Washington State

ANNUAL REPORT on the Workforce Investment Act Title I-B

Submitted by
Workforce Training and Education Coordinating Board
and Washington State Employment Security Department
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WORKFORCE INVESTMENT ACT (WIA) IN WASHINGTON STATE

Introduction

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

For Program Year 2003 (July 2003 through June 2004) the United States Department of Labor (DOL) allocated $92 million in WIA Title I-B funds to Washington. These funds continued employment and training services designed to benefit employers, dislocated workers, adults, and low income youth.

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

Background and Summary

Workforce Development System Vision and Goals

Washington's 2002 State Strategic Plan for Workforce Development was updated and adopted by the Workforce Training and Education Coordinating Board (Workforce Board) on June 30, 2004. The plan entitled *"High Skills, High Wages: Our Agenda for Action 2004"* communicates our state's vision, goals, objectives and strategies for the workforce development system. WIA Title I-B programs are a critical part of realizing this vision and accomplishing our state's workforce development goals.

VISION

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

GOALS

1. To close the gap between the need of the employers for skilled workers and the supply of Washington residents prepared to meet the need.
2. To enable workers to make smooth transitions so that they and their employers may fully benefit from the new, changing economy by putting in place a coherent strategy for dislocated and incumbent worker training.
3. To assist disadvantaged youth, persons with disabilities, new labor market entrants, recent immigrants, and other low wage workers to move up the job ladder during their lifetimes by developing a wage progression strategy for low-income workers. Specific progress will be made in improving operating agencies and reducing the earnings gap facing people of color, people with disabilities, and women.
4. To integrate workforce development programs to improve customer service.

In order to achieve these four goals, our 2004 plan includes 13 objectives and 38 strategies that identify the names of the lead entities responsible for implementation. All the goals, objects, and strategies are important, and we are committed to carrying them out during the next two years and beyond. Strategic opportunities include:

- Increasing postsecondary education and training capacity
- Reducing dropouts and integrating career guidance into school curricula
- Expanding and sustaining skill panels
- Increasing training linked to retention support for low-income individuals
- Expanding customized training for incumbent workers
- Increasing basic skills and English-as-a-Second Language (ESL) instruction that is integrated with occupational skills training.

State Structure

The Governor and the Legislature created the Workforce Training and Education Coordinating Board (Workforce Board) in 1991 to coordinate planning, policy and accountability for the state's workforce development system. The Workforce Board also serves as the state Workforce Investment Board and manages the performance accountability for WIA. The Workforce Board develops and approves the State Strategic Workforce Development Plan and facilitates the coordination of workforce development programs including WIA Title I-B, vocational-technical education, adult education and family literacy, vocational rehabilitation, apprenticeship, and private career schools. The state Workforce Board and the Employment Security Department (ESD) work collaboratively on WIA Title I-B. The Workforce Board also works with state operating agencies and local area Workforce Development Councils to ensure workforce and economic development strategies are linked.

ESD has administrative responsibility for WIA Title I-B funds. This administrative responsibility includes stewardship of funds, oversight and monitoring of activities, and the allocation of funds to local Workforce Development Councils for the delivery of services within an integrated service delivery system. ESD is also responsible for the distribution of funds for WIA statewide activities. Additional information regarding WIA statewide activities is located on pages 26 - 27.

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

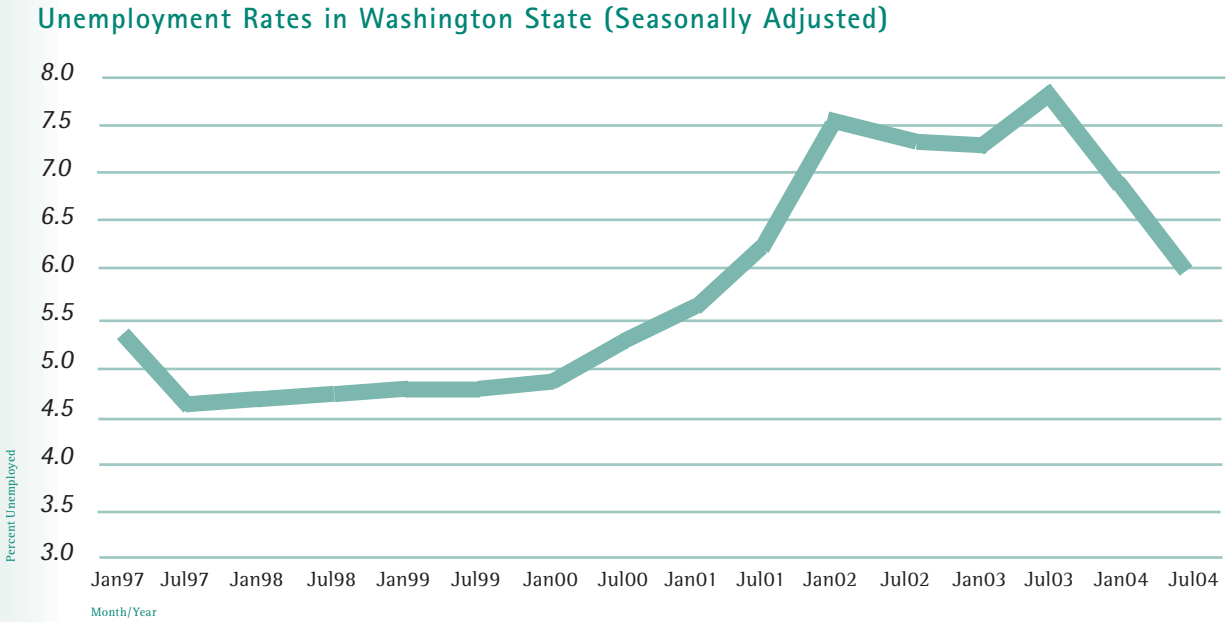
WorkSource Washington

The WorkSource Vision:

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

Local Structure

There are twelve local area Workforce Development Councils, one for each of the state's twelve workforce development areas (see map on page 7). Each Council, in consultation with chief local elected officials, oversees WIA Title I-B activities,



coordinates local area workforce development services, and provides outreach to employers. The Councils use their leadership to ensure a link with local economic development strategies. EachCouncil has a Governor-approved local Unified Plan that includes a strategic plan that assesses local employment opportunities and skill needs, and sets forth goals, objectives, and strategies for the local workforce development system consistent with the state strategic goals (see page 1). The strategic role of local Workforce Development Councils makes them the counterpart to the state Workforce Board at the local level. Given this new responsibility, an entirely new state-to-local and local-to-state set of relationships has been formed.

The National Business Cycle and Washington's Labor Market

The recession of 2001 was relatively short-lived. Growth of the national economy resumed fairly quickly, but the labor market took much longer to revive. The economy produced more goods and services without creating many new jobs; an unusually high rate of productivity growth (increases in output per worker) allowed output to increase while employment did not. Productivity surged as plants laid off workers and closed inefficient operations. Increased pressures to keep costs low, stiffer global competition, soaring costs of health-care benefits, and economic and political uncertainty made businesses reluctant to hire.[1] It was not until the last quarter of 2003 that firms began to add to their payrolls, and the national economy saw stronger employment growth during the first half of 2004.

1 Business Week,"Where are the Jobs?" March 22, 2004.

Washington State's economy was especially hard hit by the last recession. The 'dot-com' collapse and declines in the construction sector were exceptionally severe in our state. Moreover, layoffs in aerospace have impeded recovery.[2] Total nonagricultural employment declined in 2001 and 2002. Employment stabilized in 2003, but job growth did not resume until the first half of 2004.

Job losses were most severe in manufacturing, led by declines in aerospace. Washington has lost almost 26,000 aerospace jobs since the attacks of September 11th, 2000. Manufacturing employment is expected to stabilize over the next few years-but employment will likely remain far below pre-recession levels. Employment in trade, construction, and business services (especially temporary employment services and computer systems design) declined during the recession. These sectors, however, are expected to recover as the economy strengthens.

Even during the economic downturn, there were areas of strength. Employment in financial activities, education and, especially, health services increased throughout the recession and slow labor market recovery. Moreover, double-digit employment growth resumed in software publishing. Employment should continue to grow rapidly in these sectors.

Although employment growth has resumed, many of the jobs being created pay relatively low wages. Our economy is creating new high-wage jobs, but it's not doing so in great enough numbers to make up for the loss of so many high-paying manufacturing jobs. According to a recent Employment Security Department study, Washington State has shifted from a 'jobless' recovery to a 'manufacturing-less' recovery.[3]

Health Care Initiatives in Washington State

Washington State is facing severe shortages of health care workers in nearly all health professions. This shortage threatens the quality and accessibility of health care, the financial stability of the health services industry, and the economic vitality of the state. In 2002, the Workforce Board convened the Health Care Personnel Shortage Task Force. The Task Force drew from local, state, and national experiences to develop a statewide plan, and 2003 legislation requires the Task Force to report progress annually. *Progress 2003* and *Crisis or Opportunity?* (the 2002 plan) are available online at **www. wtb.wa.gov.** The Task Force recommends expanding educational capacity, creating further career opportunities for current health care personnel, and increasing recruitment and retention.

All 12 workforce development areas have active health care skill panels. Through skill panels, partners have identified regional health personnel shortages and developed strategies to address them. The number of partners working on these panels is growing rapidly and currently includes health care employers such as hospitals and clinics, community and technical colleges, and organized labor. The panels report many accomplishments; for example, a health care apprenticeship program was established in Pierce County for Health Unit Coordinator and two other apprenticeship programs, Computed Tomography and Magnetic Resonance Imaging, are being developed. These are the first apprenticeship programs of their kind in the nation and are ideally situated for replication.

2 Washington State Office of the Forecast Council, Washington Economic and Revenue Forecast, February 2004.

3 Scott Bailey, "A Welcome Recovery in the Job Market with a Wish for Higher Wages," Washington State Employment Security Department, June 2004. The study examined employment trends in high-wage, moderate-wage, and low-wage industries from June 2003 to May 2004.Industries were categorized as high-wage if their average annual wage in 2003 was 25 percent above average; low-wage if it fell below 75 percent of average. "Over the course of the job recovery, high-wage industries have expanded by 7,700 jobs or 1.3 percent, moderate-wage industries by 23,700 jobs or 2.2 percent, and low-wage industries by 22,400 jobs or 2.8 percent. Thus the economy has tilted somewhat towards the lower-end of the pay scale." Many of the low-wage jobs have been in Temp agencies, retail trade, and food services.

Section 503 Performance Incentive Grant

Washington State received an incentive grant of $3 million from the U.S. Departments of Education and Labor for exceeding Program Year 2001 performance targets for WIA Title I-B, the Adult Education and Family Literacy Act (AEFLA), and the Carl D. Perkins Vocational and Applied Technology Education Act. Washington State's Strategic Plan for Workforce Development set certain parameters for the allocation process and use of the funds. All twelve Workforce Development Areas qualified for a portion of these incentive funds. The Workforce Development Councils, in coordination with K-12 and community and technical colleges, are using the funds to support healthcare education and training projects. Plans currently include training for over 1,000 youth, adults, and incumbent workers, as well as strengthening systems that will provide future training in healthcare professions. The grant funding and projects are scheduled to end June 30, 2005.

Summary of Results

During the fourth year of WIA (July 1, 2003 through June 30, 2004), Washington's performance continued at high levels. WorkSource is on the way to meeting the challenge of providing universal access while serving the workforce development needs of special populations.

From July 2003 through June 2004, over 280,981 jobseekers received labor exchange services through WorkSource. Approximately 163,592 (58 percent) of these individuals found employment.

Go2WorkSource.com is used for self-service access to labor exchange services by jobseekers and employers. Over 350,000 job seekers and 8,000 employers use Go2WorkSource.com each month. Over 70,000 job seekers have posted a resume and 20,000 job listings are available. Approximately 10,000 resume searches are conducted each month and over 100,000 job applications are sent to employers by job seekers using the site. The average number of job searches conducted each month is almost a million. Go2WorkSource.com continues to increase in popularity among its customers and Version 7 enhancements to be released in the spring of 2005 will introduce many new features for both job seekers and employers.

For those needing a more intensive level of service, 30,538 participants were served in WIA Title I-B programs between July 2003 and June 2004. Though funding for services for Dislocated Workers shrank by $19.4 million (41 percent), the number of dislocated workers served dropped by only 8 percent. Overall, funding for Adult, Dislocated Worker, and Youth services dropped by 23 percent, but the number of participants served dropped by only 3 percent.

Washington's high levels of performance under WIA continued in Program Year 2003, despite the impacts of funding cuts. Washington performed at an average of 106 percent of our targets for 17 federal performance measures, 102 percent of our targets for thirteen state measures, and 105 percent of the 30 measures overall. Despite negotiated performance levels set at 104 percent of the average targets for other states, Washington exceeded its average federal targets in all program areas; averaging 105 percent of targets for Adult programs; 101 percent of targets for Dislocated Worker programs; 111 percent of targets for Youth programs.; and 100 percent of targets for customer satisfaction.

WHAT IS WORKING WELL

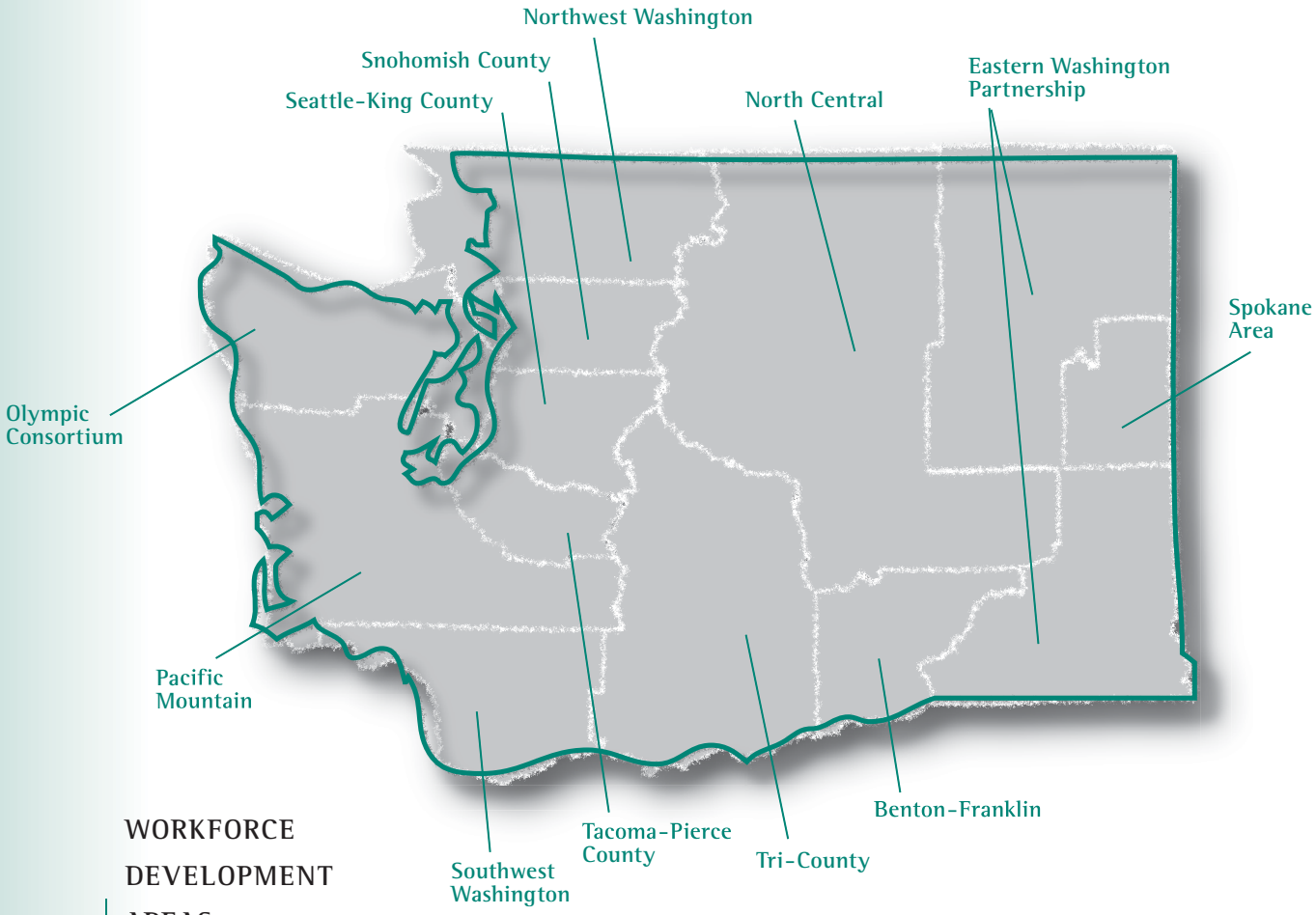
Workforce Development Council Highlights

Introduction

Washington's workforce development system is dedicated to providing high quality outcomes for all individuals seeking training, employment, job retention, or increased earnings and for employers seeking qualified workers. Washington's twelve Workforce Development Councils (WDCs) are working with WorkSource partner agencies to provide a comprehensive menu of professional services.

