Washington State

Workforce Investment Act Title I-B

Annual Report

Submitted by

Workforce Training and Education Coordinating Board,
Washington State Employment Security Department
and Washington's Workforce Development Councils

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Contents

Section I – Workforce Investment Act in Washington State

Introduction	2
WhWaat is the Workforce Investment Act?	2
Overview of Washington's Workforce Development System	2
State and Local Roles	3

Section II – What is working well?

High Skills, High Wages: Washington's Strategic Plan for Workforce Development	5
2012-2016 State Integrated Workforce Plan	7
2013-2017 Local Integrated Workforce Plans	7
Labor Market Continues to Progress	9
WIOA Implementation	11
YouthWorks	14
Job Driven National Emergency Grant	14
Rapid Response Long-Term Unemployed (RRLTU)	15
Federal WIA Waivers	16
Veteran Services	17
Washington Service Corps' Americorps in WorkSource offices	18
Washington Service Corps Youth Project: Demonstrating Impact	19
Highlights of Washington's Workforce Development Councils	22-46

Section III – WIA Title I-B Results

Analysis	47
Cost Effectiveness	48
Customer Satisfaction	49
Additional Satisfaction Assessment	49
Evaluation Activities, Including Net Impact and Cost-Benefit	50
Results for WIA Adults	51
Results for WIA Dislocated Workers	52
Results for WIA Youth	53
Net Impact Analysis	53
Table Narrative	55
Tables	57-75

Section I – Workforce Investment Act (WIA) in Washington state

Introduction

Last year, 229,539 Washington residents received help getting a job at one of the 65 WorkSource offices and affiliate sites located throughout the state. They came with a range of backgrounds and experiences: low income youth and adults struggling to support themselves, workers displaced by a changing economy and veterans returning home from war. Many of them lost their jobs during the longest economic decline since the Great Depression–and many of them remained unemployed in the wake of the economic recovery that began in July 2009. Most needed help connecting to unemployment insurance benefits, and assistance in determining next career steps. Others needed more intensive services to overcome barriers to meaningful employment. One of the primary funding sources for these more intensive services is the federal Workforce Investment Act (WIA) Title I-B program, which has funded activities in Washington since July 1, 2000. This report provides an in depth look at the impact those funds have had in Washington in Program Year 2014 (PY2014), July 1, 2014 to June 30, 2015.

What is the Workforce Investment Act?

The Workforce Investment Act of 1998 establishes the structure and relationship between national, state and local workforce investment activities. The purpose of WIA Title I-B is "to provide workforce investment activities, through statewide and local workforce investment systems, that increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation."

In PY2014, the U.S. Department of Labor (USDOL) allocated $50,685,423 in WIA Title I-B formula funds to Washington for employment and training services designed to benefit employers, dislocated workers, disadvantaged adults and low income youth.

Overview of Washington's workforce development system

Washington's workforce development system is a coordinated and collaborative network of services, programs and investments with a shared goal of improving the skills of the state's workforce. This network strives to create the workforce needed by business and industry. It further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment. These services are coordinated through WorkSource, the state's one-stop delivery system. Primary funding for WorkSource operations and many of the WorkSource core and intensive services is provided by the Workforce Investment Act Title I-B and the Wagner-Peyser Act of 1933.

The public workforce system is an integrated network of partners, services, programs and investments that function to support economic expansion and develop the talent of our state's workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, organized labor and community leaders to foster economic development and high-growth opportunities in regional economies. This system exists to help businesses find qualified workers to meet their present and future workforce needs.

At the heart of the public workforce system is WorkSource, made up of one stop career center, affiliate and connection sites. WorkSource is the primary access point to qualified workers, as well as to a multitude of resources for businesses and job seekers. WorkSource serves thousands of individuals who are seeking employment, changing jobs, reentering the workforce or learning new skills. This makes WorkSource an ideal venue for workforce solutions for job seekers and businesses alike.

At WorkSource centers, affiliate and connection sites throughout the state, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion and employee retention.

Primary funding for the WorkSource service delivery system are supported by WIA Title I-B and the Wagner-Peyser Act. Other formula-based and competitive federal, state and local resources and services that support WorkSource include Temporary Assistance for Needy Families, U.S. Department of Housing and Urban Development, veteran service, USDOL National Emergency Grants (NEG), Job Corps, Trade Adjustment Assistance, vocational rehabilitation services, migrant and seasonal farm worker assistance and philanthropic funds.

State and local roles

The Workforce Training and Education Coordinating Board (Workforce Board) serves as the state's Workforce Investment Board and manages performance accountability for WIA. The core business of the Workforce Board is to coordinate state policy and state strategic planning for the workforce development system, evaluate results and facilitate demonstration projects that test innovations and ideas.

The Employment Security Department (ESD) serves as the state's WIA Title I-B grant recipient. These WIA responsibilities include stewardship of the funds, oversight and monitoring activities, issuing statewide policy, management of grants and contracts and allocation of the WIA Title I-B funds to the local area Workforce Development Councils (WDCs) for the delivery of services within an integrated service delivery system.

ESD also fulfills an operational role within the WorkSource system through providing services funded under the Wagner-Peyser, Trade Adjustment Assistance and Jobs for Vets Acts.

WDCs are the local conveners and managers of the WorkSource system through which WIA programs are accessed. They are the strategic visionaries for local implementation of WIA funds. There are 12 WDCs in Washington, and each is private industry led and locally focused. Councilmembers are appointed by Chief Local Elected Officials (CLEOs), and councils are certified by the Governor. CLEOs are the local area WIA Title I-B grant recipients. CLEOs direct their WDC's staff to administer the funds and oversee the area's WorkSource centers to most effectively respond to the local economy and needs of local citizens. WDCs convene with regional partners and stakeholders to assess skill gaps, identify emerging and future employment possibilities and collaborate with economic developers and other partners to develop the region's workforce development plan. WDCs are the system's portal into the business community and are responsible for facilitating multiple interagency projects and programs.

WIA Title I-B Youth Program

Participation: 3,351 young people were served by the Workforce Investment Act Youth Program between July 1, 2014 and June 30, 2015.

Who is served: Youth must be between 14 and 21 years old, low income and meet other criteria described in the WIA such as a need for additional assistance to complete an educational program or to secure and hold employment. To qualify as low income, one must be a welfare or food stamp recipient, homeless, a foster child or have a family income below 70% of the lower living standard income level—$11,770 per individual or $24,250 for a family of four.

Program Description: The program prepares low-income youth ages 14 through 21 for success in school and the world of work. Eligible youth may receive counseling, tutoring, job training, mentoring or work experience. Other service options include summer employment, study skills training and instruction in obtaining a GED or equivalent.

