post-program wages and earnings by gender, disability, and race/ethnicity generally reflect differences observed in the overall labor market.

Figure 7



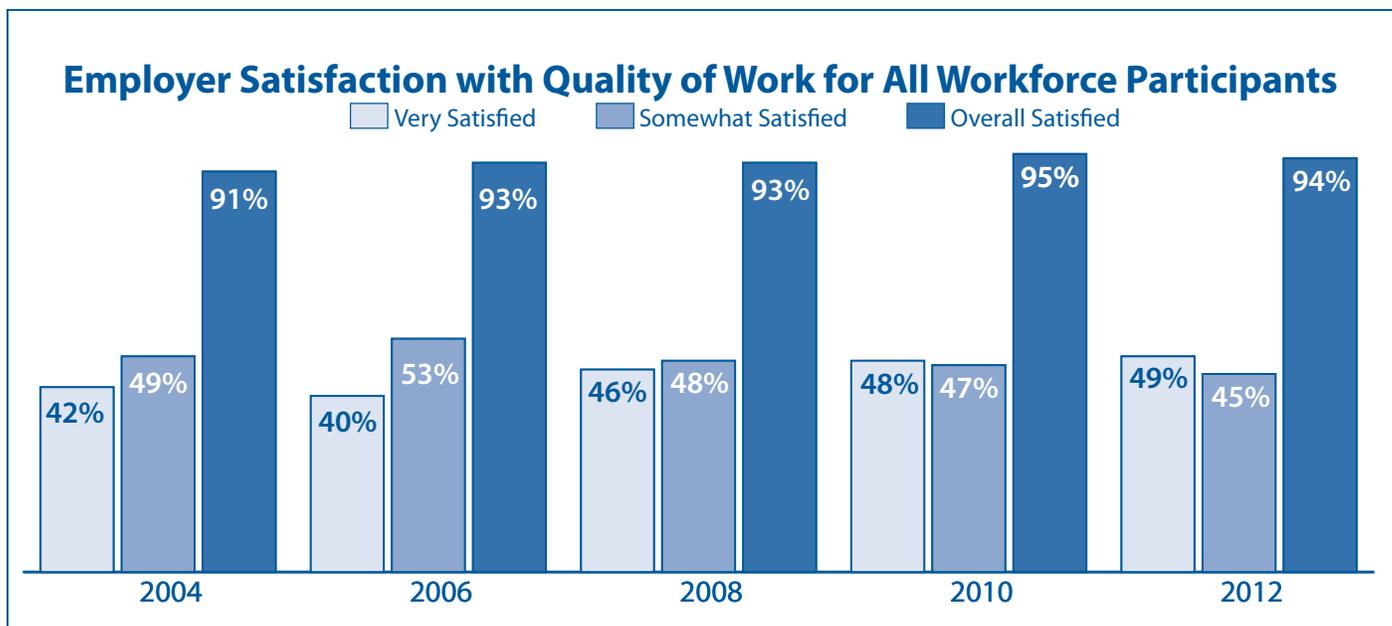
Source: Workforce Training Results 2014.

Employer Satisfaction

Desired Outcome: Employers of workforce program participants are satisfied with the results.

The Workforce Board surveys employers every two years to measure their satisfaction with employees who have exited from these programs. Employers were generally satisfied with the overall work quality of new employees who recently completed one of these programs.