Each of the twelve WDCs has provided a short summary of unique workforce development activities in their workforce development areas. These summaries represent a wide variety of local services and projects aimed at serving both rural and urban customers.

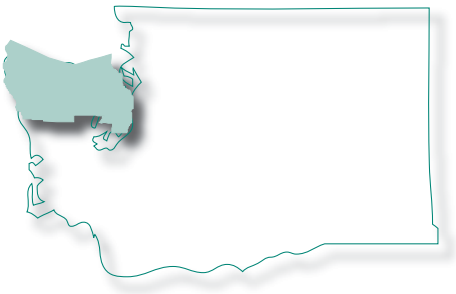
This section (pages 7 through 28) also includes highlights of state-level leadership activities and services in Program Year 2003 (July 1, 2003 through June 30, 2004).



WORKFORCE DEVELOPMENT AREAS

OLYMPIC Workforce Development Council

Serving Clallam, Kitsap, and Jefferson Counties



WorkSource Enhancements/Local Partnerships

During Program Year 2003 (PY03), the Olympic Workforce Development Council (Olympic Consortium) continued to improve its scope and quality of Workforce Investment Act (WIA) services in the three-county area of Clallam, Jefferson, and Kitsap counties. Recently, the Council certified two satellite offices as WorkSource Affiliates.

The Consortium has implemented an overall upgrade to WorkSource core services through the WorkSource Membership System. This system tracks the use of core services including Internet access, self-directed research, Unemployment Insurance information, self-employment information, and an array of business services. The Membership System allows WIA managers to better allocate limited staff resources to various core and intensive activities during peak usage periods, promoting high customer satisfaction.

The Olympic Consortium business outreach efforts include: co-sponsoring job fair events in Clallam, Kitsap, and Jefferson counties, conducting a business information survey with chambers of commerce and economic development councils, and furnishing WorkSource Center business and employer resource rooms for employer use.

WIA Adult and Dislocated Worker Activities

The Olympic Consortium continues to work with the Olympic Healthcare Alliance, which represents local healthcare employers including Harrison Hospital, Olympic Medical Center, Jefferson County General Hospital, and Forks Hospital in developing incumbent nurse training and entry-level job opportunities.

A Marine Trades industry cluster was organized in Clallam and Jefferson counties to promote economic vitality in the ship and boat building and repair business. Several employers including Admiral Marine, Baird Boats, Platypus Marine and Washington Marine, along with Peninsula College, the Economic Development Councils of Clallam County and Jefferson County have combined forces to train entry-level and incumbent workers for higher-level jobs and responsibilities.

WIA Youth Activities

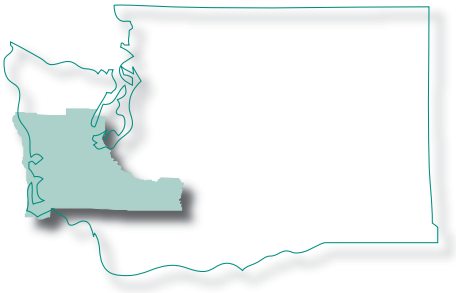
Many Kitsap County youth are training for careers in the healthcare field. Certified Nursing Assistant training has become very popular. This training combines on-the-job training with classroom training and takes place at local assisted living facilities. Also, in Kitsap County, WorkSource staff are co-located at the County's Youth Detention Center, to provide more and better access to WIA services for at-risk youth.

Youth in Clallam and Jefferson counties take part in the SKY Program (Service, Knowledge, Youth) working on hiking trails on the Olympic Peninsula and earning school credits in tailored workshops. This collaboration involves Northwest Services Council, the Pacific Northwest Trail Association, and several local school districts. The long-running Lincoln School project in Port Angeles resulted in ten successful WIA youth graduates last summer.

A healthcare careers camp for 9th and 10th grade youth took place at Peninsula College this summer. It is a six-day, overnight, summer camp for 36 students entering the 9th and 10th grade this fall who are interested in pursuing a career in healthcare. The youth are from all three counties. The idea is to give them a broad perspective of the opportunities, through guest lecturers from a variety of professions and give them an idea of the college environment. They will also be making several field trips to various healthcare organizations in Forks, Port Angeles, and Kitsap Counties, and taking the rope challenge course at Peninsula College. Camp staff in conjunction with high school counselors will develop an "Occupation Education Plan." Just before the closing ceremony, parents are invited to attend a special session on getting their kids ready for college, financial aid, etc. Following the summer camp, WIA case mangers will check the students' progress throughout the school year.

PACIFIC MOUNTAIN Workforce Development Council

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



WorkSource Enhancements/Local Partnerships

Pacific Mountain Workforce Development Council's demand-driven focus continues to build employer acceptance and trust in the WorkSource system. Based on their successful effort to expand services into the business community, Pacific Mountain contracted with local Economic Development Councils and chambers of commerce to expand its business-to-business strategy. During Program Year 2003 (PY03), regional services to businesses increased by 55%.

The Department of Labor selected Pacific Mountain to participate in the National Business Learning Partnership, a program that matches local areas that have transitioned to a demand-driven workforce system with areas that are beginning their transition. Recognized for the region's significant progress with their model, Pacific Mountain and Grays Harbor Chamber of Commerce were asked to serve as mentors, providing insights in transitioning to a demand-driven system to other areas.

With funds received from the Washington Workforce Association, Job Task Analysis services were added to prioritize hiring job seekers with disabilities. Pilot instruments were developed to perform the analyses with local businesses and are accessible to WorkSource partners, service providers, schools, and community agencies on Pacific Mountain's website.

A project funded by the state's Technical and Training Grant provided WorkSource staff an opportunity to learn ' first hand' about the unique staffing needs of regional healthcare providers and provides employers with an overview of WorkSource services. Educators, state agency representatives, and WorkSource staff contributed their time and expertise to the project. From information provided by the healthcare industry, training materials were developed to better meet staffing needs of healthcare employers.

The Community Transportation Association of America funded Pacific Mountain's project to increase the accessibility of WorkSource Centers to people who have disabilities. The partners will create a multi-media presentation to teach job seekers how to use the transit system to access WorkSource and available WorkSource services. The presentations will be available on the Pacific Mountain website, as well as on CD-ROM and will be distributed to schools, libraries, service providers, employers, and people who have disabilities.

Adult and Dislocated Worker Activities

Pacific Mountain has continued its effort to train incumbent workers in high demand/high wage occupations. In PY03 the Council worked regionally with five hospitals and three community colleges to train incumbent workers. This year's project targeted the entry-level workforce and provided pre-requisite level training. As a result of this partnership, training was provided to 92 incumbent healthcare workers.

Youth Activities

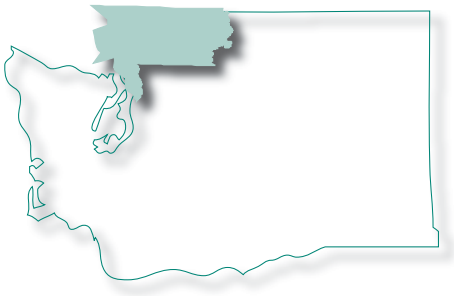
In a continuing effort to respond to the medical skills crisis in the region, two youth projects have been implemented. The first, Professional Medical Careers Program, is offered at New Market Vocational Skills Center and is in its second year. Program graduates have a competitive edge as they enter advanced education to pursue degrees in the medical field. The second is a collaborative effort between K-12, community/technical colleges, and the healthcare industry. Students will be counseled in available occupations, salary ranges, and schools that can offer training.

One of the most unique projects, GEN Y, teaches WIA enrolled youth to tutor and mentor "at-risk" elementary school age youth. Youth at both ends of the age spectrum benefit and the community service component is invaluable for youth struggling to improve their grades.

Another program, Left Foot Organics, teaches youth to become ' growers.' They are responsible from the first stage of preparing the land to the final stage of selling their produce. This project supports self-advocacy, community service, and leadership, and has a waiting list each year.

NORTHWEST Workforce Development Council

Serving Whatcom, Skagit, Island, and San Juan Counties



Business Services and Local Partnerships

The Northwest Workforce Development Council emphasizes a high-wage, high-demand sectoral approach to business services. Active partnerships with healthcare employers and colleges through the Northwest Alliance for Healthcare Skills expanded local nurse training capacity. The Council established a Health Occupations Training fund which leverages direct employer contributions with regional High Demand funding, resulting in over $400,000 annually for expanded training.

Implementation of a private-public partnership with the marine manufacturing sector delivered on-site customized training to 189 incumbent fiberglass yacht plant workers. The successful initiative was highlighted at the Northwest Boat Builder Workforce Training Conference. Attendees learned how to leverage community and other resources for employee training, access labor market information, and explore best practices for the development of workforce training. Expansion of incumbent worker training and development of curriculum for aluminum boat manufacturers is an outgrowth of the conference.

The Council published a skill sector analysis of Information Technology, Manufacturing, and Construction to aid the Council's strategic business services alignment.

WorkSource

Collaborative efforts with WorkSource partners and stakeholders in the disability community improved both access and delivery of employment and training resources for people with disabilities. A model policy on providing accommodations to qualified persons with disabilities using WorkSource Centers was developed. A range of assistive technologies is ready to respond to customers' needs for reasonable accommodations. This collaborative effort also produced a Style Guide to assist in meeting federal and state disability access requirements when preparing presentations, paper, electronic, and information technology products. The Style Guide was used in the design of the new statewide, web-based version of the WorkSource Tour of Services.

WorkSource Whatcom and Skagit, in partnership with the NW Regional Council, conducts a bi-weekly, after hours forum - the Senior Employment Connection. Seniors have exclusive audience with workforce development professionals knowledgeable of the needs and issues of older workers. Seniors learn and use the technology and resources in WorkSource Centers to reach their employment goals. Through the Connection, customers discover they have highly sought experience to offer employers. A multi-media targeted marketing campaign, Hire Experience, Higher Quality, includes a television commercial airing 612 times in the region. The Connection has also increased senior's participation in employment and training programs.

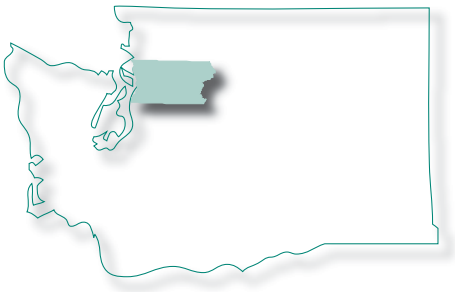
Youth Services

Youth programs focused on dropout prevention with innovative solutions to engage youth in high-demand, high-wage employment opportunities. Long-term outcomes such as academic achievement aligned with state educational requirements and post-secondary readiness are emphasized. Health career presentations in local middle and high schools have expanded. During the academic year, 568 students received classroom career information from healthcare providers. Six Summer Health Career Camps provided career exploration training, education, and hands-on experience in health and allied occupations. Participation in the program included 92 youth, 15 businesses, community partners, and other organizations. Over ten percent of youth completing the program entered further training or employment in health careers. Career camp participants are assisted in identifying opportunities for scholarships to further their education. The Council launched a web portal, **www.healthcarework.info** , connecting youth to information on 39 health careers.

Accomplishments supporting the Youth Council's goal of youth service integration include: hosting youth integration planning sessions in three counties, completion of community resource mapping with inclusion of youth input, as well as a gap analysis. Continued enhancements to the community youth portal, **www.youthworksnw.org**, maintained its value as a system integrator. The Council participates as one of six national sites for the National Collaborative on Workforce and Disability's longitudinal field study on services offered by One-Stops to youth with disabilities.

SNOHOMISH COUNTY Workforce Development Council

Serving Snohomish County



WorkSource Enhancements/Local Partnerships

Program Year 2003 (PY03) saw the creation of a partnership involving the Snohomish County Workforce Development Council (WDC), the Snohomish County Economic Development Council, K-12 schools, institutions of higher education, and Snohomish County government to articulate a unified vision for education, workforce and economic development in Snohomish County 2010: Workforce and Economic Development in Snohomish County organized ' Blueprint for Education' around key industry clusters. The Blueprint partnership has developed skills panels, career lattice products, and sectoral studies. The partnership is also supporting the Blueprint through an integrated funding strategy. WIA training funds are being invested to support targeted industry clusters and provide high wage jobs in these clusters for job seekers.

WIA Adult and Dislocated Worker Activities

In response to a dramatic increase in the use of WorkSource Snohomish County facilities by job seekers, both WorkSource Everett and Lynnwood provided assistance with use of their resource rooms, Job Hunter workshops, and job placement services during evening hours. Program Year 2003 also saw a marked upturn in use of WorkSource Snohomish County facilities and resources by area businesses with both centers used for on-site interviewing and recruitment.

The award-winning Professional Networking Group, launched at WorkSource Lynnwood, expanded to the WorkSource Aerospace Center where membership grew every month. WorkSource Lynnwood also presented the second annual English-as-a-Second Language Job Fair, successfully bringing employers and job seekers with limited English proficiency together to increase employment opportunities. The continued success of the WorkSource Aerospace Center in meeting the demand-driven needs of the aerospace industry, as well as industry workers, was reflected in the services provided to more than 1,500 workers at a placement rate of 95%.

Program Year 2003 also saw the launch of two new initiatives by the WorkSource Snohomish County system: the ACCESS Initiative which is enhancing one-stop services to job seekers with disabilities and to the businesses that employ them, and the VETS Initiative which is offering a more comprehensive array of services to Snohomish County veterans, including homeless veterans, more than 100 of whom were helped to find employment during the year.

WIA Youth Activities

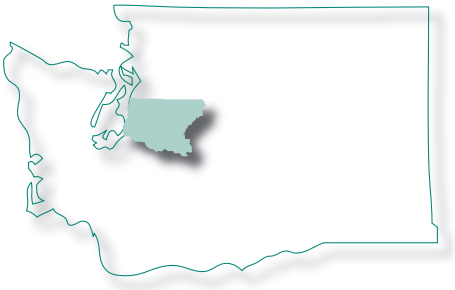
The Snohomish County WDC's Youth Council spearheaded a redesign of WIA Title I-B Youth Program services in Snohomish County. Services were provided to out-of-school youth through the newly created WorkSource Youth Center. Partners provided integrated services designed to address youth needs in all 11 life domains recognized by the Youth Council as critical to youth employability development. Services to in-school youth were focused on identifying and addressing risk factors associated with dropping out of school before youth took this life changing step. Youth funds were provided to the Lakewood and Arlington School Districts to identify youth at risk of dropping out as they made the critical transition from 8th to 9th grade, either at an alternative school or at the Freshman Academy. These youth receive a comprehensive array of services from the point of identification until they complete high school and are stabilized in a 13th year plan.

Youth in both programs received needed support from the WDC's new AmeriCorps State Program. Eleven AmeriCorps members provided work readiness instruction to 2,202 youth, school district career counselors, and other workforce development professionals utilizing the new Youth Job Hunter curriculum. The curriculum is fully aligned with Washington State Employment Security Department's Job Hunter curriculum for adults.

Youth were offered enhanced summer education and employment experiences including summer school, drivers' education, and Business Week at Gonzaga University. Youth also benefited from the work of the Blueprint partnership, including a hands-on industry experience through participation in a career day hosted by a local biotech firm.

SEATTLE-KING County Workforce Development Council

Serving King County



WorkSource Enhancements/Local Partnerships

The WDC added new partnerships and sustained several successful ones during PY03.

While not local, the WDC's new partnership with the nonprofit SER-Jobs for Progress National has enhanced WorkSource services for seniors all over the state. As a subcontractor to SER, the WDC oversees DOL's Senior Community Service Employment Program (SCSEP) in seven workforce areas. Through SCSEP, seniors over age 55 get paid work experience on community service assignments. SCSEP programs under the WDC project are located in WorkSource offices so participants can use WorkSource resources to gain job search and basic computer skills. PY03 was the first year of this three year project.

The Career Pathways healthcare partnership, begun in 2002 when the WDC and the Washington State Hospital Association convened hospitals, labor groups, community colleges and nursing schools to address healthcare staffing shortages, has continued to thrive and mature. Results include: on-site career counseling for 560 hospital employees to help them move into high-demand jobs, training subsidies for 165 of these employees, and 132 new openings in nursing and health-care training programs. Two more hospitals have joined the original four, and hospitals are now adding their own funds to the training pot. In September 2003, the WDC hosted more than 160 local leaders at a symposium on healthcare staffing.