WIA Title I-B Adult Program

Participation: 4,084 participants were served by the Workforce Investment Act Adult Program between July 1, 2014 and June 30, 2015.

Who is served: Specific eligibility guidelines are described in the WIA. Core services are available to all adults with no eligibility requirements. Intensive training services are authorized for unemployed individuals unable to find jobs through core services alone. In some cases, these services are available to employed workers who need more help to reach self-sufficiency.

Program Description: The program prepares individuals 18 years and older for participation in the labor force by providing core services and access to job training and other services. Services are coordinated through the state's one stop career center system, WorkSource. Core services include skill assessment, labor market information, consumer reports on training programs and job search and placement assistance. Second and third

tier intensive services are available for eligible adults unable to obtain jobs through core services. This sequence of services is individualized and may include more intensive assessments, individual counseling, employment planning and prevocational and vocational training. Priority is given to veterans, welfare and low-income, WIA-eligible clients.

WIA Title I-B Dislocated Worker Program

Participation: 4,773 participants were served by the Workforce Investment Act, Dislocated Worker Program between July 1, 2014 and June 30, 2015.

Who is served: Specific eligibility guidelines are described in the Workforce Investment Act (WIA). Dislocated workers are people who lost jobs due to plant closures, company downsizing or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations because those jobs are no longer economically viable, and they must be eligible for (or have exhausted) unemployment compensation. Other conditions can lead to eligibility for services, such as being self-employed but not working as a result of general economic conditions or being a displaced homemaker.

Program Description: The program tailors employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs and fosters labor, management and community partnerships with government to address worker dislocation. Dislocated workers are also eligible for core services including skill assessment, labor market information, training program consumer reports and job search and placement assistance. Second and third tier services are available for eligible dislocated workers unable to get jobs through core services. Services are individualized and may include more intensive assessments, counseling and pre-vocational and vocational training.

Section Two – What is working well?

High Skills, High Wages: Washington's strategic plan for workforce development

Washington's workforce development strategic plan is called *High Skills, High Wages.* The plan development process is led by the Workforce Board, which serves as the wtate workforce investment board for the purposes of WIA. The Workforce Board is directed by the state legislature to update *High Skills, High Wages* every four years. On September 27, 2012, the Workforce Board formally adopted the goals, objectives and strategies in *High Skills, High Wages 2012.* The 2014 legislature approved *High Skills High Wages* through concurrent resolution affirming the plan as the statewide strategic plan for workforce development. The goals, objectives and strategies in *High Skills, High Wages 2012* can be accessed at http://www.wtb.wa.gov/highskills2012.asp. The plan begins with a short preamble:

Preamble

Washington's strategic plan for workforce development is *High Skills, High Wages 2012-22*. This blueprint for workforce development offers strategies aimed at helping Washington residents move ahead into high-skill, high-wage jobs, while also helping employers find the skilled workers they depend on.

This is not a simple endeavor. It has proven challenging in recent years, as more jobs call for higher levels of education and skills across a wide range of industries. Moreover, we have not made sufficient gains in improving high school graduation rates, especially among disadvantaged students. The divide between those able to obtain living-wage jobs and those living on the margins has widened. At the same time, Washington businesses have struggled to find workers with the skills needed to fill key openings, hampering their ability to be competitive in an increasingly global economy.

This edition of *High Skills, High Wages* approaches common issues with a fresh eye. Our commitment remains to all Washington residents, even the most disadvantaged. This plan addresses challenges and defines solutions in a broad, cohesive way.

Instead of addressing individual populations, defining their needs and outlining solutions; this plan looks at the workforce system as a whole, then pulls apart key pieces on which to focus in the coming years. We call this a multiple pathways approach. By viewing the workforce system as a series of interconnected pathways, with multiple options for workers and students to advance, we are able to outline strategies to strengthen these pathways so more Washington residents move ahead in their education, work experience, job skills and lives.

The transition to a more knowledge based, technology-dependent and global economy requires current workers to be able gain new skills and education throughout their careers and young people to better understand how their classroom learning relates to work. For youth in particular, education and work need to be more fully integrated so they can more quickly find their place in the economy and not get stuck and passed by future generations.

This plan envisions employers as a central component of Washington's workforce system. To ensure the system is strongly aligned with their needs, employers need to be active participants in the system's design, delivery and evaluation of training programs. Paramount to this plan is the recognition of employers as both customers and co-investors in the workforce system.

While our system has made headway over the past 20 years, many Washington residents continue to be left behind. To meet the challenges of the next 10 years, we need the concerted resources of all workforce system partners. The purpose of this plan is to provide direction on how we can do what we do well, more broadly, for the benefit of all.

2012-2016 State Integrated Workforce Plan

The Workforce Board and ESD jointly developed the State Integrated Workforce Plan for WIA Title I-B and the Wagner-Peyser Act in collaboration with WorkSource system partners. This five-year plan covers the period from July 1, 2012 to June 30, 2016 and can be viewed online at http://www.wtb.wa.gov/Documents/2012-16WashingtonIntegratedPlan.pdf.

Workforce Board and ESD staff developed this plan using USDOL's plan format (Training and Employment Guidance Letter No. 21-11 and OMB #1205-0398).

Section I of the plan describes the goals, objectives and strategies in *High Skills, High Wages 2008-2018* and provides links to the economic, demographic and performance accountability chapters in *High Skills, High Wages 2008-2018.* Section II provides a detailed description of the state's WIA operating systems and policies that support *High Skills, High Wages* strategies. It describes services to targeted populations, covers Wagner-Peyser agricultural outreach and includes requests for three waiver extensions. Section III is an assurances checklist referencing program policy documentation with links. The assurances checklist was signed by Gov. Christine Gregoire on August 23, 2012 and the plan was approved by the USDOL Assistant Secretary in December 2012.

2013-2017 local integrated workforce plans

Executive Order 99-02 directs Washington's WDCs, in partnership with CLEOs, to develop local integrated workforce plans. The integrated plan must include a strategic plan for the area's workforce development system and a WIA operations plan. Local integrated workforce plans shall be consistent with the state's strategic plan for workforce development (Executive Order 99-02 Part 7.B) and the state WIA Integrated Workforce Plan.

On November 15, 2012 the Workforce Board, in coordination with ESD, adopted guidelines for use by WDCs in the development of new local plans: http://www.wtb.wa.gov/Documents/2013-2017LIWPGuidelines_02-01-12.pdf

WDCs were directed to prepare plans containing five distinct sections:

Section I	A strategic plan for the area's workforce development system with goals, objectives and strategies informed by assessments of the local economy, its current and future workforce and the dynamics of the area's workforce development system. Performance accountability guidelines were also to be included in this section.
Section II	A local area profile, including a list of WIA service providers
Section III	A WIA Title I-B operational plan that meets WIA Sec. 118 criteria and ESD guidelines
Section IV	A WIA assurances checklist

Section V A certification signature form and three appendices covering WIA performance targets, State Core Measure results and public review process.