Figure 8



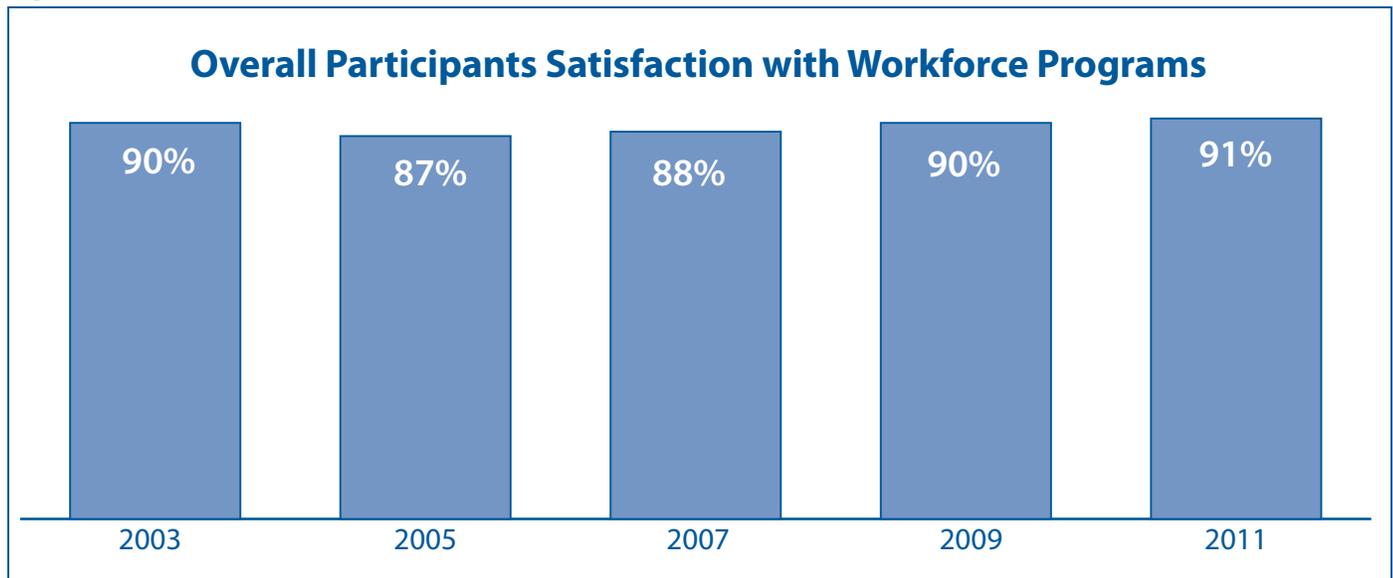
Source: Workforce Board Employer Survey conducted in 2012.

Are Participants Satisfied?

Desired Outcome: Workforce program participants are satisfied with their program.

The Workforce Board uses surveys to measure participant satisfaction with workforce programs. The Participant Satisfaction measure is the percentage of participants who report in the Participant Survey that they are satisfied with their program overall.

Figure 9



Source: Workforce Board Participant Survey conducted in 2011. The 2013 survey was in progress when this edition was published.

When asked about specific program traits, participants tended to be most satisfied with locations and facilities; and most dissatisfied with advice provided to them in selecting a training program (results varied by program). Participants were also asked if they needed certain services.

Most participants reported receiving the support services they needed while participating. However, many participants reported unmet needs for job opening information, financial assistance, resume writing, career counseling, and interviewing. This is similar to earlier evaluations.⁵

Return on Investment

Desired Outcome: Workforce development programs provide returns that exceed program costs.

Every four years the Workforce Board conducts net impact and cost-benefit analyses of workforce development programs.⁶ The net impact part of this study attempts to measure whether a program made a difference in a participant's success.

⁵ Unmet need refers to cases where participants report that either they did not receive the required service or what was provided did not meet their needs.

⁶ This year's study examined the experience of participants observed between 2007 and 2010. The net impact and cost-benefit analyses did not include WorkFirst or Department of Services for the Blind programs.

Washington is the only state to periodically conduct rigorous net impact evaluations of its workforce programs. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research (Upjohn) to conduct the net impact and cost-benefit evaluations.

Individuals who participated in these workforce development programs were compared to similar individuals who did not. For most of the programs, the comparison group was selected from registrants with WorkSource who did not receive any other workforce services from Washington's one-stop career center system.