The WDC continued to expand its role in the community with several key publications:

- A study on employer best practices in employing refugees and immigrants, publicized at a breakfast for area employers;
- The State of the Workforce report which analyzed the gaps between King County's workforce supply and demand and proposed next steps;
- A study of the characteristics of youth offenders among WIA youth; and
- Three videos that train workforce professionals to recognize and understand learning disabilities.

WIA Adult and Dislocated Worker Activities

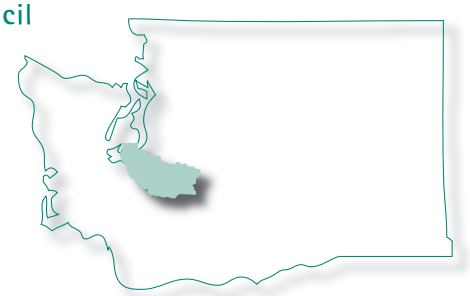
After redefining "success" for local WIA programs as progress toward family self-sufficiency, the WDC has integrated self-sufficiency-based career planning into adult and dislocated worker programs. In 2001, the WDC adopted the Self-Sufficiency Standard for Washington as a new measure of customer progress. The standard shows how much a family must earn to meet its basic needs without outside support, depending on its unique size, composition and area of residence in King County. The WDC then commissioned the Self-Sufficiency Calculator, an online computer program anyone can use to compare earnings and expenses, as well as available public assistance. In spring 2004, the WDC trained case managers throughout the WorkSource system to use the Calculator in career planning with their customers. Information on customers' progress toward self-sufficiency is stored in a database to measure the impact of WIA services. Explore the Calculator on the WDC's website: **www.seakingwdc.org/Templates/js_calculator.html.**

WIA Youth Activities

Homeless youth are pulling espresso shots as part of a new WIA funded project that trains them as baristas while offering educational opportunities. The project is a partnership between the WDC of Seattle-King County; Youth Care, which operates a center for homeless teens; and FareStart, which trains homeless adults for jobs in the food service industry. In the information technology (IT) field, a partnership called the Digital Bridge Academy served more than 500 out-of-school youth with opportunities to steadily increase their computer skills, work in internships and explore IT careers. The program has added capacity in PY04. Finally, high school students with disabilities are exploring the world of work thanks to Passport to Success. This ongoing program (which has expanded from one to three school districts) combines a University of Washington-developed curriculum focused on career options with field trips to local WorkSource centers.

TACOMA–PIERCE County Workforce Development Council

Serving Pierce County



WorkSource Enhancements/Local Partnerships

The WorkSource Pierce Business Connection, an innovative public-private effort, enables business to hire workers, learn about tax credits, and access other valuable services all in one place. Gone are the days when businesses had to visit multiple agencies for answers. Director Pam Cone said, ' It shows what can be achieved when agencies share a common goal and work together for their community's businesses.'

The Business Connection typically saves businesses $5,000 per recruitment, Cone said. One company saved more than $200,000. Customers include AKAL, Simpson, West Coast Door, Costco, Multicare Health Systems, and others.

The team includes members from the Tacoma-Pierce County Workforce Development Council (WDC), the Washington State Employment Security Department (ESD), and the Tacoma Community House. The team finds and screens workers, provides information on training, and organizes hiring events. They also customize wage and labor market statistics, help businesses navigate government tax and labor laws, and assist companies through transitions.

About 1,400 businesses now use the Business Connection. Last year, staff referred more than 25,000 applicants to local businesses, resulting in approximately 2,000 hires.

WIA Adult and Dislocated Worker Activities

The Reemployment Center serves dislocated workers by mixing funds and services from both the Trade Adjustment Assistance Act and the Workforce Investment Act National Emergency Grant (WIA-NEG). The Trade Act does not provide for supportive services while workers experience a long retraining and readjustment period. WIA-NEG does, but training funds are limited, so customers are co-enrolled and each Act provides funding and services that are allowed.

By cooperation at the state and local level between ESD and the WDC, training and supportive services have been made available to 880+ individuals; far more workers than either could provide alone. This is especially important because of the high need and limited resources.

The enabling cooperation was created by a culture: professionalism, both locally and at the state level; professional, knowledgeable, committed and experienced staff with both WDC and ESD; trust established by people and organizations that have worked together for years; and management that communicates with their staff and each other.

WIA Youth Activities

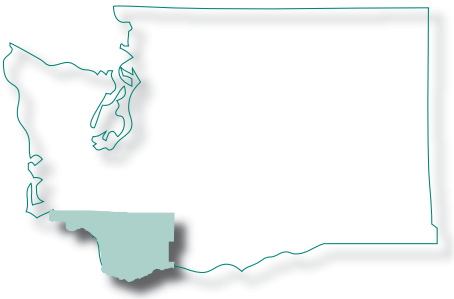
The Tacoma-Pierce County Workforce Development Council, in partnership with the National Electrical Contractors' Association, and the SW WA Electrical Joint Apprenticeship and Training Committee, initiated the Get Electrified program to identify and develop young talent in area high schools. The program was developed in response to the construction industry's anticipated loss of significant talent over the next decade due to retirement of its workforce. In 2003, Governor Locke presented an award to the partnership to recognize it as a Promising Practice program model.

Tacoma-Pierce County youth programs served 753 youth with 345 placed with local employers in summer and year round work experiences, internships, or job shadows/career exploration activities. Youth also participated in educational activities, and extensive leadership and work readiness workshops. Twenty youth were connected to mentors. Our programs targeted the hard-to-serve groups, which included youth connected to Foster Care, Juvenile Rehabilitation Administration, disabled youth and teen parents.

One participant had been in the foster care system for four years upon being selected for the GREAT Program. As a program participant, she received work clothes; 30 hours of leadership, and conflict resolution training; Certification in Microsoft Office 2000 programs, including Publisher and Outlook Express; 911 Emergency Operator/Dispatch training at Clover Park Technical College; and a 480 hour paid internship with GEICO Insurance Company. On July 2, 2004, she turned 18 years old, was released from foster care, and passed all state-required tests to become a licensed insurance agent. She is now earning $10.00 an hour plus $400.00 to $500.00 bonuses a month.

SOUTHWEST WASHINGTON Workforce Development Council

Serving Clark, Cowlitz, Wahkiakum, and Skamania Counties



WorkSource Enhancements/Local Partnerships

Southwest Washington Workforce Development Council (SWWDC) hired two new staff to focus on enhancing employer connections to the WorkSource Centers. These staff work inside Southwest Washington's economic development agencies, creating partnerships that have significantly improved the region's ability to proactively respond to local employers' workforce needs.

The SWWDC, in partnership with the Employment Security Department, initiated a retirement study to identify which industries and occupations in Southwest Washington will be experiencing significant worker shortages due to the retirement of existing employees. This information will be used to help develop target industry and workforce development strategies to address workforce shortfalls.

The Healthcare Skills Panel developed a Healthcare Toolkit describing the educational and occupational requirements, training options, and resources for individuals interested in entering the healthcare profession. WorkSource staff and high school counselors are being trained to use the toolkit to assist job seekers and students.

The SWWDC partnered with Columbia River Mental Health to secure funds to improve services to persons with disabilities. Together they implemented the United States Department of Labor/Employment and Training Administration (US DOL/ETA) new Work Incentive Grant, serving more than 300 customers with various employment barriers including mental health problems, homelessness, and history of incarceration. More than 100 achieved employment success. In addition, they were awarded a $2 million Workforce Action Grant from the US DOL to serve customers with significant disabilities over then next five years.

WIA Adult and Dislocated Worker Activities

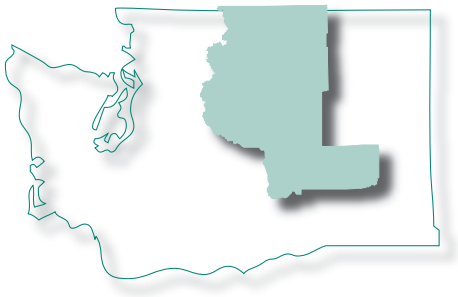
During Program Year 2003 (PY03), the SWWDC competitively bid its Adult and Dislocated Worker contracts in Clark/Skamania and Cowlitz/Wahkiakum counties. In Clark and Skamania counties, a private sector provider, Arbor E&T, was selected. Arbor E&T brings an outcome-based performance focus, best practices, and an environment of entrepreneurship. Arbor E&T and the Employment Security Department jointly operate WorkSource Town Plaza in Vancouver, Washington.

In Cowlitz and Wahkiakum counties, two providers secured the contracts. Although located in two different locations for the first year of operation, planning is underway to integrate the two service providers and additional community partners under one roof by the end of 2005. (Washington State Employment Security Department operates a WorkSource Center in Kelso, Washington, and the Lower Columbia Community Action Council operates one in Longview.)

The SWWDC also developed a new methodology to gauge occupational demand. This methodology will take into consideration a variety of indicators to help the region more effectively invest Individual Training Account (ITA) funds in demand occupations.

NORTH CENTRAL Workforce Development Council

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



Local Partnerships

Personal Referral System

North Central and Columbia Basin WorkSource partners revitalized their partnership by agreeing to establish a web-based referral system to serve all customers better. SkillSource programmers will be ready to beta test the platform, called the Personal Referral System, in early fall. Agencies across the region will be able to print out, and hand to customers, partner service descriptions, contact information and directions from the common services database - 4people.org. Furthermore, a simple record on any follow through action for the referral will enable better communication between service providers.

Diasabled Customers Accessibility Partnership

Just over 18% of the working age residents in Okanogan County are disabled, while only about 2% of One-Stop customers indicate that they are disabled. Work on the Workforce Investment Grant to understand the disparity and expand services to disabled customers was completed in June. Significant progress was made by the Partnership in advocating for improved physical and programmatic access to employment and training services. A customer survey, flow charting, installation of new accessibility hardware, and software and staff training were accomplished. Public service announcements marketing to persons with disabilities were drafted, and ties to the special education departments in all the county school districts were enhanced. A special focus group with disabled individuals revealed customer thoughts, and offered opportunities for improvements that require transportation and other community enhancements.

Youth Services

Learning Centers

In partnership with local school districts, SkillSource served more dropout youth than ever in its five Learning Centers. The Wenatchee Learning Center alone is bursting at the seams with a record 250 youth this past year. Additional Learning Centers are in service in Moses Lake, Othello, Brewster, and Omak specializing in helping to retrieve dropouts and recover academic progress. Funding for certificated teachers who specialize in retrieving and helping to recover dropout youth is accomplished with basic education funding arranged with five school districts. Average daily attendance and progress for Learning Center youth is reported to districts. Two of the Centers' accomplishments are 40 Learning Center dropouts earned a GED in Wenatchee alone, and Brewster's Main Street Learning Center celebrated with seven recovered dropout students earning their high school diploma.

Business Services

Business Services Teams

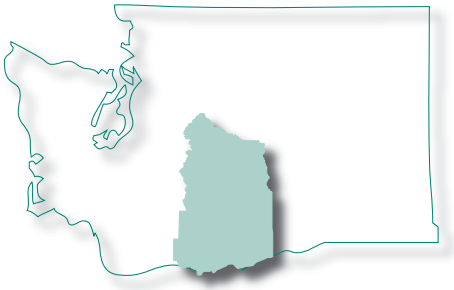
WorkSource and SkillSource are coordinating business services in weekly meetings between business outreach staff. These teams have developed account executives who essentially partner to serve shared business customers. Quarterly business luncheons or breakfasts on topics such as effective recruiting and lean manufacturing are popular and were delivered to about 300 business owners or managers last year. In addition, an informative newsletter goes out quarterly to 3,000 businesses with articles on ways to increase workplace productivity.

Health Panel

A regional panel of healthcare providers, economic and workforce development, and education partners was convened. Three regional panel meetings with leaders and 14 community workgroups were held in the first ten months of the effort to address current and long-term personnel shortages. An effort to engage lower skilled incumbent healthcare workers in up-skilling has resulted in 125 workers taking college classes in the workplace.

TRI-COUNTY Workforce Development Council

Serving Yakima, Kittitas, and Klickitat Counties



Preparing for tomorrow's healthcare workers

The Tri-County Workforce Development Council has developed a Health Skills Panel for the purpose of addressing Washington State's critical healthcare worker shortage. Ten projects were funded during the year to support local strategic plan goals. One of those projects is described below.

Benefiting from $44,000 in Health Skills Panel resources and $50,000 of in-kind contributions from the Yakima Valley Farm Workers Clinic, the Northwest Community Action Center has developed a healthcare awareness curriculum for 80 high school students in the Yakima School District. The healthcare curriculum will eventually be available to all interested school districts in the Tri-County Region.

This course is designed primarily for students to develop the knowledge and skills related to employability in the healthcare field and build the foundation for students necessary to be successful in the rigorous college courses. Students will earn high school credit and if attending Yakima Valley Community College, will receive nine Allied Healthcare credits.

Competencies and standards used in this curriculum are from the National Healthcare Core Skills Standards, the National Consortium on Health and Technology Education, the 4 P's (Plans, Pathways, Portfolios and Projects) and many of Washington State's Essential Academic Learning Requirements. Model Curriculum Frameworks for Career and Technical Education has been completed for all course work to the level of class accreditation by Office of Superintendent of Public Instruction.

Expanding opportunities to youth through the Academic and Career Excellence (ACE) demonstration project

Three occupational fields with severe shortages - Healthcare, Construction, and Education were the focus of this project. The ACE project emphasized the importance of education in career preparation, while assisting youth in identifying a career pathway and closely connecting the world of work with academics.

In partnership with local school districts, healthcare providers, social and educational service programs, and state colleges and universities, youth were introduced to one or more of the three targeted occupations through career fairs, field trips to related businesses and agencies, college and university tours, conferences, seminars, and specialized workshops. Youth were provided tutoring services, supplemental education, adult mentoring, leadership and citizenship skill development, and work-based learning opportunities. Parent participation was encouraged and entire families were involved in planning activities.

Building a bridge for Adults into healthcare professions

In response to the Tri-County Healthcare Skills Panel Strategic Plan, People For People, the WIA Adult Contractor in Yakima and Kittitas Counties, and the Yakima Valley Community College combined resources to develop the Allied Health Bridge Program. Adults in the program have the opportunity for job shadows, field trips, and part-time work experience to increase their understanding and awareness of job functions and expectations. Initially, 15 participants were enrolled in this on-going program offered by the community college to meet the panel's mission to " grow your own"and addresses the following desired outcomes:

- Enhance the recruitment and retention of individuals entering healthcare occupations.
- Improve the preparedness of the local population to enter healthcare education and training programs.

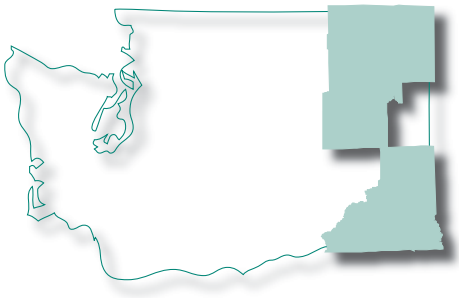
This component targets individuals who completed their High School Diploma or GED and have expressed an interest in health occupations, but are not yet academically ready for advanced curriculum.

The "Bridge" course is offered to assist adults to:

- Increase learning strategies both inside and outside the classroom,
- Build math and writing skills,
- Prepare for college level science, biology, anatomy/physiology classes,
- Examine health careers,
- Set goals using healthcare career ladders,
- Understand the educational requirements for each occupation,
- Identify needed skills, and
- Receive exposure to work environments in a variety of healthcare related occupations.

EASTERN WASHINGTON PARTNERSHIP Workforce Development Council

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



WIA Adult Activities

There were a number of new initiatives during the past year in the Eastern Washington Partnership's Workforce Development Council (WDC). Walla Walla Community College (WWCC) partnered with the WDC to fund two separate cohorts of students in a practical nursing program. One occurred in Walla Walla and the other in Clarkston. The WDC's funding came from its share of the federal 503 Incentive Grant which Washington State received as a result of exceeding all of the federal performance measures for the Workforce Investment Act, the Perkins Act, and the Adult Education and Family Literacy Act. Twelve students were enrolled in each of the programs. The programs could not have occurred without the infusion of the incentive funds. The WWCC made some very quick adjustments in order to start the first contingent in October 2003. The outcome thus far is, all 12 students in Walla Walla successfully completed the program, and 11 of those have opted to continue on to obtain an Associate Degree in Nursing. The second group of 12 began their classes in June in Clarkston.

WorkSource Enhancements and Local Partnerships

Two healthcare occupations workgroups were convened in September 2003 to develop strategies to address the shortage of available skilled workers in the healthcare industry. The group in the northern counties is most concerned about the lack of any locally available healthcare training programs in its area. Residents of these counties must travel to the community college in Spokane in order to access even some of the health science prerequisites. The employers in the workgroup have partnered with the WDC to fund a lab at the Colville campus which will enable students to take their prerequisites locally. There is a great effort being made by everyone involved with this workgroup to make a nursing program available at the Colville campus of the Community Colleges of Spokane.