Between November 2012 and March 2013, WDCs worked with their CLEOs and community partners to develop their 2013-2017 Integrated Workforce Plans. WDCs distributed their draft plans for public comment and then submitted their plans, in draft, to the Workforce Board and ESD on April 8, 2013. Workforce Board staff reviewed the draft plans for consistency with *High Skills, High Wages 2012.* ESD and Workforce Board staff members reviewed the draft plans for compliance with WIA federal and state guidelines. State staff members issued comments back to the WDCs with suggested edits to strengthen the plans. The WDCs made edits based on those comments and submitted final plans on May 27, 2013. These plans:

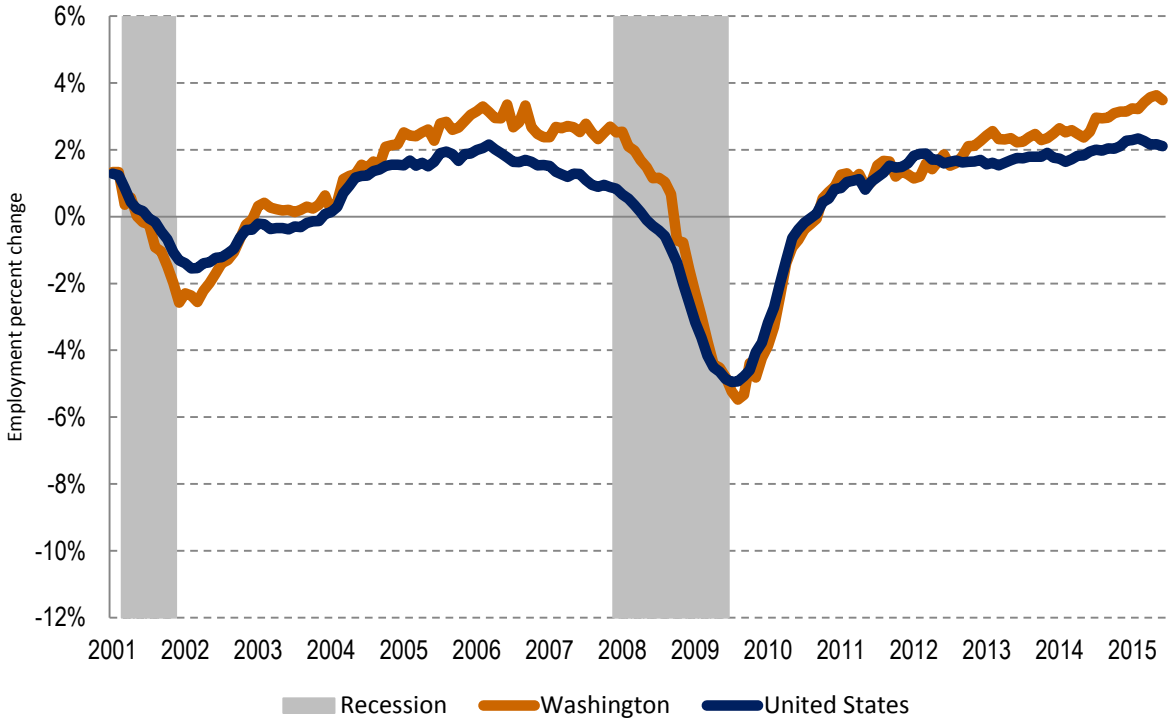
- Articulate a vision for the local area's workforce development system.
- Make use of a planning process that assured opportunities for business, labor, CLEOs, program operators, WorkSource partner agencies and others to communicate their needs, offer their perspectives and expertise and participate in the process.
- Include background chapters that:
    1. assess the local area economy, its future course and the market-driven skills it will demand;
    2. analyze local area economic development strategies and how workforce development strategies are linked to economic development strategies;
    3. assess the current and future workforce in the local area (demographic characteristics, educational and literacy levels and planning implications);
    4. describe the workforce development system in the local area; and
    5. provide information on performance accountability.
- Present goals, objectives and strategies for the workforce development system.
- Describe planned WIA Youth, Adult and Dislocated Worker activities, including how those activities align with multiple pathway strategies and how outreach and integrated service delivery is pursued with workforce system partners.
- Describe WIA rapid response strategies, including coordination of state and local resources and activities.
- Describe strategies to connect employers to WorkSource and align those efforts with multiple pathway strategies designed to benefit employers.
- Describe how Unemployment Insurance claimants, older workers, individuals with disabilities and migrant seasonal farm workers are served.
- Describe plans for American Job Center branding.

The 12 final plans are posted online at http://www.wtb.wa.gov/WDCStrategicPlans.asp. The Workforce Board adopted the 12 plans on June 27, 2013 and Gov. Jay Inslee approved them on August 29, 2013.