Different sources of data were used for the comparison groups for Secondary Career and Technical Education (CTE), and Division of Vocational Rehabilitation (DVR).⁷

For the cost-benefit analyses, Upjohn calculated the value of the net impacts on:

- Participant earnings.
- Employee benefits.
- Unemployment insurance (UI) benefits.
- Certain taxes.⁸

Benefits and costs were counted for the first two and a half years after the program ended, and estimated out to age 65.⁹

In general, the findings show workforce development programs have net benefits that exceed program costs. The one clear exception is Adult Basic Education for individuals who did not also participate in vocational training (such as students in Integrated Basic Education and Skills Training—I-BEST). The study did not generally find positive net benefits from participating in Adult Basic Education alone. This does not mean that no one benefited, but on average, participants did not benefit economically.

7 A follow-up study was used to identify both students completing a CTE sequence, as well as comparable students who had not. For DVR the comparison group was selected from eligible applicants who left the program before starting a service plan. An empirical approach, called statistical matching, was used to find the employment service registrant, secondary student, DVR client who most closely matched each program participant in terms of a long list of characteristics. These include demographics (such as race and ethnicity, gender, disability status, prior education, age, region of the state), pre-program earnings and employment history, UI benefit receipt history, and pre-program receipt of public assistance.

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

9 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 2013 Q1 dollars.

Long-Term Net Increases Per Participant

	Increased Employment	Increased Annualized Earnings
ADULTS		
Apprenticeship	9.8 percentage points	\$19,041
CTC Professional/Technical	10.1 percentage points	\$9,361
Private Career Schools	3.4 percentage points	\$2,226
Worker Retraining	7.5 percentage points	\$2,971
WIA Dislocated Worker	4.7 percentage points	\$3,582
ADULTS WITH BARRIERS		
ABE/ESL	No Significant Positive Impact	\$895
DVR	12.4 percentage points	\$1,445
WIA Adult	10.6 percentage points	\$4,511
YOUTH		
Secondary CTE	8.4 percentage points	\$2,132
WIA Youth	4.3 percentage points	\$2,032

Note: Long-term refers to impacts observed 9 to 12 quarters after leaving the program. Earnings are expressed in 2013 Q1 dollars.

The following figure compares lifetime participant benefits and public benefits to public costs. For example, during the course of working life to age 65, the average Community Technical College (CTC) Professional-Technical education participant will gain about \$143,000 in net earnings (earnings minus foregone earnings while in training). These are net gains compared to the earnings of similar individuals who did not receive training (discounted at 3 percent and expressed in 2013 Q1 dollars). For CTC Professional-Technical participants, the ratio of net participant benefits and costs to program costs is \$142,296 to \$11,026, or about \$13 to \$1.

Lifetime participant benefits far exceed public costs for most programs, with the exception of Adult Basic Education (when participants do not also receive vocational training). Tax revenues are also affected by the change in participant earnings. For example, the public gains an estimated \$30,097 in net tax revenues for each CTC Professional-Technical participant (taxes minus forgone taxes while participant is in training). Public Benefits (estimated changes in tax receipts and UI) outweigh public costs for seven of the 10 programs in the study. Also, previous reports have shown many programs reduce social welfare costs (TANF, food stamps, and medical benefits).

Per Participant Benefits, Increase in Tax Receipts, and Public Costs to Age 65

	Net Participant Benefit	Public Benefits	Public Program Costs*
ADULTS			
Apprenticeship	\$328,728	\$83,884	\$3,606
CTC Professional/Technical	\$142,296	\$31,028	\$11,026
Private Career Schools	\$2,931	\$3,569	-
Worker Retraining	\$67,642	\$15,224	\$7,325
WIA Dislocated Worker	\$40,479	\$12,259	\$6,203
ADULTS WITH BARRIERS			
ABE/ESL	No Significant Positive Impact	No Significant Positive Impact	\$2,728
DVR	\$21,439	\$3,193	\$7,552
WIA Adult	\$44,289	\$6,871	\$5,708
YOUTH			
Secondary CTE	\$78,945	\$8,576	\$912
WIA Youth	\$42,560	\$3,329	\$7,076

*Includes state and federal program costs per participant, with the exception of student financial aid programs.

Earnings are expressed in 2013 Q1 dollars.

The following table shows the total number of participants in each workforce program evaluated in the 2014 report. It also shows the total amount of additional dollars these participants earned as a group, when estimated through age 65, along with the total value to taxpayers over these years. The final column shows the total dollar value for both taxpayers and participants, estimated out to age 65.