The southern workgroup has been focusing on strategies to increase the number of students in the health sciences programs as well as to identify better retention strategies to reduce turnover in the employers' healthcare positions. The WWCC is working with four other colleges to expand the access throughout the region to health science programs in the technical areas. Much of the coursework will be available through distance learning. In addition, the WWCC has received funding to build a new health sciences facility on campus in Walla Walla. This will house five health science programs.

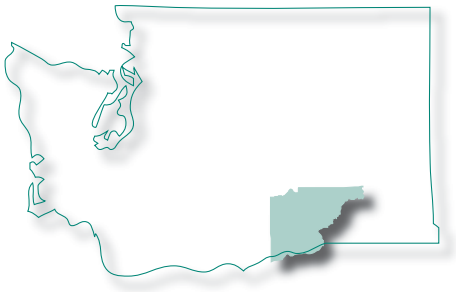
WorkSource Walla Walla has begun to offer a variety of proficiency tests for its customers. These tests measure people's skills in a number of areas that are in demand by employers in the area. The test results are made available to the job seekers who then have something tangible in their portfolios that they can present to potential employers as they are seeking employment. Employers have responded favorably to this development.

WIA Youth Activities

The WDC received a $30,000 grant to enhance youth service integration with the schools. The Youth Council identified six small rural districts that were able to use the funds to update software, hardware, and informational materials for their career centers. The Employment Security Department is working on a pilot with the Pomeroy School District to create a career exploration website that will be specifically targeted to high school students.

BENTON–FRANKLIN Workforce Development Council

Serving Benton and Franklin Counties



Local Partnerships

Partnerships developed over the past four years have provided a progression of steps in moving towards a more universal approach to developing a comprehensive plan to address workforce issues. The Workforce Development Council's (WDC) mission is to provide employers with skilled, qualified workers, and job seekers with career opportunities in Benton and Franklin counties. Workforce development partners have forged the relationships in the community that will allow us to make effective improvements in the workforce.

The Benton-Franklin WDC, in partnership with economic development organizations, works together to attract new and emerging businesses to the area. The local Healthcare Skills Panel has become self-sustaining and will continue to address the labor shortage in the health and allied services industry sector. The WDC provided Lean Manufacturing 101 for 50 workers from local area manufacturing firms, who will continue to the next two stages in the next program year. The WDC, in partnership with the Tri-County WDC and the Eastern Washington Partnership, continues a Department of Labor Employment Grant that has increased accessibility for people with disabilities in the one-stop delivery system.

WorkSource Columbia Basin

This past year WorkSource Columbia Basin won both the state and national award for the best One-Stop by the International Association of Workforce Personnel. Over 13,000 customers are served each month averaging in excess of 500 customers daily on site. Services are fully integrated and include all incoming funding streams. All staff in the facility enjoy a full complement of training and staff development activities regardless of the organization that employs them. Job seekers and employers are engaged in defining needs through a survey and discussion around the services they have received. Customer feedback results are utilized to develop improved services and staff training opportunities.

Business Customers identify ways to improve services and explore innovations that can be applied in the quality improvement processes. The Business Services Team participates with the Tri-City Industrial Development Council to conduct a survey of area businesses to assess skills needs by industry sector. The team is staffed by multiple funding streams and allows the WorkSource Columbia Basin to approach the employer with a full array of services. WorkSource Columbia Basin led the state in the number of job orders received, even though we are a midsized office with a total labor force of 101,000. WorkSource Columbia Basin provided WorkKeys assessments endorsed by the Tri-City Area Chamber and the Tri-City Industrial Development Council who lend their logo to the skills certificate issued to job seekers.

WIA Adult and Dislocated Worker Activities

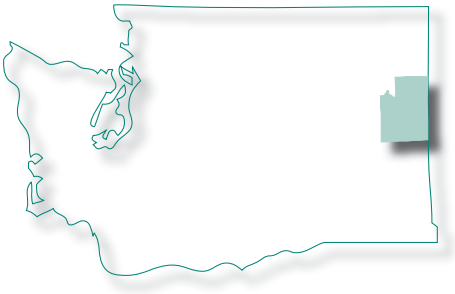
As a result of continuous quality improvements, the WDC recorded a 267% increase in the rate of weekly direct job referrals for Unemployment Insurance claimants, and a 252% increase in the rate at which non-claimants receive direct job referrals. By improving services to all customers of the WorkSource Columbia Basin, a 20% increase in job placements for dislocated workers and a 15% increase in job placements for adults enrolled in Workforce Investment Act programs was achieved.

Youth Activities

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

SPOKANE Area Workforce Development Council

Serving Spokane County



WorkSource Enhancements/Local Partnerships

The Spokane Workforce Development Council continued to maintain strong partnerships with Workforce Investment Act (WIA) service providers to deliver high quality core, intensive, and training services. Career Path Services, Educational Services District 101, Goodwill Industries of the Inland Northwest, and the Washington State Employment Security Department (WorkSource) served approximately 2,700 adult, youth, and dislocated worker WIA participants.

These partnerships developed successful applications for several projects. Representatives of the Spokane Community College, Institute for Extended Learning Adult Basic Education Division, and the Spokane Skills Center developed a Transition to Success healthcare education project, for the 503 Incentive Grant. The project provides opportunities for K-12 and community college students to learn about various healthcare careers, including job responsibilities, required training certification, and licenses. Students will also learn by assisting in providing healthcare services to other students. Students will receive training and hands-on laboratory experience at Spokane Community College, which will help them become more familiar with the campus and smooth their transition between secondary and post-secondary programs.

The Healthcare Personnel Shortage Taskforce, which was established by the Northeast Washington Hospital Association and the Workforce Development Council, has become the SKILLS Panel.

The panel, which is managed by the Inland Northwest Technology Education Center (INTEC) with the aid of experienced local consultants, made great progress in its first year. Subcommittees of key industry, education, and workforce stakeholders completed:

- A vacancy and demand survey of healthcare occupations.
- A Health Career website listing healthcare occupation education programs.
- An inventory of articulation agreements between high schools, community colleges, and four-year colleges.
- A list of activities in healthcare related occupations for K-12 students in a brochure and on the Health Career website.
- A cooperative plan for clinical placement in nursing for all regional education institutions.

The WorkSource Center and five affiliate sites sponsored several job fairs attracting hundreds of employers with hundreds of job openings.

The WorkSource Membership System was implemented at the Center to track the thousands of individuals who receive core services.

Using one-stop capacity building funds, the WorkSource Center initiated a project to facilitate the creation of a business outreach team to continued to develop and expand services to the business customer.

Adult/Dislocated Worker Activities

Working primarily with small employers, Career Path Services and WorkSource Spokane placed over 90% of program exiters into unsubsidized employment.

The Rapid Response Team continued to provide on-site services to affected employers. The Rapid Response Team includes: WorkSource, WIA providers, Spokane community colleges, Washington State Employment Security Department's Unemployment Insurance Division, Washington Basic Health, and other community partners. The team continued to refine service delivery strategies by developing processes to provide high quality services in a variety of situations. The partners also developed an information packet to provide adult and dislocated workers comprehensive information on available core services and resources in both individual and group response situations.

Youth Activities

The Youth Council and youth providers, which serves over 775 at-risk and dropout youth, launched a website, **www.youthsynergy.net**, which provides education, training, and employment information to both youth and youth servicing organizations.

A significant marketing effort aimed at local employers and youth, identified the site as a place to list summer employment opportunities and to recruit youth for job openings accompanied the official introduction of the site.

Career Path Services held its graduation ceremony to recognize those successfully completing their GED requirements. This annual event attracts hundreds of program alumni, family and friends of graduates, and community partners to celebrate this significant event for the graduates.

State Highlights
Introduction

Included below are descriptions of some major activities carried out in Program Year 2003. These activities support the Governor's goals for the workforce development system as described in Washington State's Unified Plan for Workforce Development. Services and activities described below were supported, in part, by WIA Title I-B statewide activities funds.

Workforce Development Council Re-Certification

In Winter 2000 and again in 2002, Governor Locke certified Washington State's twelve Workforce Development Councils. The Workforce Investment Act requires governors to certify local area Councils every two years. On January 29, 2004, the Workforce Board considered and adopted recommendations to the Governor on criteria for re-certification. Applications for Council re-certification were submitted by Chief Local Elected Officials (CLEOs). The applications identified the community leaders the CLEOs chose to appoint to serve on the Councils for the period beginning July 1, 2004. The majority of Council appointees represent business. A state Workforce Board committee reviewed the twelve applications and recommended certification approval to the Governor. Governor Locke renewed certifications for all twelve Councils.

WorkSource

The One-Stop Career Development System in Washington State is called WorkSource. WorkSource is the interface connecting employers and job seekers with workforce development partners at the community level. WorkSource provides employers and job seekers quick and efficient access to workforce services and information.

Twenty seven (27) full-service WorkSource Centers across the state provide employers and job seekers access to the full range of workforce services in person as well as electronically. There are also forty two (42) WorkSource affiliate locations offering more specialized services. At WorkSource Centers, job seekers have free use of computers, copiers, faxes, and other tools for career planning and job search. Job seekers also have access to self-service, facilitated self-help service and staff assisted services.

WorkSource partners, representing multiple organizations, provide information and access to services including over 20 federal and state employment and training programs. In addition to services for job seekers, WorkSource is designed to help businesses take advantage of computer job matching services, assistance with recruitment and layoffs, access to electronic resume banks, labor market information, and retraining resources. In response to local needs and interests, the local Workforce Development Councils continue to add private and non-profit partner organizations to their areas' WorkSource service network.

As a primary WorkSource partner, the Employment Security Department (ESD) provides labor exchange services, a key component of WorkSource. Labor exchange services are generally defined as facilitating the match between job seekers and employers. ESD's emphasis for labor exchange services in Program Year 2003 was to increase and improve reemployment services for unemployment insurance claimants, job seeker services and business community services. The results of these efforts are detailed as follows:

Reemployment Services for Unemployment Insurance Claimants

Improving reemployment services was a primary focus for WorkSource due to the high number of unemployed persons in Washington State. An ongoing weak economy and numerous plant closures followed by mass layoffs caused these high levels of unemployment. Over 68,900

unemployment insurance (UI) claimants attended the Job Hunter orientations during Program Year 2003. A new on-line tool has been developed to enable local field staff to quickly identify and target current UI claimants in their area. Once identified, these UI claimants are offered additional employment services. This on-line tool is proving to be a valuable resource in matching local UI claimants with jobs.

Additionally, ESD and the Department of Labor and Industries collaborated on the publication and distribution of wallet-sized booklets in English and Spanish. These booklets are used for recording personal, employment and wage information. They assist workers in agricultural, construction and other industries to complete job applications accurately, file for UI benefits, and submit injury claims.

Job Seeker Services

Job seeker services were continuously improved and refined in a variety of ways to enhance access to WorkSource universal core services. New labor market information, publications, outreach efforts for persons with barriers to employment, and the WorkSource web site are examples of improvements to job seeker services in Program Year 2003.

ESD is continuously improving its publications to provide current and quality labor market information to job seekers:

The Job Vacancy Report reports on a survey sent to over 15,000 employers across the state to identify current job vacancies. The latest survey had a response rate of over 70% and will be repeated every April and October.

The Employee Benefits Report is now based on a separate survey conducted every September. This study reports the proportion of employers offering paid employee benefits by WDC, industry and employer size for full time and part time workers. The report will be published annually.

Hundreds of businesses have responded to a *WorkSource mailer* offering region-specific reports and information. The WorkSource mailer is part of a five-month statewide direct mail campaign designed to increase employer awareness and usage of WorkSource business services. The region-specific reports describe typical employee benefits for full and part-time workers by industry. The report presents complex data in a simple format to help employers determine if their employee benefits package is competitive and what types of changes might be warranted to retain their workforce.

Spanish versions of *Occupational Outlook* publications for three WDCs from Central and Eastern Washington will make current and quality labor market information available to Spanish speaking job seekers.

As the WorkSource management information technology system developed, changes were made to continue linkages between the case management and other program features tied to **www.Go2worksource.com**. This provided WorkSource staff on-line access to job listings without major disruption. Planning for a major upgrade to the website in 2004 is underway.

Business Services

The concept of a single point of contact for businesses seeking to hire individuals or obtain other employment-related services is the focus of the WorkSource system. In March 2004, WorkSource Washington launched a six-month statewide marketing campaign to enhance employer awareness and usage of business services available through WorkSource. The key message: WorkSource can help employers find the right employees more quickly and efficiently.

The campaign incorporated business representative training, business led management, public relations strategies, Web site application improvement and direct mail-based mass marketing into

one integrated campaign. Each element supported the others to produce remarkable and very positive results with 14,700 employers statewide. Local Workforce Development Councils targeted companies for the campaign based on their local strategic business plans.

In the test areas, total awareness of WorkSource services increased from 68 percent to 89 percent among targeted employers. The number of employers that had contact with WorkSource in the past 6-months rose from 22 to 31 percent. Further, direct contact with a WorkSource business representative rose from 7 to 20 percent, and the number of employers that said they would use WorkSource in the future nearly doubled from 14 to 27 percent. The campaign attracted a total of 2,231 responses from 1,614 unique companies — representing 11 percent of companies mailed to.

Improving WorkSource Services for People With Disabilities

In this past year, state and local workforce development partners improved WorkSource services for individuals with disabilities. The WorkSource Disability Network (WDN) is a steering committee made up of six state agencies and the Washington Workforce Association (WWA). Network agencies share a common goal in supporting Washington's WorkSource Centers so that the Centers are welcoming and effective to people with disabilities. The following are examples of WDN accomplishments in Program Year 2003:

Staff of the Division of Vocational Rehabilitation (DVR) conducted comprehensive Universal Access reviews of 100 percent of the WorkSource Centers (27 Centers) and 11 WorkSource affiliate sites. All of the 38 participating WorkSource sites voluntarily completed a Disability Action Plan to address on-site review findings. In addition, 37 of the sites submitted requests to the WorkSource Disability Network for assistive technology funding and training to carry out actions noted in their plan. The Department of Services for the Blind (DSB) conducted an assessment in each of the 12 Workforce Development Areas to determine customer accessibility to use of technology, availability and support of assistive technology, and accessibility of information. DSB staff offered on-site training and technical support. Staff of the Governor's Committee on Disability and Employment Security Department offered disability workshops and forums reaching 370 staff employed by WorkSource partner agencies.

In June 2004, the WWA concluded a two-year project funded by a U.S. Department of Labor disability services grant (Work Incentive Grant). These funds were used to assist Workforce Development Councils and WorkSource partner agencies in improving WorkSource services to people with disabilities. Grant funds supported staff training, regional disability pilot projects and other local service delivery initiatives. The WDCs also secured $5 million in federal grants with the same aim. In recognition of our state's progress, DOL awarded $595,000 in new Program Year 2004 grant funds to continue this important initiative including support for WorkSource Disability Navigators.

SKIES

The Services, Knowledge, and Information Exchange System (SKIES), an internet-base case management technology system, was implemented on April 8, 2002. This system supports employment and training case management and the labor exchange activities of all WorkSource partners. Since all partners in the WorkSource Centers and Affiliates use SKIES for case management and labor exchange, customer information is accessible by all partners.

Early in 2004, final recommendations were prioritized for enhancements to the SKIES system. All enhancements for version 3 will be completed

no later than December 2005. A total of 51 enhancements were identified as top priorities that will result in streamlining the application. To date, six of the 51 enhancements have been introduced into production with positive response from our users. All One-Stop partners now have improved access and a greater range of SKIES system services particularly in job referral activities for job seekers. All other enhancements will be phased in as they are completed and tested.

In addition to enhancements to the system, work is also underway that will provide improved organization of the data and easier access to the data by users. This work will streamline the information on employers; provide reports on technical functioning of the system, and upgrade hardware infrastructure. These changes will improve response time for users statewide.

Great strides have also been made in the development and dissemination of management reports from the system. Local "business experts" are working with the SKIES staff to ensure reports are meeting the needs of the local managers and case managers.

SKIES provides an integrated case management approach for the WorkSource system of Washington and is one of our most important tools in getting our customers back to work, and employers the workforce they need.

Statewide Rapid Response

Washington State continues to build upon its success in the development of rapid response activities and the coordination of those activities to maximize the benefits to dislocated workers and employers. During the past two program years, the State Dislocated Worker Unit (DWU) has had two primary and related goals: to fully support a flexible statewide rapid response system and to successfully integrate Trade Act and WIA rapid response processes. Revised rapid response policies and guidelines continue to improve program efficiency to all dislocated workers throughout the state. State and local efforts to further integrate TAA and WIA Dislocated Worker Rapid Response services have made significant progress this year.