The labor market continues to progress

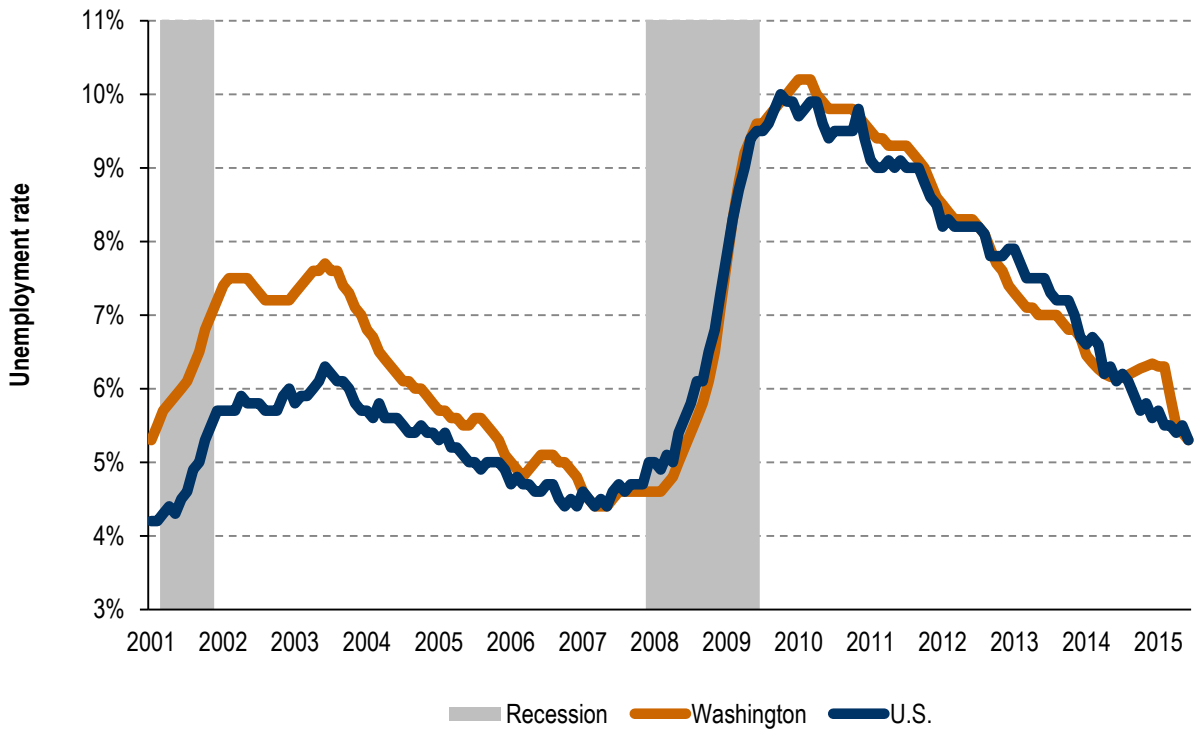
At the halfway point of 2015, the national economy is six years into its recovery. The recovery started with moderate job growth occurring at both the state and national levels, and the pace of hiring has gradually strengthened each year since 2010. Washington private sector employment has increased by 14.6% over this time, while national private payrolls have increased by 11.9%. Compared to the rest of the nation, job growth in Washington began to significantly strengthen in the fourth quarter of 2012. Consequently, the state was able to recover the total number of nonfarm jobs lost during the recession sooner than the nation did. The recovery is set to move into expansionary territory, with improving conditions in the labor market providing the underlying momentum.

Figure 1. Percentage change in employment, total nonfarm, seasonally adjusted
United States and Washington, 2001 through 2015, year-over-year
Source: Employment Security Department/LMPA; U.S. Bureau of Labor Statistics



Stronger household employment growth is continuing to lower the unemployment rate for the nation and for Washington state. The unemployment rate for Washington state declined to 5.3% in June to pull even with the national unemployment rate. These rates are close to full employment by economic standards, and has the Federal Reserve Board considering a raise in interest rates for the first time since 2006. This action signals that the economy is nearly fully recovered from its last recession.

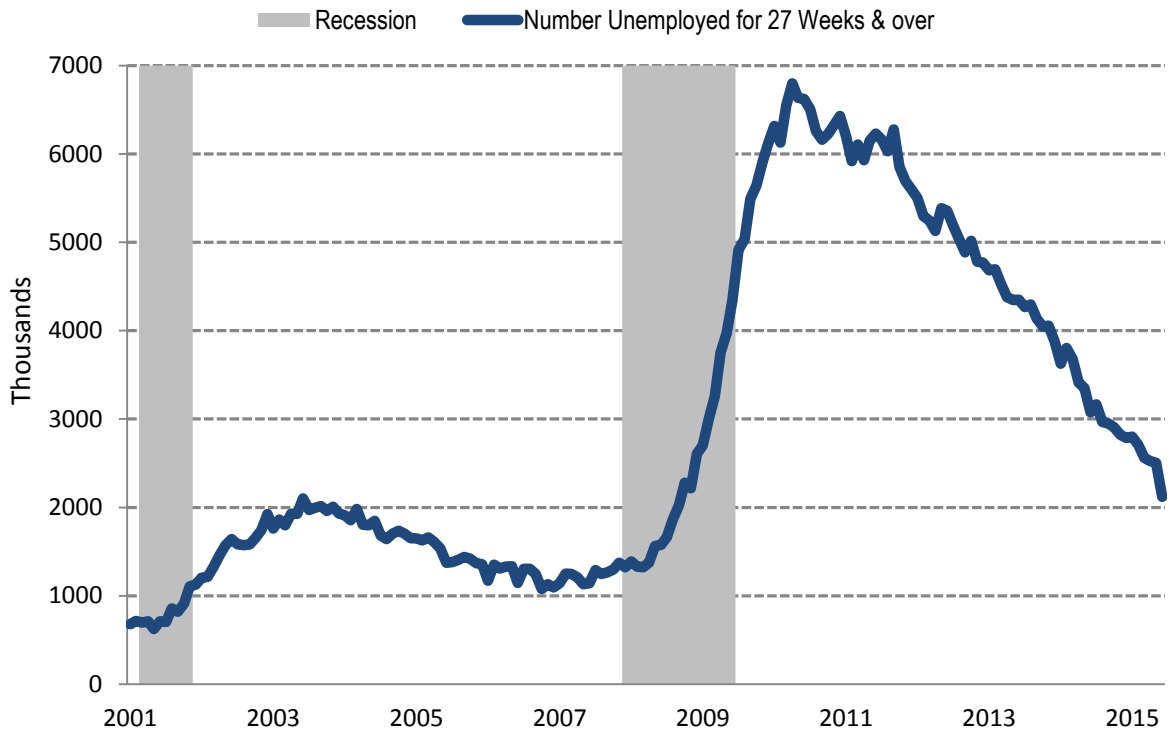
Figure 2. Historical unemployment rates, seasonally adjusted
United States and Washington, 2001 through 2015
Source: Employment Security Department/LMEA; U.S. Bureau of Labor Statistics



The outlook for the economy is positive as employment gains are expected to continue during the second half of the year. However, long term unemployment remains one of the key labor problems in the U.S. and in Washington state. The Great Recession led to an unprecedented increase in long term unemployment in the U.S., as the number of individuals unemployed for 27 weeks or more rose from 1.3 million at the end of 2007 to more than 6 million at the end of 2010. The number has been trending down as labor market conditions improve, but is still considered historically high. According to the U.S. Bureau of Labor Statistics, there are 2.1 million American workers who have been unemployed for more than 26 weeks and still want a job as of June 2014. They represent roughly 25.8% of the total number of people unemployed.

Data that depicts the long term unemployed in Washington state are unavailable, but conditions are believed to be similar to what is observed at the national level. The number of long term unemployed as a percentage of the total unemployed has also been trending down in Washington state since June 2011, and stood at 26.2% during 2014. The high level of long-term unemployed shows that the labor market may still have some room to grow.

Figure 3. Unemployed persons by duration of unemployment, seasonally adjusted
United States, 2001 through 2015
Source: U.S. Bureau of Labor Statistics



WIOA implementation

Shortly after the Workforce Innovation and Opportunity Act (WIOA) was passed in July 2014, Washington Gov. Jay Inslee designated the Workforce Board as the State Workforce Development Board under WIOA. The designation was the first step in the state's implementation of WIOA.