Total Working Life Net Returns to Participants and Taxpayers

	Number of Participants	Present Value of Net Working Life Benefit to Participants	Present Value of Net Returns to Taxpayers	Present Value of Combined Net Participant and Taxpayer Returns
ADULTS				
CTC Professional/Technical	30,042	\$3,892,614,848	\$529,034,322	\$4,421,638,384
Private Career Schools	15,581	\$41,591,868	\$45,593,575	\$87,185,443
Apprenticeship	3,319	\$993,491,229	\$261,416,108	\$1,254,907,337
CTC Worker Retraining	6,234	\$383,969,739	\$30,643,801	\$414,613,540
WIA Dislocated Worker	4,472	\$164,835,821	\$16,675,578	\$181,511,399
ADULTS WITH BARRIERS				
ABE/ESL	11,737	No Significant Positive Impact		
DVR	4,286	\$83,679,904	No Significant Positive Impact	\$67,112,189
WIA Adult	4,038	\$162,851,147	\$2,858,362	\$165,709,509
YOUTH				
Secondary CTE	16,439	\$1,181,722,476	\$113,374,513	\$1,295,096,990
WIA Youth	3,110	\$120,525,812	No Significant Positive Impact	\$109,491,455
TOTAL	99,258	\$6,409,170,943	\$883,180,017	\$7,292,340,174

Notes: Compensation, receipts, costs are expressed in 2013 Q1 dollars.

Data Sources

Findings are based on the following data sources:

- Program records on 142,718 individuals who left one of these programs during the 2011-12 program year, observed in 2012 and 2013. These records include information for most participants leaving these programs.
- Telephone survey responses gathered in 2011 from 2,803 firms that hired new employees who had recently completed one of the programs.
- Telephone survey responses gathered in 2012 from approximately 3,039 participants who had recently left one of these programs.
- Computer matches with Washington state Employment Security Department employment records and those of two other states (Idaho and Oregon) as well as federal employment records. These matches provide valuable information on employment and earnings outcomes. However, it's worth noting that employment rates among workforce program participants is higher than the numbers show, as some forms of employment are not fully accounted for. Self-employment, for example, is not reported. Also, employment figures in states outside the Pacific Northwest are not included in this analysis.
- In order to measure post-program enrollment in higher education for Secondary CTE participants and Workforce Investment Act Youth, computer matches are made using enrollment data from the state's 34 community and technical colleges and Washington's public four-year institutions, along with private career schools licensed by the Workforce Board, and apprenticeships overseen by the state Department of Labor & Industries. These data underestimate post-program enrollment rates to some extent as private four-year colleges and out-of-state schools are not included in the record matches.
- With the exception of Secondary Career and Technical Education, the results presented in this report are for all participants, not just those who completed their program. Participants are defined as individuals who entered a program and demonstrated the intent to complete a sequence of program activities. The number of participants who leave their program before completion affects program results.

WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD

Our Vision

Washington's Workforce Training and Education Coordinating Board is an active and effective partnership of labor, business, and government leaders guiding the best workforce development system in the world.

Our Mission

The Workforce Training and Education Coordinating Board's mission is to bring business, labor, and the public sector together to shape strategies to best meet the state and local workforce and employer needs of Washington in order to create and sustain a high-skill, high-wage economy.

To fulfill this Mission, Board members, with the support of staff, work together to:

- ▶ Advise the Governor and Legislature on workforce development policy.
- ▶ Promote a system of workforce development that responds to the lifelong learning needs of the current and future workforce.
- ▶ Advocate for the nonbaccalaureate training and education needs of workers and employers.
- ▶ Facilitate innovations in workforce development policy and practices.
- ▶ Ensure system quality and accountability by evaluating results and supporting high standards and continuous improvement.

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Workforce Training and Education Coordinating Board

128 10th Avenue SW, PO Box 43105, Olympia, WA 98504-3105

360-709-4600 • www.wtb.wa.gov