Washington State received a Health Coverage Tax Credit (HCTC) National Emergency Grant (NEG). The state and local rapid response system will be instrumental in disseminating valuable HCTC "gap payment" information to potential Trade impacted workers during the coming program year.

In program year 2003, the State DWU and local rapid response teams responded to 49 Worker Adjustment and Retraining Notification (WARN) Act notices impacting 8,175 workers. The State DWU also initiated rapid response activity to 3,399 workers as a result of nearly 55 Trade Act Petitions filed during program year 2003. Additionally, twelve (12) transition or labor management committees were formed to help guide the transition process for hundreds of dislocated workers through the reemployment process.

The following successful rapid response best practices continued in program year 2003: (1) partnering with the Washington State Labor Council, ensuring technical assistance from labor in support of statewide delivery of rapid response activities; (2) contracting with peer workers to ensure that workers are aware and take full advantage of the wide range of reemployment services available; and (3) producing a semi-monthly publication of the *Red Flag and Early Warning Report* which provides information about worker dislocations across the state to key state agencies and stakeholders.

Eligible Training Provider (ETP) List

More than 3000 training programs are on Washington State's Eligible Training Provider (ETP) list, approximately 40 percent in private vocational schools and colleges and universities and 60 percent in public institutions, schools, and colleges. The training programs identified on this statewide list qualify to receive WIA Title I-B Individual Training Accounts (training vouchers). All 34 public community and technical colleges and the majority of public universities are participating in the ETP process.

Washington state's years of work in developing common performance indicators across the state and federal workforce programs have made it possible to reach agreement on ETP performance criteria and on the review process to meet performance requirements. To be included on the state ETP list, a training program must meet performance floors and targets for completion rate, employment rate, and earnings level. Procedures used to determine these rates are calculated in the same manner for all training programs. This assures consistency and equitability. On March 25, 2004, the Workforce Board, on behalf of the Governor, adopted fifth year Eligible Training Provider performance levels and procedures that were used to identify occupational skills training programs qualifying for WIA Title I-B training vouchers in Program Year 2004.

Washington State's Eligible Training Provider (ETP) list is on-line at: **www.wtb.wa.gov/etp** and is linked to the national site at: **www.careeronestop.org**. The web site is designed to help customers and staff search the list by geographic regions, by training provider, and by training program. Also, training providers can apply, using the web site, to have training programs placed on the list. The ETP web site links to **www.jobtrainingresults.org**. This customer oriented site provides training program performance and school information including student characteristics, employment, and earnings of past students. **www.jobtrainingresults.org** is being used by students as a career planning tool.

Skill Panels

Workforce development leaders in Washington recognize that programs can only be successful if they meet industry's needs, and have collaborated to create and support industry skill panels. Industry skill panels focus on existing and future workforce development needs in key industries, and are comprised of business, labor, and education representatives. These panels provide a way of engaging employers in program planning. They make recommendations for immediate and future action to a local region, the state, or the Legislature for policy changes necessary to keep an industry's workforce competitive. Since 2000, the Workforce Board has provided funding to establish 26 skill panels. The targeted industries include health care, contraction, information technology, and manufacturing. The private sector has shown commitment to existing skill panels by providing expertise and financial support. Many panels have also been successful in leveraging federal grant funds to implement their plans. Such partnerships foster innovation and give industries and public partners the opportunity to be proactive instead of reactive—addressing changing workforce development needs quickly and competently.

Targeted Industries Partnership

Using WIA Title I-B statewide activities funds, the Employment Security Department awarded nine Targeted Industries Partnership (TIP) contracts totaling $1.5 million. The TIP projects provide customized training for incumbent workers in demand occupations in critical industry clusters throughout Washington State. These projects support regional incumbent worker training in the

technology, healthcare, manufacturing, agriculture, food processing, and construction industries. Matching funds from employers participating in the projects range from 50 percent to as much as 150 percent of the WIA investments.

There are currently nine TIP projects in eight Workforce Development Areas. These projects are training approximately 748 incumbent workers. Those that complete the project specific training will receive credentials, certificates or college credits. An evaluation will be done to determine how many received an increase in their salaries.

Workforce Strategies 2003 Conference

Washington State held its third statewide workforce leadership conference in Wenatchee on October 7-8, 2003. The "Workforce Strategies 2003: *The Demographic Imperative*" conference attracted standing room only crowds providing testimony to the keen enthusiasm for workforce development and the Workforce Investment Act. The conference audience, numbering more than 500, included state and local workforce development policymakers and practitioners, community and technical college leaders, k-12 leaders, and representatives of business and labor organizations. All were committed to improving program results in the workforce development system and to linking services more closely to employers' needs. The conference gave workforce development leaders in our region the opportunity to explore solutions to short- and long-term workforce challenges, to hear about promising and best practices, and to continue building strong partnerships. Conference sessions were organized around four themes: 1) Our Changing Workforce: Challenges and Solutions, 2) State and Federal Policy: What's On the Horizon, 3) Theory to Practice: the Leadership Difference, and 4) Economic Vitality and Workforce Development: The Essential Link.

At the conference, two partnerships were honored with Governor's Best Practices in Workforce Development Awards: King County Airport Security Sceener Partnership for assisting airport security screeners in keeping their jobs during regulatory transition; Nursing Clinical Site Coordination and Expansion Partnership for increasing the number of clinical placements for 14 area nursing schools. Two partnerships received "Promising Practices" awards: the Consortium of Rural Eastern Washington for developing a Hispanic Rural Health Program and the Tacoma-Pierce County Workforce Development Council and its partners for developing projects that more closely integrate workforce and economic development activities in the county. "Good Idea" awards were presented to TransAlta and Centralia College for partnering to upgrade the skills of power generation employees and to the Northwest Radiologic Technology Consortium for collaborating to address the shortage of radiologic technologists by providing students with greater access to this career path.

Dislocated Worker Symposium 2003

Employment Security hosted their third Annual Dislocated Worker Symposium at the SeaTac Hilton on October 30, 2003. Over 300 employment and training professionals representing Employment Security, local Workforce Development Councils, WorkSource Centers, Community and Technical Colleges, other state agencies, and labor organizations attended the symposium. These annual symposiums are designed to bring employment and training partners together to learn about local, state, and national dislocated worker trends and programs. This year's keynote speaker was Jane McDonald Pines, Workforce Policy Analyst with the American Federation of Labor — Congress of Industrial Organizations. Ms. Pines provided an overview of organized labor's role in addressing the technical skill training needs of the American

worker. Kirsta Glenn, with the Labor Market and Economic Analysis Branch, delivered a State-of-the-Economy address. Other symposium highlights included a WorkForce Issues and Trends Dialogue Panel.

Statewide Activities Summary

The Employment Security Department has management and oversight responsibility for the WIA Title I-B Statewide Activities. These workforce development activities are in accordance with the Governor's initiatives:

- Addressing critical health care personnel shortages;
- Developing strategies to keep youth in school and engage them in learning opportunities that will enable them to enter careers or continue their education;
- Improving access to services for persons with disabilities; and
- Linking workforce development to economic development.

Washington State invested in all of the required statewide employment and training activities and several optional activities in support of the Governor's goals for the workforce development system. These goals are described in Washington State's Unified Plan for Workforce Development. The activities were consistent with WIA Title I-B Sec.134 (a)(2)(B) and Sec.134 (a)(3). Statewide activities included:

- *Supporting and disseminating a state Eligible Training Provider (ETP) list* (see page 24);
- *Conducting research and evaluations* (see pages 32 through 38 in Section III of this report);
- *Providing incentive grants to local areas for exemplary performance*;

The Employment Security Department allocated funds to local Workforce Development Councils (WDCs) based on state Workforce Board policy to reward local areas that exceeded 100 percent of the average of the expected levels of performance for the state and federal core indicators. Funds were used to meet local needs through a variety of projects including: training staff, expanding capacity within the One-Stop Centers, and providing additional services to customers.

- *Providing technical assistance to local areas failing to meet local performance measures*;

The Employment Security Department WIA staff with expertise in performance issues conducted an analysis of each of the workforce development area's performance patterns and provided consultations. Based on the consultations and the state technical assistance policy, funds were accessed by local areas requiring technical assistance. The WDCs used the resources to improve data entry, provide training to case managers, review program strategies, and to initiate other activities aimed at improving performance.

- *Assisting in the establishment and operation of the one-stop delivery system*;

A portion of the WIA Title I-B funding for statewide activities was distributed equally among the twelve WDCs for one-time enhancement and expansion of WorkSource services to improve partner participation and customer access. WDCs utilized the funds to improve infrastructure needs such as resource room equipment enhancements, facilities upgrades, and common outreach activities (see descriptions of WorkSource services on pages 20 through 23 and improvements to serving persons with disabilities on page 22).

- *Operating a statewide information technology system* (see description of SKIES on pages 22 and 23);
- *Providing additional assistance to local areas that have high concentrations of eligible youth*;

A Request For Proposal (RFP) process was used to select projects aimed at dropout prevention and retrieval for the hardest-to-serve youth. These projects exceeded initial enrollment goals and enrolled 212

youth throughout four Workforce Development Areas. By the end of the annual reporting cycle, the WDCs assisted youth with the following results: 60 youth obtained high school diplomas or GEDs, 63 youth moved into further education or training, over 80 at-risk youth stayed in school, and 24 youth obtained unsubsidized employment.

Generally, the projects met and exceeded original outcome goals with very few youth leaving the projects before completion of their goals. These projects served as a catalyst for new programs in each workforce development area designed to work more closely with local schools districts on the prevention and retrieval of dropout youth.

Additional funds were allocated to the twelve workforce development areas to focus on dropout prevention and intervention. The projects are in coordination with schools or school districts having larger than normal numbers of at-risk and low-income students. The new projects will place an emphasis on leveraging Basic Education Funds with WIA project funds.

- *Providing Capacity Building and Technical Assistance.*

Statewide activities funds were used to support a variety of projects and activities that leveraged other resources, enhanced current systems, and provided specific technical assistance to staff in local areas. Projects, with a business focus, included a major marketing campaign and business outreach assistance training to all WorkSource Liaison staff. Model projects providing resources to vocational skill centers helped the centers incorporate health care career opportunities information into the curriculum.

Employment Security WIA staff provided technical assistance and training sessions to front line staff in WorkSource Centers and affiliate sites on fiscal tracking and case notes.

WIA TITLE I-B RESULTS

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

- Analysis of adjustments made to WIA performance measures in response to changes in economic conditions and participant characteristics.
- A narrative section discussing the costs of workforce investment activities relative to the effect of activities on the performance of participants.
- A description of State evaluations of workforce investment activities, including early results from our biennial Workforce Training Results research.
- A table section that includes negotiated performance levels and actual performance on 17 federal and 13 state measures of program performance.

Analysis

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

Federal and state performance measures have precise definitions. Employment and earnings measures are based on wage records collected by state Unemployment Insurance (UI) systems for use in assessing employer payroll taxes and determining UI benefit eligibility. Washington's federal and state measures use UI wage records from Washington State's Employment Security Department. Washington participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 45 other states. Wage records available from this system cover 95 percent of civilian non-institutional employment in the United States. Federal and military payroll records are also collected (including records of the US Postal Service). Some measures require information on enrollment in further education or training following program exit. This information is gathered by data matching using information supplied by the state's two and four-year colleges, by private career schools, apprenticeship programs and by organizations seeking eligibility to become WIA eligible providers. Some of the credential information needed for credential attainment measures is also obtained from these sources.

Definitions of the 17 federal and 12 of the 13 state WIA core measures of performance can be found at **www.wtb.wa.gov/wiaperfmeasures.pps**. Washington's core measures of performance are used to report the results for most workforce development programs, including secondary and post-secondary vocational education, adult basic education, private career schools, and apprenticeship.

Washington's performance targets (called "negotiated performance levels" by WIA) are the 10th highest in the country, thanks to the high performance of Washington's WIA program. Performance targets negotiated for WIA's fourth and fifth years were based on performance baselines derived from WIA performance in years two and three. Washington PY 2003 targets were set at 104 percent of the average targets for other states.

The Workforce Investment Act provides a means to revise negotiated targets in the face of changes in participant demographics or economic

conditions. Washington State requested and received adjustments to its negotiated performance targets for PY 2003, based on regression analyses showing the relationship between economic and demographic conditions and performance. The Workforce Board developed regression models during the Spring of 2002 for 13 of the 17 federal performance measures. Washington developed a 14th regression model in 2004, to measure the impacts of economic and demographic conditions on participant satisfaction. Washington State plugged up-to-date information on participant demographics and economic conditions into these models and proposed revisions for six measures. Washington requested slight increases to its four older youth targets, based on demographic conditions, and slight decreases in its targets for dislocated worker earnings gain and participant satisfaction. The Department of Labor agreed to all six of the proposed revisions. Details of the request and regression models may be found at: **www.wtb.wa.gov/WIA-Revisions.htm** . The negotiated performance levels displayed in this report are the revised targets resulting from these adjustments. The negotiated performance levels shown in Table "O" showing local targets are regression-adjusted using the same models.

Washington's high levels of performance under WIA continued in PY 2003. Washington performed at an average of 106 percent of the 17 federal measures, 102 percent of thirteen state measures, and 105 percent of the 30 measures overall (after target adjustments).

Cost Effectiveness

Normally, discussion of the impacts of workforce development activities would be based on a net-impact analysis designed to measure the costs and long-range results of services. Results for participants would be compared with estimates of the likely results for participants in the absence of the programs. Washington State's Workforce Training Results 2002 report produced such information using results from JTPA exiters from the 1997-98 and 1999-00 periods, the period just prior to WIA implementation. Estimates based on WIA participants themselves are not yet available for all populations. To supplement such studies, we produce the following rough estimates of possible results based on cost and service figures from the last two years of WIA.

Washington's 12 Workforce Development areas spent $72.6 million during PY 2003 (July 2003-June 2004) down from $94.0 million the prior year. The programs served 30,538 participants (down from 31,320 the year before) at an average cost of $2,376.

Target Population	PY 2003 Participants	PY 2003 Expenditures	Cost per Participant
Adults	7,936	$ 21,725,741	$ 2,738
Dislocated Workers	15,531	$ 28,188,642	$ 1,815
Youth	7,071	$ 22,636,405	$ 3,201
Total	**30,538**	**$ 72,550,788**	**$ 2,376**

Target Population	CY 2002 WIA Exiters	Percent Employed	Average Earnings	Projected First Year Earnings of PY 2003 WIA Participants
Adults	2,922	84%	$ 13,569	$ 107,680,336
Dislocated Workers	3,482	86%	$ 22,551	$ 350,237,609
Total	**6,404**	**85%**		**$ 457,917,945**

Expenditures for WIA participants shrank by 23 percent between PY 2002 and PY 2003, but the number of participants served dropped by only 3 percent. Most of the cut was absorbed by programs for dislocated workers. Dislocated worker programs received $19.4 million (41 percent) less in PY 2003 than in PY 2002, but served only 8 percent fewer participants. It seems likely that these funding cuts could have had negative impact on Washington State's dislocated worker and customer satisfaction results. Rapid Response participants and expenditures are included in the figures for both program years.

Many of these participants have not yet finished participation in WIA services. However, it is possible to show the potential magnitude of WIA benefits by examining results for participants exiting WIA during calendar year 2002 (January-December 2002).

Services to adults and dislocated workers are geared primarily to assisting participants in finding employment or improving their employment and earnings. Often the participant's skills and marketability are improved through the use of classroom or on-the-job skills training. During calendar year 2002, some 6,404 participants in the adult and dislocated worker populations completed participation in WIA programs. Eighty-five percent of the participants found employment during the four quarters following their exit.

Assuming this year's WIA adult and dislocated worker participants earn the same average amount in the year following their program exits, the $ 49.9 million spent on this population could be followed by up to $458 million in participant earnings. This may over-estimate the return-on-investment, since the reduced investment per participant in PY 2003 could lead to lower employment and earnings results. Historically, participants in these populations have earned roughly seven times the amount spent per year on program services during the first year following program completion. At that rate, this year's investment in adults and dislocated workers would produce only $350 million in first-year participant earnings.

The benefits of services to youth populations are more complicated to analyze. A major goal for youth is to make sure that young people complete high school and invest appropriately in skills training. Programs that maximize employment opportunities and earnings for young people may have the unintended consequences of detracting from educational and long run economic success unless they are carefully designed.