Structure of Washington's approach to WIOA

The Workforce Board established a WIOA Steering Committee, co-chaired by business and labor, to help to create a WIOA vision and goals, facilitate and guide state and local plan development and develop state policies and guidance to support integrated services development. The committee's responsibilities also included assessing criteria used at one stop career centers, developing funding distribution formulas and overseeing work plans and timelines, as well as tracking the progress of all WIOA subcommittees. The steering committee has also identified three strategic priorities to address in the state's WIOA plan:

1. improving the quality of employer engagement with the workforce system;
2. streamlining the customer experience at one stops through integrated service delivery; and
3. reducing barriers to access to technology or other means.

The steering committee established subcommittees and task forces to address issues and make recommendations to the Workforce Board on guiding the transformation to a model state system that aligns with the intention of the WIOA legislation. The subcommittees, also co-chaired by business and labor representatives, are as follows:

WIOA Accountability and Eligible Training Provider List Subcommittee

The WIOA Accountability and Eligible Training Provider List Subcommittee's activities include aligning current systems to WIOA for all core programs, establishing performance target-setting, developing processes to align the Eligible Training Provider List with WIOA and developing performance criteria systems for youth and on-the-job training.

Education & Career Pathways through Integrated Service Delivery Models Subcommittee

The Education and Career Pathways through Integrated Service Delivery Model Subcommittee's responsibilities include helping to create career pathways that are integrated through an ideal one stop system, recommending guidelines for integrated service delivery and system performance goals and developing strategies that lead to economic self-sufficiency.

Local Governance and Sector Strategies Subcommittee

The Local Governance and Sector Strategies Subcommittee focuses on data analysis, WDC designations, local council membership and recommendations on local area designations and planning regions. The subcommittee also identifies target sectors and recommends guidelines for local sector targeting, among other duties.

Committee and task force recommendations

The consideration process for strategic policy recommendations follows a sequential path from task forces to subcommittees to the steering committee and ultimately to the Workforce Board. Recent topics the steering committee presented to the Workforce Board for action include developing a policy for region identification and its related responsibilities, adopting sector strategies framework, clarifying out-of-school youth funding eligibility requirements, designing a model one-stop certification process, recommending professional development strategies and outlining the state plan structure and development process.

State plan

Some portions of the state plan related to current and projected economic conditions and labor trends were drafted and approved at the board's August special meeting. These background chapters of the plan and the strategic planning priorities identified by the

WIOA Steering Committee will be presented to various stakeholder groups across the state for public comment in August, September and October, with final adoption planned for the November Board meeting. It is anticipated that changes will be incorporated in the final versions based on Board and stakeholder input. A writing team, which will meet

weekly for plan development, is being assembled for the operational portion of the plan. Completion of the plan is on track to meet the March 2, 2016 deadline for submission to the USDOL.

WIOA policy development

A review of WIOA law and proposed rules identified 53 topics that require revision or issuance of administrative, program or fiscal state-level policies to meet WIOA requirements. The Workforce Board and ESD are coordinating closely on policy development. Of those, 27% (14) of the 53 policies have been issued, 13% (7) are under development and 19% (10) are in the review and comment phase.

Response to proposed rules

Washington's highly coordinated approach to the implementation of WIOA was also used to respond to the USDOL's issuance of draft regulations for the federal WIOA in April 2015.

To ensure a comprehensive statewide package that best represented Washington's workforce system and its particular opportunities and challenges, Workforce Board staff worked with stakeholders to encourage detailed feedback on the first draft rules. Over 50 combined pages of feedback from stakeholders across workforce development providers, coordinators and advocacy groups were compiled and summarized by the Workforce Board and ESD and sent to USDOL.

Over half of the comments received requested clarification on definitions, terms, proposed regulations and implementation strategies. A number of key themes and concerns emerged from the comments received from the state's workforce system, including regulatory flexibility, WIOA funding and financial challenges, methods to increase employer engagement in the workforce system, and roles and responsibilities in one stop infrastructure, funding and management.

Additional information

Further information on Washington's approach to WIOA can be found on the Workforce Board's WIOA implementation website, which provides committee meeting calendars, materials and other details.

YouthWorks

The YouthWorks grant, totaling more than $1.9 million, provides internships and other work-based learning experiences for thousands of students across the state and helps re-engage those who have dropped out or are at-risk of not graduating high school. The

program is a partnership between ESD, the 12 WDCs and the Washington Office of the Superintendent of Public Instruction, and uses local connections between workforce development experts, local businesses and school district personnel to launch youth onto a path towards career success. YouthWorks provides youth with opportunities to explore a range of career development services such as high school and beyond career plans, business mentorships, internships and other work-based learning activities at local businesses and post-secondary institutes. In addition to providing career support to at-risk youth, YouthWorks also works to support local educators by providing externship opportunities to bring relevant career information into the classroom.

As of the end of the second operating quarter, YouthWorks is already performing well. Statewide, it has made a positive impact. As of June 30, 2015, quarterly reports reflect the following data:

- 3,895 youth have identified potential career goals
- 3,507 youth have identified career pathways through high school and post-secondary education
- 1,358 youth have connected to a business mentor or graduation coach.
- 611 youth have completed a 90-hour on-site business internship.
- 514 WIA-enrolled youth have entered employment or post-secondary education.
- 1,657 youth have been placed in other work-based learning programs.

Job Driven National Emergency Grant

Job-Driven National Emergency Grant (NEG) funds are used to implement both expanded and new local and regional partnerships for WIA-eligible dislocated workers. Workers identified as long-term unemployed or likely to exhaust benefits can access resources designed to reconnect them to the labor market. Additionally, program funds can be used to help equip long-term unemployed workers with industry credentials and certificates to allow them to attain unsubsidized employment. In collaboration with community and technical colleges, two regions will also serve foreign-trained dislocated workers facing barriers to employment in their trained field.

Washington sectors identified for targeting based on current and projected employment demand include manufacturing, health care, construction, finance and insurance, business services, and transportation, warehousing and logistics, and some regions will also include life sciences, clean technology and renewable energy. These sectors were identified through state and local labor market data and industry and employer input. Beyond providing input on sector targeting, nearly 130 employers have committed to providing work-based opportunities under this grant (see attachment).

Recruitment of participants involves contact lists of individuals who are long-term unemployed or who are likely to exhaust benefits based on state administrative UI data. Additionally, funds will be used to market and promote this opportunity in every region of the state through direct mail, phone calls, email, publicly-posted flyers, newspaper, radio and television ads, public service announcements, and social media. Participants will also be identified and referred by one stop partners and community and educational

organizations.

Once enrolled, grant funds provide participants with sequenced services that begin with enhanced core and intensive services including customized labor market information, interest, aptitude, skill and competency assessments, economic self-sufficiency calculators, customized job coaching workshops and jobs matching to internships and work experience. This will be done in conjunction with both financial and behavioral health barrier mitigation and other support services funded by this grant. Core and intensive services will be provided in one-to-one and group settings, the latter to include enhanced job clubs. In some regions, peer workers will be used to recruit participants and serve as supportive and motivational resources in one-to-one and group (workshop/job club) settings.

Core and intensive services will be implemented as first tier services and, as necessary, further combined with work-based training opportunities to include attainment of industry credentials and certificates. In that arena, Washington will use grant funds to implement a full spectrum of work-based training options that includes registered apprenticeship and pre-apprenticeship, on-the-job training, customized training, career pathways and accelerated learning (the last option implemented via Washington's nationally-recognized I-BEST model). Funds are used to provide work-based training in either a class-sized cohort environment in some regions, and blended learning that uses classroom, virtual, video, self-directed and project-based features in others. One region will provide entrepreneurship training to participants through the Ice House model.

Washington has solidified partnerships with numerous federal and state programs around this grant, including Unemployment Insurance, WIA, Trade Adjustment Assistance, Wagner-Peyser, Veterans' Employment & Training, Vocational Rehabilitation, Temporary Assistance of Needy Families, Basic Food Employment & Training, Pell Grant, Worker Re-Training and Adult Education

Rapid Response Long-Term Unemployed (RRLTU)

By the end of 2013, more than 118,000 workers in our state who exhausted their unemployment benefits since July 2008 remained unemployed. Of these, about 60% had stable work histories until being laid off during the Great Recession. A quarter of all exhaustees (about 50,000) were in high-skilled jobs, and many had college degrees. Research by the Brookings Institution, the Manpower Group, the W.E. Upjohn Institute for Employment Research, and others shows that the longer individuals remain unemployed, the less likely they are to return to work and the deeper the effects on themselves and their families.

President Obama, USDOL, Gov. Inslee, the Workforce Board and the 12 WDCs have all spoken out on the issue of long-term unemployment. Washington was the first state in the nation to seek permission from USDOL to use federal rapid response funds to provide contracts to local WDCs to serve the long-term unemployed. ESD allocated $4 million to WDCs across the state, and those funds will be used to get over 1,300 long-term unemployed back to work.

ESD agreed to provide WDC-level data on the long term unemployed to all WDCs and ESD regional directors. The agency committed to working with stakeholders and the media to facilitate:

- Outreach to businesses to encourage hiring of long-term unemployed people;
- Education about the skills and work ethic among this population;
- Research on savings in reduced hiring and turnover costs to employers; and
- Research on savings in reduced social service costs to the state and municipalities.

Application materials were developed by a team of representatives from the Governor's Office, the WDCs, the Workforce Board and ESD field leadership and headquarters staff.

A team comprised of ESD headquarters staff and representatives from the Workforce Board reviewed applications, comparing outcomes and expenditures. They ensured the intent of the funding opportunity was supported and that criteria specified by the application design team were met.

In each community, WDCs will partner with local employment and training providers to implement the initiative, recruit and organize employers and coordinate worker participation. Working together to re-employ the long term unemployed over a 21 month period, the 12 WDCs project to serve 1,929 individuals and re-employ 1,306 individuals.

Federal WIA waivers

Washington was granted approval for three WIA waivers for PY2014:

1. The 17 WIA mandated program performance measures are modified and reported using the federal common measures. This allows the state to continue to benefit from the reduced state and local administrative burden of previously having to report on two sets of federal measures, and frees up the limited 5% WIA administrative funds for higher and better purposes. This also allows the state to continue to benefit from the clarity inherent in having to adhere to one set of federal measures instead of two.

2. The competitive procurement requirement has been amended to allow use of seven of the ten youth program elements, allowing local WDCs to designate their one stop operators or youth service providers to perform the supportive services, follow-up services and work experience elements rather than procuring and contracting these functions out to other entities. This streamlines the program procurement procedures for service providers and allows greater flexibility in the design of local youth programs. Youth benefit from a streamlined array of services that are better coordinated. With greater continuity and consistency, youth will receive complementary services enabling them to better address barriers and work toward fulfilling their education and training plans.

3. The prohibition against youth access to individual training accounts has been modified to allow older and out-of-school youth participants access to an account.

As a result an additional avenue for accessing training services is offered to those who qualify. This waiver provides the participant with the same parameters (time frames, cost, research requirements and selection of Eligible Training Providers) as the adult and dislocated worker programs. It results in a consistent approach with training providers and reduces administrative burdens on service providers who will no longer have to procure for those training services that already have defined costs.

Washington has requested only three waivers, and is likely among the states with the fewest. The three the state maintains have been renewed for many years. Although these waivers are needed to enhance service delivery and efficiency in our workforce development system, they neither promote nor advance the recent job driven initiatives and their impacts on this initiative would be negligible.

Veteran services

As military services downsize, the partnership between the state veterans program and WIA becomes ever more critical for transitioning service members (TSMs) and veterans with significant barriers to employment. Each month, Washington welcomes home approximately 750 veterans and their families. Veteran representatives routinely work alongside WIA partners to co-enroll TSMs and veterans, primarily in the dislocated worker program. This team approach provides the TSM/veteran a seamless set of services, such as retraining, that lead to living wage employment in the civilian sector.

As dislocated worker status in itself doesn't qualify a veteran for services in the state veterans program, WIA often provides services to these TSMs, veterans and their spouses. An excellent example of this is the WIA specialist that has recently been placed on Fairchild Air Force Base near Spokane to augment the Disabled Veteran Outreach Program (DVOP) worker at that location. This position not only provides additional services for TSMs, spouses and veterans working with the DVOP, but also ensures services to those who don't qualify under the veterans program.

WIA is one of many partners that make up a strong network of services for TSMs and veterans in need. Others include the Washington Department of Veterans Affairs (WDVA), with programs such as the Homeless Veterans Reintegration Program (HVRP) to serve homeless veterans, the Veterans Information Portal for veterans in need of temporary financial assistance and the VETCORP Navigator program to help veterans transition from formal education into the civilian employment sector. Other partners in the network include veterans service centers, community colleges, private and non-profit organizations, coalitions and committees and administrators of county veterans relief funds. All partners, including WIA, are critical to the safety net of wrap-around services provided to those who served.