Forty-three percent of the 2,378 youth participants in WIA programs who exited during calendar year 2002 remained in school, returned to school, or enrolled in post-secondary vocational education during the following year. Seventy-one percent of all youth worked during the year following exit, including 61 percent of the continuing students and 78 percent of those who did not continue their educations. Some 87 percent of WIA youth either worked or continued their schooling during the year following exit.

WIA youth who left the program in calendar year 2002 earned an average of $4,790 during the year following exit. Projected to PY 2003 youth participants, the earning available during the first year after exit ($33.9 million) exceeds the annual program costs ($22.6 million). It is worth remembering that youth work hours are reduced by their participation in further education and that participation in further vocational education should produce long-run benefits.

Evaluation Activities

The state legislation that established Washington's Workforce Board called for the implementation of a comprehensive research program. This program continues under WIA, and will be used to measure the results of federal and state workforce investment activities. The research effort contains four elements:

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

Publications resulting from the most recent round of research can be found at **www.wtb.wa.gov/publications.html.**

" Workforce Training Results" groups programs into three groups. Programs for adults include Community and Technical College Job Preparatory Training, Private Career Schools, Apprenticeship, a state funded Worker Retraining program at Community and Technical Colleges, and Workforce Investment Act Dislocated Worker Services. Programs serving adults with barriers to employment include Adult Basic Skills Education, Workforce Investment Act Adult Services, Division of Vocational Rehabilitation, and Department of Services for the Blind. Programs serving youth include Secondary Career and Technical Education and Workforce Investment Act Youth Services. The report describes the demographics of each population, services received, competencies gained, participant satisfaction, and the satisfaction of employers who have hired participants. Employment results are measured using both surveys and Employment Security Department earnings records.

Workforce Training Results 2004 covers participants exiting between July 2001 and June 2002 and will be the first to cover Workforce Investment Act populations. Employment and earnings results from " Workforce Training Results" are excerpted below. Readers are invited to look for the full report on our website in the fall of 2004. Readers can also download the 2002 report. The executive summary can be found at **www.wtb.wa.gov/wtrex2002.pdf** and the full report at **www.wtb.wa.gov/wtr2002.pdf** . The 2004 report will be posted when completed.

Results for WIA Adults

We evaluate the labor market outcomes of program participants by examining their employment and earnings during the third quarter after leaving a program. When considering these outcomes, please note that those who left programs during the latter part of the 2001-02 program year encountered a weakening labor market during their third quarter after exit.

We used unemployment insurance wage files to examine employment rates and earnings among participants who left programs during the 1995-96, 1997-98, 1999-2000 and 2001-02 program years.[4] Data were collected from Employment Security

Figure 1 – Employment and Earnings of WIA Adult Participants in the Third Quarter After Leaving the Program

	1995-96*	1997-98*	1999-00*	2001-02
Percentage self-reporting employment during third quarter after leaving program	81%	79%	83%	81%
Percentage with employment reported by employers to ESD the third quarter after leaving program	61%	71%	67%	66%
Median quarterly hours worked, of those working	397	429	424	430
Percentage employed full-time of those working (averaging 30 or more hours/week)	51%	54%	53%	57%
Median annualized earnings of those working	$13,016	$15,828	$16,017	$16,937
Size of household in which median earnings would support at poverty level	2.3	3.2	3.2	3.5
Size of household in which median earnings would support at twice poverty level	0.7	0.9	0.9	0.9
Median hourly wage of those working	$8.52	$9.54	$10.03	$10.35
Percentage self-reporting receipt of medical benefits from employer	51%	53%	65%	59%
Percentage self-reporting receipt of pension benefits from employer	23%	29%	31%	34%

Notes: Earnings and wages are expressed in first quarter 2003 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2003.
* Figures from 1995 through 2000 are for the JTPA II-A Adult Program

Departments in Washington, Alaska, Idaho, Montana, and Oregon. Federal and military employment records were also included. We also used surveys to gather employment rates and information about medical and pension benefits.

The Workforce Investment Act replaced JTPA on July 1, 2000, and the results through program year 1999-2000 in Figure 1 are for JTPA. The labor market outcomes for participants leaving WIA compare favorably to the previous JTPA results. Labor market conditions were weaker for those leaving WIA during 2001-02 than for those leaving JTPA in 1999-2000. Despite the economic downturn, the employment rate for the WIA participants did not decline and earnings increased. This was due, at least in part, to changes in participant characteristics. The WIA participants, because of changes in program eligibility criteria and welfare reform, tended to have more labor market experience and higher pre-program earnings than did the earlier JTPA participants. Statistical models developed by the Workforce Board suggest that changes in economic conditions and participant characteristics acted to offset each other in terms of their impacts on post-program employment and earnings.[5]

Participants in the WIA Adult Program were more likely to be a member of a racial or ethnic minority group, female, and have less education than the general state population. Among those leaving the program during 2001-02, 28 percent were people of color, down from 32 percent in the last year of JTPA. Women made up 59 percent of the 2001-02 cohort, down from 62 percent in the last year of JTPA. The typical (median) age when leaving the program was 36; one quarter were over 44 years of age.

Seventeen percent had neither a high school diploma nor GED, and 39 percent received public

4 Employment rates based on matches are lower than those based on survey results. Employment Security records do not containinformation on self-employment. The estimates also exclude employment in states that are not included in our matching process.

5 The Workforce Board developed regression models that examine how economic conditions (unemployment rates, average earnings in trade sector) and participant characteristics (age, gender, race/ethnicity, prior education, disability status, pre-program employment and earnings) affect employment and earnings outcomes in WIA programs.

assistance while enrolled in the program. Among those working during the third quarter prior to the program, the median wage was $9.47; this is about a dollar higher (in real terms) than the pre-program wage for adults leaving JTPA during the 1999-2000 program year.

Results for WIA Dislocated Workers

Figure 2 displays results for the WIA Dislocated Worker program. Results for Dislocated Workers can also vary with economic conditions and the characteristics or participants. This can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs. Among the participants leaving the program during 2001-02, over half (59 percent) were dislocated from manufacturing jobs—including 13 percent from aerospace, 12 percent from the lumber and wood products, and 7 percent from primary metals (primarily aluminum). After leaving the program, only 20 percent found jobs in the manufacturing sector—and only about 1 percent found employment in the aircraft industry. During the third quarter after leaving the program, 32 percent were employed in services and 11 percent in retail trade.

The large number of aerospace workers dislocated in the 2000-02 period had not yet left the program by June 2002. By and large, the results for these workers are not reflected in these results.

According to survey responses, 82 percent of the 2001-02 WIA Dislocated Worker participants had a job six to nine months following their program. Seventy-four percent were found to have

Figure 2 – Employment and Earnings of WIA Dislocated Worker Program Participants in the Third Quarter After Leaving the Program

	1995-96*	1997-98*	1999-00*	2001-02
Percentage self-reporting employment during third quarter after leaving program	81%	83%	83%	82%
Percentage with employment reported by employers to ESD the third quarter after leaving program	74%	74%	75%	74%
Median quarterly hours worked, of those working	493	484	495	494
Percentage employed full-time of those working (averaging 30 or more hours/week)	75%	67%	70%	74%
Median annualized earnings of those working	$27,940	$24,533	$24,841	$26,297
Size of household in which median earnings would support at poverty level	7.0	6.0	6.1	6.5
Size of household in which median earnings would support at twice poverty level	2.6	2.0	2.1	2.3
Median hourly wage of those working	$14.88	$13.11	$13.29	$13.84
Percentage self-reporting receipt of medical benefits from employer	68%	68%	72%	75%
Percentage self-reporting receipt of pension benefits from employer	38%	42%	40%	43%

Notes: Earnings and wages are expressed in first quarter 2003 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2003.
* Figures from 1995 through 2000 are for the JTPA III Dislocated Worker Program

employment reported to the Employment Security Department during the third quarter after they left the program; their median hourly wage was $13.84.[6] The typical (median) participant had sufficient earnings to support 6.5 persons above the poverty level. According to the survey responses, 75 percent of participants employed nine months after the program had health benefits provided by their employer, and 43 percent received pension benefits.

The labor market outcomes for participants leaving the WIA Dislocated Worker Program during 2001-02 compare favorably to those for the last year of JTPA. The employment rate did not decline despite the economic downturn. Earnings increased in real terms.[7]

Results for WIA Youth

Implementation of the Workforce Investment Act led to substantial changes in youth programming. These changes resulted in much larger changes to program demographics for youth populations than for adults and dislocated workers. Especially important is the greater enrollment of younger youth under WIA than was the case during the last

Figure 3 – Employment and Earnings of WIA Youth Participants in the Third Quarter After Leaving the Program

	1995-96* All Participants	1997-98* All Participants	1999-00* All Participants	2001-02 All Participants	2001-02 Not in High School
Percentage self-reporting employment during third quarter after leaving program	66%	76%	74%	66%	N/A
Percentage with employment reported by employers to ESD the third quarter after leaving program	50%	59%	55%	47%	52%
Median quarterly hours worked, of those working	258	250	247	234	253
Percentage employed full-time of those working (averaging 30 or more hours/week)	32%	27%	28%	27%	29%
Median annualized earnings of those working (not in higher education)	$6,545	$6,941	$7,598	$7,549	$8,213
Size of household in which median earnings would support at poverty level	0.7	0.8	0.9	0.8	0.9
Size of household in which median earnings would support at twice poverty level	0.4	0.4	0.4	0.4	0.5
Median hourly wage of those working (not in higher education)	$6.69	$7.04	$7.89	$7.90	$7.97
Percentage self-reporting receipt of medical benefits from employer	36%	35%	40%	38%	N/A
Percentage self-reporting receipt of pension benefits from employer	20%	18%	18%	17%	N/A

Notes: Earnings and wages are expressed in first quarter 2003 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2003.
* Figures from 1995 through 2000 are for the JTPA II-C Youth Program

6 The ESD wage file includes 85 to 90 percent of the employment in Washington; the major exclusion is self-employment.

7 Several factors need to be considered when comparing outcomes for program participants over time. Economic conditions and the demographic characteristics of participants both changed between 1999-00 and 2001-02. The Workforce Board estimated models that examine the impacts of participant characteristics (age, gender, race, prior education, disability status, preprogram wage, industry at dislocation) and local economic conditions (unemployment rates, average earnings in trade) on employment rates and earnings. These models indicate that these changes tended to offset each other in terms of their impacts on post-program employment and earnings for dislocated workers. However, the models suggest that employment and earnings outcomes for the 2001-02 dislocated workers were higher than expected, given the weaker economy and changes in demographic characteristics.

year of JTPA; the percentage of participants aged 16 or younger at registration increased from 24 percent to 40 percent. Younger youth are less likely to be employed after exit than older youth.

Figure 3 displays results for the WIA Youth programs. Figures for JTPA are taken from the JTPA year-round program (Title II-C). The WIA figures include both older and younger youth. WIA results are presented for all participants and for those who were not in secondary education at exit. WIA performance measures for younger youth are generally reported for those who were not in secondary education at exit. Results for those who have left school are generally higher than for all participants. These youth are older. Their employment rates and work hours are not affected by the need to participate in both school and work.

Changes in WIA program design and target populations make it difficult to determine whether WIA performance for exiters in 2001-02 is higher or lower than expected when compared with JTPA II-C performance.

Net Impact and Cost-Benefit Evaluation

In addition to providing the outcomes of the programs, Workforce Training Results publications include findings of net impact and cost-benefit evaluations. These evaluations attempt to estimate what happens to program participants as compared to what would have happened if they had not participated in a workforce development program. The objective is to determine the difference that the program made for the participant.

Net Impact and Cost-Benefit Evaluations are conducted every four years, and our most recent figures are for program participants who exited during 1999-2000. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research[8] to conduct the net impact and cost-benefit evaluations. Upjohn's publication of these results can be found at **www.upjohninst.org/publications/wp/03-92.pdf** . Technical details of the analysis are supplied in **www.upjohninst.org/publications/tr/tr03-018.pdf.** We do not plan to update these figures until 2006.

In the meantime, Washington State and Upjohn have continued this research as participants in the seven-state Administrative Data and Evaluation (ADARE) project funded by the Department of Labor. Early results for WIA participants from PY00 (the first year of WIA) suggested that net impacts on employment and earnings continue under WIA for adults and dislocated workers (the two groups measured so far). Employment rates for PY00 WIA exiters in Washington State were 6.3 percentage points higher for adults and 9.0 percentage points higher for dislocated workers than for similar workers without WIA intensive or training services. Quarterly earnings increased by $764 for adults and $440 for dislocated workers.

Upjohn has continued its studies of PY00 WIA exiters, carefully comparing a variety of methods for measuring net impacts for the WIA Adults by gender.[9] The research deals primarily with methodology and provides several dozen estimates of net impact using multiple methods.

Earnings and employment impacts are positive for both men and women. For men, employment rates increased by 5.5 to 12.3 percentage points, depending on the method used for measurement. Impacts on quarterly earnings ranged from $166 to $551 per quarter. WIA intensive and training services increased the earnings of adult males by 10 to 12 percent, stemming mainly from the impact of WIA services on the percent employed.

For women, earnings impacts are larger and more likely to be statistically significant. Estimates of net impact ranged from $391 to $894 per quarter.

8 Dr. Kevin Hollenbeck headed the team.

9 See '"On the Use of Administrative Data for Workforce Development Program Evaluation" by Kevin Hollenbeck, presented to the 2004 National Workforce Investment Research Colloquium, sponsored by the US Department of Labor. Copies may be obtained from the author at *Hollenbeck@upjohninstitute.org.*

Employment rates increased by 5.0 to 17.2 percentage points, depending on method. Earnings impacts were larger, in percentage terms, than program impacts on employment. WIA intensive and training services increased the earnings of adult females by 20 to 25 percent due to impacts on the percent employed and on either wage rates, work hours, or both.

Research on Integrated Performance Information

Washington State completed a substantial amount of work on the Integrated Performance Information (IPI) project in 2004. The project calls for the Workforce Board to develop and disseminate a blueprint for integrated information on performance results by working with a core group of state teams and consultants and obtaining feedback from a broader audience of states and other stakeholders. The project intends to design a set of measures and measurement strategies that could be applied across the workforce development programs funded by the federal and state governments (including but not limited to WIA programs, secondary and post-secondary vocational and technical education, and programs for TANF participants). The research is sponsored by the U.S. Department of Labor. Washington State has contracted with the National Governor's Association to provide logistical support for meetings and contract with consultants needed to assist the project.

Six states were brought together to work on the project: Florida, Michigan, Montana, Oregon, Texas, and Washington. Teams from these states met in January 2004 to identify the types of performance information needed by state policy-makers. Participants included policy makers from Governor's Offices, State Workforce Investment Boards, State WIA administrative agencies, State employment service agencies, State agencies responsible for community colleges and secondary career and technical education, State agencies responsible for TANF, legislators, and representatives of local Workforce Investment Boards. Participants identified the types of performance information questions they need to have answered.

A second meeting, in April 2004, gathered lead performance management staff from the participating states and organizations to identify the performance information, data, and reports required to meet the needs identified by policy makers.

The policy-maker team returned to work in June 2004, to receive results and identify options for resolving the policy issues identified by the performance management staff and technical staff. In June, Washington also began production of a Draft Blueprint for States, based on information gathered through the process. Washington will also begin a process of sharing the blueprint and results with ten additional states in IPI Institutes to be held in Boston and Chicago.

Project participants have tentatively reached consensus on the development of eight performance measures that can be applied across programs

- *Employer Market Penetration:* The percentage of all employers who are served.
- *Repeat Employer Customers:* The percentage of employers who are served who return for the same service.
- *Short-term Employment Rate:* The percentage of participants who have exited with employment during the second quarter after exit. (For programs serving youth the measure should include enrollment in education as well as employment in the numerator so the measure captures the positive outcome of continued education.)
- *Long-term Employment Rate:* The percentage of participants who have exited with employment during the fourth quarter after exit.

(For programs serving youth, the measure should include enrollment in education as well as employment in the numerator.)

- *Earnings Level:* Median earnings during the second quarter after exit among all exiters with any earnings. (For programs serving youth, individuals enrolled in education during the second quarter after exit should be excluded from the measure, in order to prevent individuals who are employed only part time because they are students – a positive outcome – from depressing the result.)
- *Credential Completion Rate:* The percentage of exiters who have completed a certificate, degree, diploma, licensure, or other industry-recognized credential within one year of exit.
- *Taxpayer Return on Investment*: The present value of the net impact on tax revenue and social-welfare payment compared with the cost of the services.
- *Participant Return on Investment:* The present value of the net impact on participant earnings compared to the cost of the services.

The IPI Blueprint document, currently under preparation, provides greater detail on why these measures were chosen and how they can be measured. Revisions are possible as the process continues. According to the project plan, results will be finalized and published in November-December 2004 and disseminated in 2005.

Tables

The following data tables make up the third required portion of Washington State's Title I-B Annual Report. A few notes may help with their interpretation. One might expect an annual report to cover results for a year's worth of participants. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used in others.

Federal entered employment rates and employment and credential rates are calculated for participants who exited between October 2002 and September 2003. Federal retention rates and earnings gain measures are calculated for participants who exited between April 2002 and March 2003. The 12-month retention rates and 12-month earnings change measures on Table L are for participants who exited between October 2001 and September 2002.

Federal real-time measures: customer satisfaction measures (Table A) are based on a year running between January and December 2003. Younger youth skill attainment rates and diploma attainment rates (portions of Tables J and K), and number of exits (Table M) are based on a year running from April 2003 through March 2004. Participant counts (Table M) are based on a year running from July 2003 through June 2004. Many of these year-long periods differ from those used in past annual reports. The changes were made so that annual reports could be submitted to the Department of Labor on October 1st rather than December 1st of each year.

The numerators and denominators shown to the right of each performance measure show the number of participants or dollars involved in the calculation of each measure. The Department of Labor uses these numbers to aggregate state results into statistics for performance nationwide. These numbers are smaller than some readers may expect. By definition, Title I-B performance measures apply only to a small fraction of WorkSource participants whose services are funded by Title I-B and who are registered for staff-assisted core, intensive, or training services.

Denominators shown for a given population also change from measure to measure. Some of this occurs because of the different time periods covered

by the measures. However, most measures also exclude at least some participants by design. Using adult program measures as an example, federal entered employment rates do not include participants who were employed at registration. Federal retention and earnings gain measures do not include participants unless they were employed during the quarter after exit. Federal employment and credential rates do not include participants unless they received training services.

Washington State has 13 additional measures of performance. Statewide performance on these measures is shown in a set of tables located between Tables M and N. Two of the measures, employment rates and median annualized earnings are based on results in the third quarter after exit. Results for the first three are measured for WIA participants who exited between April 2002 and March 2003. Credential rates are also measured for this population. State credential measures are based on the percent of participants who receive credentials within three quarters after exit regardless of whether they received training. This rewards program operators who increase the supply of training services in their areas. Federal measures for adults and dislocated workers are calculated only for those who receive training, and can remain at high levels regardless of the percentage of participants trained. State satisfaction results are measured for the same period as federal satisfaction, for those who exited between January and December 2003.

The 13th additional measure, Employer Satisfaction, is measured only once every two years. It is based on a biennial employer survey that measures employer's workforce training needs and practices. Employers were asked if they had hired new employees in the last 12 months who had recently completed a Workforce Development Council, WIA, Private Industry Council, or JTPA training program. If the employer answered yes, he or she was asked to report their satisfaction with the skills of these new employees on 12 dimensions, including basic skills like reading, writing, and math, occupation-specific skills, and skills like problem solving. Satisfaction on these measures is averaged across the dimensions. This measure is calculated at the state level only, and is not calculated separately for workforce areas or for adults, youth or dislocated workers. This measure has not been reported in previous annual reports.

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

The Department of Labor collects tabular data through a web-based application. This allows the Department to compile and display results promptly. Washington State has submitted its results electronically in cooperation with this effort. Unfortunately, the Department of Labor System does not have the capacity to show statewide results on additional measures of performance. Table O has space to report only two additional measures of performance per local area. We will summarize local area results on the web-based reporting application. Please refer to the printed version of the tables attached to this report for the full picture.

A panel at the bottom of each page of Table O summarizes the status of performance in the local area. We have counted number of targets that are not met, met, or exceeded, using the following federal definitions: Standards that are "not met" are those where performance is below 80 percent of the negotiated performance level. Standards that are "exceeded" are those where performance is above 100

percent of the negotiated performance level. Standards that are "met" are those where performance ranges from 80 to 100 percent of the levels. As indicated earlier, the local area targets in Table O are regression-adjusted versions of targets negotiated in 2003. The regression adjustments raised or lowered the negotiated targets, based on the predicted impact of changes in economic and demographic characteristics in each local area.

Performance "exceeded" 247 (69 percent) of the 357 local area targets shown in Table O. Another 100 local area targets were "met". Only 9 (3 percent) of the local area targets were not met. Caution should be used in interpreting the number of standards not met. The number of participants on which some measures are based can be small in local areas, particularly for federal youth measures. Five of the 9 targets that were not met involved federal older youth measures. Only 4 of the local area targets that were "not met" were based on results for more than 50 participants.

Since PY02, the Department of Labor has required that information supplied in annual reports be validated through the use of validation software, and that data elements in the files used to generate these reports be validated as well. From November 2003 to March 2004, Washington State conducted a data element validation and report validation process in accordance with federal policy. Data element validation covered a universe of 58,025 records, and involved a sampling of 902 WIA records and 151 Trade Adjustment Assistance records located in 50 local offices. Data elements were validated using a combination of administrative and onsite record review. The results were electronically submitted to the Department of Labor's Employment and Training Office. This was the first implementation of the Department's new data validation software and served as a trial run to test the system and work out bugs. Washington State used the 2004 version of this software to validate the current report, and will complete data element validation again this year. All performance results shown in the following tables are produced directly from federal data validation software except for customer satisfaction results, dislocated worker earnings gain, younger youth skills attainment, and the 13 state performance measures.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	# of Completed Surveys	# of Customers Eligible for the Survey	# of Customers Included in the Sample	Response Rate
Participants	74.8	74.7	5,920	13,951	9,824	60.3%
Employers	68.0	68.1	2,326	20,532	3,261	71.3%

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	75.0%	78.8%	2,361 / 2,997
Employment Retention Rate	81.0%	85.5%	2,061 / 2,410
Earnings Change in Six Months	$3,600	$3,979	$9,588,696 / 2,410
Credential Rate	68.0%	67.2%	1,455 / 2,165

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
		numerator / denominator		numerator / denominator		numerator / denominator		numerator / denominator
Entered Employment Rate	72.8%	252 / 346	76.5%	215 / 281	76.0%	225 / 296	77.1%	128 / 166
Employment Retention Rate	82.9%	277 / 334	83.6%	189 / 226	81.3%	218 / 268	91.1%	123 / 135
Earnings Change in Six Months	$4,451	$1,486,494 / 334	$3,746	$846,584 / 226	$3,803	$1,019,278 / 268	$2,300	$310,455 / 135
Credential Rate	64.5%	156 / 242	61.6%	125 / 203	67.6%	117 / 173	67.9%	57 / 84

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	numerator / denominator	Individuals Who Received Only Core and Intensive Services	numerator / denominator
Entered Employment Rate	77.8%	1,321 / 1,699	80.1%	1,040 / 1,298
Employment Retention Rate	86.0%	1,204 / 1,400	84.9%	857 / 1,010
Earnings Change in Six Months	$4,283	$5,996,863 / 1,400	$3,556	$3,591,833 / 1,010

Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	78.5%	82.3%	4,891 / 5,946
Employment Retention Rate	90.5%	91.6%	3,113 / 3,397
Earnings Replacement in Six Months	85.6%	84.3%	$45,577,874 / $54,098,236
Credential Rate	70.0%	69.3%	2,874 / 4,149

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	80.4%	759 / 944	72.7%	141 / 194	73.2%	458 / 626	76.1%	51 / 67
Employment Retention Rate	92.7%	532 / 574	88.5%	123 / 139	90.1%	264 / 293	88.2%	30 / 34
Earnings Replacement Rate	85.1%	$8,283,256 / $9,732,346	82.6%	$1,468,946 / $1,777,667	74.5%	$3,707,827 / $4,976,543	230.4%	$321,669 / $139,616
Credential Rate	68.3%	459 / 672	56.1%	83 / 148	58.6%	208 / 355	61.2%	30 / 49
		numerator / denominator		numerator / denominator		numerator / denominator		numerator / denominator

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services	numerator / denominator	Individuals Who Received Only Core and Intensive Services	numerator / denominator
Entered Employment Rate	81.3%	3,375 / 4,149	84.4%	1,516 / 1,797
Employment Retention Rate	91.2%	2,024 / 2,220	92.5%	1,089 / 1,177
Earnings Replacement Rate	82.0%	$29,015,994 / $35,393,629	88.5%	$16,561,880 / $18,704,607

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	70.6%	74.3%	359 / 483
Employment Retention Rate	78.6%	80.2%	311 / 388
Earnings Change in Six Months	$3,020	$2,854	$1,104,373 / 387
Credential Rate	45.8%	56.6%	330 / 583

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	74.6%	41 / 55	N/A	N/A / 1	68.0%	34 / 50	72.7%	312 / 429
Employment Retention Rate	73.7%	42 / 57	N/A	N/A / 1	75.9%	22 / 29	80.2%	284 / 354
Earnings Change in Six Months	$3,196	$182,170 / 57	N/A	N/A / 1	$2,949	$85,526 / 29	$2,835	$1,000,896 / 353
Credential Rate	64.5%	40 / 62	N/A	N/A / 2	48.3%	29 / 60	55.7%	287 / 515
		numerator / denominator		numerator / denominator		numerator / denominator		numerator / denominator

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Skills Attainment Rate	73.0%	87.9%	6,135 / 6,981
Diploma or Equivalent Rate	52.0%	61.8%	891 / 1,442
Retention Rate	58.5%	67.8%	834 / 1,230

Table K– Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skills Attainment Rate	84.9%	927 / 1,092	88.4%	904 / 1,023	81.3%	1,626 / 2,000
Diploma or Equivalent Attainment Rate	63.0%	143 / 227	59.8%	147 / 246	53.2%	287 / 539
Retention Rate	63.9%	138 / 216	61.3%	130 / 212	65.8%	369 / 561
		numerator denominator		numerator denominator		numerator denominator

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	80.8%	1,584 / 1,960	$3,642	$7,137,911 / 1,960	9.5%	225 / 2,361	$4,489	$10,598,314 / 2,361	53.4%	652 / 1,220
Dislocated Workers	89.1%	2,231 / 2,504	85.4%	$32,797,588 / $38,386,524	8.8%	408 / 4,621	$7,393	$36,159,657 / 4,891	58.2%	1,854 / 3,186
Older Youth	76.9%	247 / 321	$2,611	$837,976 / 321	9.7%	35 / 359	$2,697	$965,394 / 358		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	7,936	4,276
Dislocated Workers	15,531	6,835
Older Youth	1,516	710
Younger Youth	5,555	2,467

Washington State Additional Measures of Performance

Adult Program

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	74.0%	75.0%	2,065 / 2,753
Median Annualized Earnings	$18,923	$18,480	2,065*
Credential Rate	62.9%	63.9%	1,911 / 2,991
Participant Satisfaction	90.0%	90.4%	1,344 / 1,487

Dislocated Worker Program

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	79.5%	81.4%	3,125 / 3,838
Median Annualized Earnings	$29,076	$27,189	3,125*
Credential Rate	69.3%	63.5%	2,590 / 4,078
Participant Satisfaction	89.0%	89.1%	2,604 / 2,923

Youth Program

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate or Further Education	68.2%	75.8%	1,765 / 2,327
Median Annualized Earnings	$9,050	$9,762	928*
Credential Rate	66.9%	71.1%	1,355 / 1,907
Participant Satisfaction	94.0%	94.8%	1,168 / 1,232

Employer Satisfaction

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Percent Satisfied with Skills	71.0%	83.1%	166 / 200

* *Number of working participants on which median earnings figures are based.*

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	$ 21,725,741
Local Dislocated Workers	$ 24,530,328
Local Youth	$ 22,636,405
Rapid Response (up to 25%) WIA Sec.134 (a) (2) (A)	$ 3,658,314
Statewide Required Activities (up to 25%) WIA Sec.134 (a) (2) (A)	$ 14,374,940
Total of all Federal Spending Listed Above	**$ 86,925,728***

* *Refer to page 26, Section Two of this report for an overview of the statewide mandatory and optional activities.*

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

Local Area Name	Total Participants Served	
Southwest ETA Assigned #53005	Adults	778
	Dislocated Workers	908
	Older Youth	60
	Younger Youth	468
	Total Exiters	
	Adults	471
	Dislocated Workers	524
	Older Youth	36
	Younger Youth	209

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	70.6
	Employers	68.0	70.9
Entered Employment Rate	Adults	72.2%	78.3%
	Dislocated Workers	81.6%	83.3%
	Older Youth	71.4%	70.0%
Retention Rate	Adults	80.0%	87.1%
	Dislocated Workers	89.1%	92.1%
	Older Youth	74.1%	62.5%
	Younger Youth	58.4%	69.2%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,539	$3,748
	Dislocated Workers	79.1%	81.6%
	Older Youth	$3,040	$3,788
Credential/Diploma Rate	Adults	66.8%	67.4%
	Dislocated Workers	67.1%	70.1%
	Older Youth	46.8%	57.1%
	Younger Youth	54.0%	64.0%
Skill Attainment Rate	Younger Youth	73.0%	87.9%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	83.4%
	Dislocated Workers	89.0%	87.0%
	Youth	94.0%	99.4%
Employment in Q3	Adults	72.3%	73.7%
	Dislocated Workers	79.4%	83.7%
	Youth	68.1%	71.3%
Median Annualized Earnings	Adults	$19,378	$20,760
	Dislocated Workers	$24,493	$27,987
	Youth	$7,747	$10,258
Credential Rate	Adults	64.0%	57.4%
	Dislocated Workers	71.2%	53.1%
	Youth	67.4%	83.8%

Overall Status of Local Performance	Not Met – 1	Met – 6	Exceeded – 22

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Olympic	Adults	426
ETA Assigned #53010	Dislocated Workers	535
	Older Youth	135
	Younger Youth	275
	Total Exiters	
	Adults	366
	Dislocated Workers	308
	Older Youth	61
	Younger Youth	160

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	79.4
	Employers	68.0	68.1
Entered Employment Rate	Adults	76.3%	82.8%
	Dislocated Workers	77.9%	83.2%
	Older Youth	71.9%	82.4%
Retention Rate	Adults	81.8%	81.6%
	Dislocated Workers	91.0%	89.6%
	Older Youth	81.3%	72.5%
	Younger Youth	57.9%	56.3%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,540	$3,622
	Dislocated Workers	86.4%	82.5%
	Older Youth	$3,149	$1,883
Credential/Diploma Rate	Adults	68.6%	73.7%
	Dislocated Workers	70.6%	71.0%
	Older Youth	47.1%	71.1%
	Younger Youth	49.0%	67.7%
Skill Attainment Rate	Younger Youth	73.0%	87.8%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	92.5%
	Dislocated Workers	89.0%	91.1%
	Youth	94.0%	94.9%
Employment in Q3	Adults	75.0%	75.9%
	Dislocated Workers	80.1%	83.5%
	Youth	66.9%	68.8%
Median Annualized Earnings	Adults	$19,382	$18,875
	Dislocated Workers	$30,480	$29,163
	Youth	$8,149	$10,121
Credential Rate	Adults	63.8%	73.5%
	Dislocated Workers	69.2%	80.1%
	Youth	66.6%	73.1%

Overall Status of Local Performance	Not Met – 1	Met – 7	Exceeded – 21

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Pacific Mountain ETA Assigned #53015	Adults	508
	Dislocated Workers	882
	Older Youth	97
	Younger Youth	614
	Total Exiters	
	Adults	252
	Dislocated Workers	363
	Older Youth	41
	Younger Youth	195

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	76.2
	Employers	68.0	70.5
Entered Employment Rate	Adults	72.5%	85.1%
	Dislocated Workers	78.4%	88.5%
	Older Youth	69.8%	79.3%
Retention Rate	Adults	80.5%	84.2%
	Dislocated Workers	89.6%	92.9%
	Older Youth	82.7%	61.9%
	Younger Youth	57.8%	75.5%
Earnings Change/Earnings Replacement in Six Months	Adults	$4,027	$4,279
	Dislocated Workers	88.5%	95.5%
	Older Youth	$3,433	$2,544
Credential/Diploma Rate	Adults	66.9%	68.7%
	Dislocated Workers	68.6%	73.0%
	Older Youth	44.8%	62.2%
	Younger Youth	44.0%	81.8%
Skill Attainment Rate	Younger Youth	73.0%	94.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	97.3%
	Dislocated Workers	89.0%	86.4%
	Youth	94.0%	94.6%
Employment in Q3	Adults	72.5%	71.0%
	Dislocated Workers	78.9%	83.6%
	Youth	67.1%	69.7%
Median Annualized Earnings	Adults	$18,202	$16,742
	Dislocated Workers	$26,972	$26,611
	Youth	$7,351	$10,202
Credential Rate	Adults	64.5%	51.9%
	Dislocated Workers	71.4%	60.7%
	Youth	66.4%	75.2%