Washington Service Corps' AmeriCorps in WorkSource offices

WorkSource offices across Washington have experienced an increase in customer demand for resource room computers and technology resources. With an increase in demand for computers comes an increase in the number of users who lack basic computer skills necessary for an effective job search. Many employment services offered within Washington's WorkSource system require that individuals possess the skills necessary to navigate through essential computer-based systems. Additionally, the requirements of the global economy and the computer age require that individuals are computer literate.

ESD's mission is to Be the Bridge, creating partnerships to connect employers and job seekers and supporting transitions to new jobs and empowering careers. The 30 Technology & Resource Navigator AmeriCorps members support this mission by improving the workplace readiness of job seekers, enabling them to compete in today's workforce. AmeriCorps members provide individualized computer and technology assistance to job seekers visiting WorkSource offices located throughout the state. Assistance takes place in resource rooms and varies from customer to customer depending on skill level. AmeriCorps members also facilitate group classes for job seekers in computer labs focusing on introductory and intermediate level computer literacy.

In addition to the technical assistance provided, AmeriCorps members also provide a critical element to a job seeker's journey to obtain employment or a better job. This is exhibited to job seekers through encouragement, patience and genuine interest in the job seeker's success. Numerous accounts by job seekers attest to the fact that this personal, individualized service was significant in their ability to pursue and obtain their career goals. AmeriCorps members assist WorkSource customers who need computer and technological support in an effort to improve the technological literacy for Washington's job seekers.

In the previous program year ending mid-2014, the 30 AmeriCorps members in WorkSource offices across the state conducted 697 classes in computer literacy related to job search skills. Members helped 2,973 clients in computer literacy support and guidance. Of those clients 2,457 indicated through surveys results that they increased basic computer literacy skills. Another survey found that 1,075 indicated an increased job readiness level following the support.

One story to exemplify the AmeriCorps member service contribution comes from Ellen Murphy, an AmeriCorps member.

> "I recently began my service through AmeriCorps Individual Placement working at WorkSource Cowlitz/Wahkiakum in Kelso. I traveled cross-country from New York to pursue this opportunity, and I already know I made the right decision by doing so. I serve as the Technology and Resource Navigator. My primary responsibility is to assist in the Resource Room. The Resource Room is a place where job seekers can come to use the computers, phone, facsimile and copy machine for employment needs.
>
> My focused individual assistance is what I contribute to WorkSource. Many of my coworkers have much to do each day when it comes to recruiting, teaching workshops and contacting employers. However, I have the time to help those who

> need a bit more guidance and advice when they come in for help. For example, a single mother who is trying to get back into the work field comes in every day to apply for jobs. The first time she came in, she did not even know how to control the mouse to the computer. I noticed this and every day since then I have been teaching her how to use and navigate on a computer. Now, a few weeks later, she is not only able to work the mouse, but she can also search on the internet for jobs, complete applications and upload her resume and references by herself. She began to get frustrated when she was not getting a job right away, but I reassured her that if she stayed positive and kept applying that she would find work soon. She still comes in every day, completing about 1 or 2 applications, so I always make sure to have recommendations ready for her. I hope to help her become employed as soon as possible. I told her that it might not happen right away, sharing that recently I applied for about 30 positions, and only received 2 callbacks. She is now more patient and hopeful when it comes to employment and thanks me every day for working so closely with her. I am always happy to contribute in any way that I can, and it feels great that my help is so appreciated.
>
> I am grateful for the opportunity to serve with such an organization. WorkSource is a valuable community resource in Kelso. It is one of many sites located throughout Washington state which is dedicated to addressing employment needs. This local organization directly contributes to economic opportunity, specifically focusing on job search skills and strategies, job readiness and improving the financial well-being and security of economically disadvantaged individuals."

Another story of innovation from an AmeriCorps member is Bucky Collins at the Kitsap WorkSource Office. Bucky serves as a Technology and Resource Navigator at the WorkSource Kitsap office in Bremerton. Bucky oversees workshops on introductory computer skills for job seekers. He found that job seekers did not always have a way to store resumes and applications. Bucky developed a workshop entitled "Introduction to Cloud Services." During this workshop, he explains cloud services offered by Google and Microsoft which hold large amounts of data without spending money or needing a flash drive or a CD. According to the feedback from participants the workshop has received fantastic reviews.

Washington Service Corps Youth Project: Demonstrating impact

The Washington Service Corps (WSC) 2014-15 program year just ended, and with it, the collaborative project between ESD, the 12 WDCs and the Washington Department of Social and Health Services (DSHS), in which tutoring, training and mentoring are provided to disadvantaged youth by WSC AmeriCorps members. The focus of the project is to place AmeriCorps members in projects that will support economically disadvantaged youth aged 17-25 to receive job training or other skill development services to improve workplace readiness. Youth receive services such as financial literacy training and support to graduate from high school or earn a GED. Youth also receive support to apply for and enter post-secondary education institutions and services focused on developing skills to apply for and secure jobs now and for the future. Fourth quarter data is not currently

available, but a look at third quarter reports definitively demonstrates the impact that AmeriCorps members have on the youth in this program. Of the 11 performance measures established for the project, seven of them had already far-exceeded target goals. For example, at the end of June over 3,800 disadvantaged youth had received job training and other workplace readiness skills—exceeding the original target by 99%. Of those trained, 1,017 individuals felt they had improved their workplace readiness skills—exceeding the program goal by 44%. Of those, 405 participants had found employment as a result of the program—exceeding the original target by 16%.

Washington Service Corps is very pleased with this project, and the 2015-16 program year will see it continue with 28 WSC AmeriCorps members (an increase of nine). These members will continue to help Washington's youth prepare for and establish employment or secondary education.

The diversity of the Washington Service Corps' projects is shown in the following two stories.

Kyla Pierce is the AmeriCorps member at Workforce Snohomish – High School Connection

> "I have been visiting high schools in Snohomish County to talk to youth about job readiness skills, including doing a job search, creating a resume, preparing for an interview and other essential skills. This quarter I visited 11 schools and spoke in 22 classrooms. The most exciting thing that happened this quarter is that I have not only reached but exceeded the main goals of my project! The first goal is to reach 400 unduplicated youth during my 10.5 month project. The current number I have reached is 817 youth, or 204% of the goal. The second goal is to have 300 youth indicate improved workplace readiness after going through my workshop series. The cumulative number of youth who have improved so far is 455, or 152% of the goal. These numbers tell me that students are getting something out of the time I spend with them. It has been rewarding to see my hard work pay off by surpassing the goals of my project.
>
> In addition to doing presentations, I have helped give mock interviews at several high schools. I think mock interviews are a great chance for students to practice what they learned from their teachers and me as well as to get feedback about what they did well and how they can improve. Many of the students I interviewed had never been through an interview before, so the opportunity for them to practice these skills is very beneficial to them when they go looking for a job. More than one student I spoke with plans to get a summer job, so they were excited to learn from me what they could do to help them in their job search."