Overall Status of Local Performance	Not Met – 2	Met – 6	Exceeded – 21

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Northwest	Adults	320
ETA Assigned #53020	Dislocated Workers	524
	Older Youth	67
	Younger Youth	258
	Total Exiters	
	Adults	209
	Dislocated Workers	223
	Older Youth	42
	Younger Youth	117

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	79.6
	Employers	68.0	68.6
Entered Employment Rate	Adults	77.9%	79.1%
	Dislocated Workers	78.0%	80.5%
	Older Youth	71.7%	95.5%
Retention Rate	Adults	83.4%	84.5%
	Dislocated Workers	91.2%	91.7%
	Older Youth	82.5%	94.4%
	Younger Youth	62.9%	79.4%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,208	$3,945
	Dislocated Workers	84.7%	81.1%
	Older Youth	$2,670	$3,448
Credential/Diploma Rate	Adults	71.0%	73.6%
	Dislocated Workers	68.1%	72.9%
	Older Youth	42.8%	68.8%
	Younger Youth	59.5%	60.9%
Skill Attainment Rate	Younger Youth	73.0%	87.9%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	91.5%
	Dislocated Workers	89.0%	89.7%
	Youth	94.0%	96.7%
Employment in Q3	Adults	76.6%	74.5%
	Dislocated Workers	80.4%	77.7%
	Youth	72.0%	83.6%
Median Annualized Earnings	Adults	$20,461	$19,166
	Dislocated Workers	$28,131	$24,299
	Youth	$8,979	$14,373
Credential Rate	Adults	64.1%	76.0%
	Dislocated Workers	64.5%	64.1%
	Youth	62.6%	73.0%

Overall Status of Local Performance	Not Met – 0	Met – 6	Exceeded – 23

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
King ETA Assigned #53025	Adults	2,182
	Dislocated Workers	3,919
	Older Youth	200
	Younger Youth	794
	Total Exiters	
	Adults	1,042
	Dislocated Workers	1,808
	Older Youth	59
	Younger Youth	396

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.1	71.2
	Employers	66.0	63.8
Entered Employment Rate	Adults	75.8%	69.7%
	Dislocated Workers	77.6%	80.9%
	Older Youth	65.6%	57.6%
Retention Rate	Adults	82.2%	87.5%
	Dislocated Workers	91.2%	92.1%
	Older Youth	75.9%	80.4%
	Younger Youth	53.3%	60.5%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,410	$4,185
	Dislocated Workers	79.5%	84.3%
	Older Youth	$3,074	$2,671
Credential/Diploma Rate	Adults	67.4%	54.2%
	Dislocated Workers	72.0%	69.5%
	Older Youth	41.9%	42.3%
	Younger Youth	52.0%	52.7%
Skill Attainment Rate	Younger Youth	73.0%	83.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	87.3%
	Dislocated Workers	89.0%	89.4%
	Youth	94.0%	94.2%
Employment in Q3	Adults	73.3%	69.8%
	Dislocated Workers	79.6%	79.0%
	Youth	66.2%	83.8%
Median Annualized Earnings	Adults	$19,225	$21,478
	Dislocated Workers	$35,473	$33,773
	Youth	$7,994	$9,572
Credential Rate	Adults	60.7%	56.8%
	Dislocated Workers	67.2%	67.5%
	Youth	66.0%	65.4%

Overall Status of Local Performance	Not Met – 0	Met – 13	Exceeded – 16

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Snohomish ETA Assigned #53030	Adults	353
	Dislocated Workers	1,451
	Older Youth	20
	Younger Youth	204
	Total Exiters	
	Adults	109
	Dislocated Workers	425
	Older Youth	14
	Younger Youth	115

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	73.3	70.4
	Employers	67.0	67.6
Entered Employment Rate	Adults	78.8%	73.8%
	Dislocated Workers	77.4%	82.5%
	Older Youth	67.6%	76.9%
Retention Rate	Adults	82.4%	86.2%
	Dislocated Workers	90.4%	95.2%
	Older Youth	75.1%	93.8%
	Younger Youth	55.8%	59.7%
Earnings Change/Earnings Replacement in Six Months	Adults	$2,281	$3,883
	Dislocated Workers	76.0%	88.9%
	Older Youth	$2,703	$3,126
Credential/Diploma Rate	Adults	68.7%	69.6%
	Dislocated Workers	71.9%	79.6%
	Older Youth	46.8%	70.6%
	Younger Youth	42.0%	46.0%
Skill Attainment Rate	Younger Youth	73.0%	84.6%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	93.3%
	Dislocated Workers	89.0%	88.5%
	Youth	94.0%	96.8%
Employment in Q3	Adults	74.9%	71.5%
	Dislocated Workers	78.4%	89.1%
	Youth	65.6%	76.8%
Median Annualized Earnings	Adults	$20,065	$21,575
	Dislocated Workers	$31,529	$29,895
	Youth	$7,979	$6,902
Credential Rate	Adults	63.5%	64.3%
	Dislocated Workers	69.8%	71.4%
	Youth	68.6%	80.0%

Overall Status of Local Performance	Not Met – 1	Met – 5	Exceeded – 23

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Spokane ETA Assigned #53035	Adults	868
	Dislocated Workers	1,055
	Older Youth	283
	Younger Youth	506
	Total Exiters	
	Adults	535
	Dislocated Workers	585
	Older Youth	151
	Younger Youth	283

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.6	73.1
	Employers	68.0	63.7
Entered Employment Rate	Adults	76.9%	84.2%
	Dislocated Workers	78.4%	86.5%
	Older Youth	70.0%	81.1%
Retention Rate	Adults	82.0%	82.9%
	Dislocated Workers	91.0%	92.9%
	Older Youth	79.1%	85.6%
	Younger Youth	61.5%	70.3%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,618	$2,618
	Dislocated Workers	91.2%	80.5%
	Older Youth	$2,782	$2,199
Credential/Diploma Rate	Adults	68.7%	80.4%
	Dislocated Workers	71.1%	79.7%
	Older Youth	47.1%	63.6%
	Younger Youth	59.5%	50.0%
Skill Attainment Rate	Younger Youth	73.0%	76.7%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	88.7%
	Dislocated Workers	89.0%	88.5%
	Youth	94.0%	92.9%
Employment in Q3	Adults	75.6%	76.7%
	Dislocated Workers	80.9%	83.7%
	Youth	70.8%	73.0%
Median Annualized Earnings	Adults	$19,624	$16,610
	Dislocated Workers	$28,555	$24,241
	Youth	$8,913	$8,415
Credential Rate	Adults	65.0%	71.1%
	Dislocated Workers	69.0%	73.5%
	Youth	69.0%	78.7%

Overall Status of Local Performance	Not Met – 2	Met – 10	Exceeded – 17

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Pierce ETA Assigned #53040	Adults	533
	Dislocated Workers	535
	Older Youth	214
	Younger Youth	547
	Total Exiters	
	Adults	234
	Dislocated Workers	172
	Older Youth	99
	Younger Youth	209

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	74.6
	Employers	66.0	67.8
Entered Employment Rate	Adults	75.8%	83.8%
	Dislocated Workers	77.6%	87.0%
	Older Youth	75.1%	67.9%
Retention Rate	Adults	82.3%	86.0%
	Dislocated Workers	90.4%	89.9%
	Older Youth	80.2%	77.8%
	Younger Youth	62.9%	71.8%
Earnings Change/Earnings Replacement in Six Months	Adults	$4,084	$6,537
	Dislocated Workers	87.4%	82.9%
	Older Youth	$3,242	$3,696
Credential/Diploma Rate	Adults	69.9%	58.2%
	Dislocated Workers	69.1%	74.0%
	Older Youth	41.8%	47.8%
	Younger Youth	59.0%	69.8%
Skill Attainment Rate	Younger Youth	73.0%	89.5%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	94.0%
	Dislocated Workers	89.0%	89.1%
	Youth	94.0%	91.7%
Employment in Q3	Adults	75.2%	72.0%
	Dislocated Workers	79.9%	82.6%
	Youth	71.9%	74.9%
Median Annualized Earnings	Adults	$18,710	$23,799
	Dislocated Workers	$27,891	$27,783
	Youth	$8,897	$10,365
Credential Rate	Adults	63.5%	63.9%
	Dislocated Workers	70.1%	74.3%
	Youth	67.6%	65.5%

Overall Status of Local Performance	Not Met – 0	Met – 10	Exceeded – 19

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
North Central ETA Assigned #53045	Adults	808
	Dislocated Workers	551
	Older Youth	145
	Younger Youth	677
	Total Exiters	
	Adults	414
	Dislocated Workers	253
	Older Youth	77
	Younger Youth	268

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	79.2
	Employers	68.0	68.3
Entered Employment Rate	Adults	74.8%	81.0%
	Dislocated Workers	78.8%	89.1%
	Older Youth	70.5%	58.8%
Retention Rate	Adults	80.6%	84.9%
	Dislocated Workers	89.4%	86.8%
	Older Youth	74.2%	80.0%
	Younger Youth	58.2%	59.7%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,109	$4,014
	Dislocated Workers	89.9%	88.2%
	Older Youth	$2,286	$1,660
Credential/Diploma Rate	Adults	68.7%	70.1%
	Dislocated Workers	68.0%	85.7%
	Older Youth	46.9%	50.0%
	Younger Youth	48.0%	64.9%
Skill Attainment Rate	Younger Youth	73.0%	95.1%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	94.3%
	Dislocated Workers	89.0%	93.2%
	Youth	94.0%	96.4%
Employment in Q3	Adults	74.6%	79.5%
	Dislocated Workers	79.7%	80.8%
	Youth	68.0%	75.7%
Median Annualized Earnings	Adults	$18,151	$15,988
	Dislocated Workers	$23,312	$22,586
	Youth	$8,028	$7,946
Credential Rate	Adults	61.6%	68.6%
	Dislocated Workers	70.4%	74.1%
	Youth	65.7%	77.7%

Overall Status of Local Performance	Not Met – 1	Met – 6	Exceeded – 22

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Tri-County ETA Assigned #53050	Adults	512
	Dislocated Workers	682
	Older Youth	138
	Younger Youth	469
	Total Exiters	
	Adults	200
	Dislocated Workers	253
	Older Youth	39
	Younger Youth	174

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	75.1
	Employers	68.0	64.5
Entered Employment Rate	Adults	70.5%	82.0%
	Dislocated Workers	78.8%	81.3%
	Older Youth	68.2%	70.8%
Retention Rate	Adults	79.0%	87.0%
	Dislocated Workers	89.0%	90.7%
	Older Youth	73.6%	81.4%
	Younger Youth	58.8%	76.0%
Earnings Change/Earnings Replacement in Six Months	Adults	$4,469	$5,651
	Dislocated Workers	89.4%	91.6%
	Older Youth	$2,977	$5,227
Credential/Diploma Rate	Adults	65.1%	79.2%
	Dislocated Workers	64.3%	68.0%
	Older Youth	44.8%	63.6%
	Younger Youth	50.0%	69.3%
Skill Attainment Rate	Younger Youth	73.0%	84.9%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	88.2%
	Dislocated Workers	89.0%	85.3%
	Youth	94.0%	92.9%
Employment in Q3	Adults	71.4%	80.7%
	Dislocated Workers	77.8%	82.4%
	Youth	67.1%	78.1%
Median Annualized Earnings	Adults	$16,533	$16,563
	Dislocated Workers	$26,236	$25,969
	Youth	$8,805	$13,374
Credential Rate	Adults	58.9%	65.5%
	Dislocated Workers	69.9%	70.9%
	Youth	64.2%	65.1%

Overall Status of Local Performance	Not Met – 0	Met – 5	Exceeded – 24

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Eastern Washington ETA Assigned #53055	Adults	313
	Dislocated Workers	293
	Older Youth	74
	Younger Youth	418
	Total Exiters	
	Adults	204
	Dislocated Workers	217
	Older Youth	44
	Younger Youth	193

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	79.2
	Employers	68.0	75.0
Entered Employment Rate	Adults	73.6%	80.0%
	Dislocated Workers	79.1%	85.9%
	Older Youth	74.1%	75.0%
Retention Rate	Adults	81.3%	89.4%
	Dislocated Workers	90.3%	92.0%
	Older Youth	83.0%	82.6%
	Younger Youth	57.8%	70.2%
Earnings Change/Earnings Replacement in Six Months	Adults	$4,797	$5,574
	Dislocated Workers	92.9%	87.6%
	Older Youth	$3,232	$3,313
Credential/Diploma Rate	Adults	67.0%	72.7%
	Dislocated Workers	69.6%	74.2%
	Older Youth	47.3%	52.6%
	Younger Youth	60.0%	62.8%
Skill Attainment Rate	Younger Youth	73.0%	88.0%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	95.9%
	Dislocated Workers	89.0%	90.0%
	Youth	94.0%	96.1%
Employment in Q3	Adults	73.4%	80.3%
	Dislocated Workers	80.8%	79.1%
	Youth	68.2%	76.7%
Median Annualized Earnings	Adults	$17,619	$17,403
	Dislocated Workers	$25,221	$20,914
	Youth	$7,617	$10,019
Credential Rate	Adults	65.1%	76.3%
	Dislocated Workers	70.5%	62.7%
	Youth	66.3%	54.2%

Overall Status of Local Performance	Not Met – 0	Met – 7	Exceeded – 22

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Benton-Franklin ETA Assigned #53060	Adults	325
	Dislocated Workers	385
	Older Youth	83
	Younger Youth	325
	Total Exiters	
	Adults	236
	Dislocated Workers	306
	Older Youth	47
	Younger Youth	148

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	73.5
	Employers	68.0	69.1
Entered Employment Rate	Adults	75.4%	78.3%
	Dislocated Workers	76.0%	91.5%
	Older Youth	74.1%	95.8%
Retention Rate	Adults	80.0%	88.4%
	Dislocated Workers	90.9%	90.2%
	Older Youth	78.8%	70.6%
	Younger Youth	57.8%	61.4%
Earnings Change/Earnings Replacement in Six Months	Adults	$3,004	$2,992
	Dislocated Workers	92.0%	93.4%
	Older Youth	$1,590	$1,997
Credential/Diploma Rate	Adults	68.6%	69.7%
	Dislocated Workers	70.0%	63.2%
	Older Youth	47.2%	45.7%
	Younger Youth	54.0%	66.3%
Skill Attainment Rate	Younger Youth	73.0%	86.6%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	87.8%
	Dislocated Workers	89.0%	89.7%
	Youth	94.0%	94.0%
Employment in Q3	Adults	73.7%	79.3%
	Dislocated Workers	80.7%	87.6%
	Youth	69.2%	61.7%
Median Annualized Earnings	Adults	$18,848	$16,264
	Dislocated Workers	$25,924	$24,987
	Youth	$7,948	$8,884
Credential Rate	Adults	60.7%	54.6%
	Dislocated Workers	67.8%	13.9%
	Youth	63.2%	70.6%

Overall Status of Local Performance	Not Met – 1	Met – 12	Exceeded – 16

Table O – Local Performance *(Continued)*

Local Area Name	Total Participants Served	
Statewide Programs* ETA Assigned #53888	Adults	10
	Dislocated Workers	3,811
	Older Youth	N/A
	Younger Youth	N/A
	Total Exiters	
	Adults	4
	Dislocated Workers	1,398
	Older Youth	N/A
	Younger Youth	N/A

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.2	70.7
	Employers	N/A	N/A
Entered Employment Rate	Adults	N/A	N/A
	Dislocated Workers	78.8%	72.4%
	Older Youth	N/A	N/A
Retention Rate	Adults	N/A	N/A
	Dislocated Workers	90.1%	91.1%
	Older Youth	N/A	N/A
	Younger Youth	N/A	N/A
Earnings Change/Earnings Replacement in Six Months	Adults	N/A	N/A
	Dislocated Workers	81.0%	68.3%
	Older Youth	N/A	N/A
Credential/Diploma Rate	Adults	N/A	N/A
	Dislocated Workers	69.5%	58.5%
	Older Youth	N/A	N/A
	Younger Youth	N/A	N/A
Skill Attainment Rate	Younger Youth	N/A	N/A
Other State Indicators of Performance			
Customer Satisfaction	Adults	N/A	N/A
	Dislocated Workers	89.0%	88.3%
	Youth	N/A	N/A
Employment in Q3	Adults	N/A	N/A
	Dislocated Workers	77.8%	73.2%
	Youth	N/A	N/A
Median Annualized Earnings	Adults	N/A	N/A
	Dislocated Workers	$29,995	$25,543
	Youth	N/A	N/A
Credential Rate	Adults	N/A	N/A
	Dislocated Workers	69.0%	68.7%
	Youth	N/A	N/A

Overall Status of Local Performance	Not Met – 0	Met – 7	Exceeded – 2

* *Includes only those Dislocated Workers and Displaced Homemakers not co-enrolled in locally funded programs.*