Kyla Yorkoski Northwest WDC - WorkSource Skagit

> "As the school year winds down, the days have been very busy in Skagit County at the WorkSource office. Time has been spent connecting with high schools in the area and reminding graduating students about important workforce skills and

opportunities they need to be successful in the job world. While helping to perfect their resume and showing where and how to apply for jobs is crucial, teaching young adults about the many different career pathways available to them may be even more valuable. Many schools incorporate workforce skills into their regular curriculum, but teachers and staff are not always aware of all of the options students have to pursue their job goals. This is why the Northwest Workforce Council sponsors the annual Hands on Training Tour (HOTT). Working with partners including Skagit Valley College, Washington Labor and Industries and apprenticeship programs such as the Electricians, Plumbers, Pipefitters, Laborers, Operating Engineers, Sheet Metal Workers, Nichols Brothers Boat Builders, Pipe Threaders, Aerospace Joint Apprenticeship Committee and Snohomish County PUD, we were able to go above and beyond for our 10th annual event!

The HOTT event is an opportunity for high school aged students to learn about the variety of apprenticeship programs available after graduation. For three days we invite students from Whatcom, Island, Skagit and Snohomish counties to tour two of the apprenticeship programs in Skagit County as well as meet with apprenticeship representatives from all over the states and participate in a hands-on-activity in each specific trade. A college education is not always the appropriate next step for many students and this event offers them the chance to explore other diverse and viable options. Who can complain about high wages and paid training?”

Highlights of Washington's Workforce Development Councils

To ensure that the workforce system is focusing on the local economy, each of the 12 WDCs oversee their respective areas. They are the strategic visionaries for local implementation of WIA legislation and funds. WDCs have several important functions in the public workforce system. They determine how many one stop centers, affiliate and connection sites are needed in their respective area, where they will be located and how those sites will be operated. In addition, WDCs analyze workforce information to identify targeted industries and determine where talent gaps exist in order to strategically develop and execute strategies to address workforce needs with their regional partners. WDCs play a key leadership role in pursuing and coordinating public and private resources to support local workforce development strategies.

At least 50% of WDC membership is comprised of business leaders from key sectors appointed by Chief Local Elected Officials (CLEOs). CLEOs are the local area WIA Title I-B grant recipients. They partner with WDCs to administer WIA legislation and funds, as well as oversee local WorkSource system. WDCs are the system's portal into the business community and are responsible for leading, coordinating and facilitating multiple interagency initiatives, projects and programs.

Olympic Consortium
Workforce Development Council

Serving Clallam, Kitsap and Jefferson counties

Services to out-of-school youth
The Olympic Consortium's WIA Youth program is operated by the Olympic Educational Services District in Clallam, Jefferson and Kitsap counties. An increasing number of out-of-school youth aged 18 to 21 are being served in the program. This group of youth made up over 60% of all youth served in the consortium during PY2014. Here are some of the ways WIA made a difference among local youth.

The WIA program helped three out-of-school youth to reinstate financial aid eligibility. This allowed them to continue their studies at Peninsula College in Port Angeles after having their aid suspended after failing classes. WorkSource staff helped with educational planning, filing appeals and obtaining supportive services. Due to these efforts by staff, the youth were able to continue their education without further penalties. They went on to continue their pursuit of Associate of Arts and Associate of Science degrees.

A new worksite at the Kitsap Maritime Heritage Foundation began offering training and mentoring to WIA youth in PY2014. The foundation is an organization dedicated to celebrating the region's maritime heritage through exhibition, education and helping people of all ages have a hands-on nautical experience. This group has been a key component in providing mentorship for youth who are considering maritime career paths. Youth at the foundation have the opportunity to experience in the work in the maritime industry by assisting with a full restoration of a 66-foot schooner, which includes learning how to replace decking and wooden fixtures, electrical and mechanical components and rigging. Youth also assisted with sail repair and sail making, and were ambassadors of the nautical experience for elementary school students.

One young woman who was helped by the WIA youth program encountered homelessness after being in a domestic violence situation for several years. She needed to find work and stable housing in order to support herself and young daughter. This was difficult for her as she hadn't completed high school. Through WIA she was able to immediately access emergency housing, which quickly turned into a safe and stable housing solution. With her efforts and the help of the WIA youth program, she was able to create a career path and start to move in the direction of her goals. After completing work on her high school diploma through adult education, she received her GED and went on to complete a work experience job. She is now working part-time as a certified nursing assistant while she pursues a career in medical field.

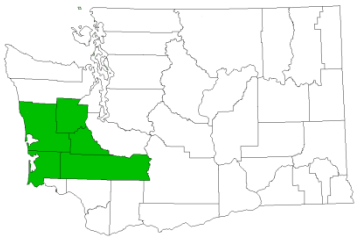
Employer hiring events
Targeted hiring events continue to be extremely successful in connecting job seekers with employers. In PY2014 the consortium hosted over 329 employer events, achieving 826 job placements. The following events represent Olympic WDC's focus on mid-career to professional-level high wage jobs.

United States Department of State, Ambassador Lewis Lukens

Ambassador Lewis Lukens, State Department Diplomat-in-Residence for the Northwest, was hosted by the WorkSource office in Bremerton where he spoke with potential job applicants about U.S. State Department career opportunities. The State Department hires between 250 and 400 Foreign Service Officers a year, and a similar number of Foreign Service Specialists. Foreign Service employees work in American embassies around the globe, promoting U.S. foreign policy and protecting American interests. Like the military, the Foreign Service is a career that sometimes demands personal and family sacrifices, but it is incredibly challenging, important and interesting work. Ambassador Lukens discussed the different career tracks, salary, benefits and the application process. His information and real life examples gave potential applicants a very accurate and concise look at what it takes to work as a U.S. Diplomat.

Serco Inc., a division of Serco Group plc.

Serco is a global company that specializes in service delivery for federal, state and local governments, along with the Canadian government and commercial customers. The consortium's WorkSource in Bremerton initiated contact with Serco, new contractor to Puget Sound Naval Shipyard, regarding job opportunities for Kitsap County. After making contact and offering employer services at the WorkSource, Serco decided to host a 4-day hiring event at WorkSource to fill positions, including Engineering Technicians I, II, & III, Welders, Mechanical Assemblers and Quality Assurance Specialists. After the initial hiring event, Serco used WorkSource for their new hire orientation. 32 job seekers in were placed in career positions with Serco.



Pacific Mountain
Workforce Development Council

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

A national model to serve transitioning military personnel
The Camo2Commerce (C2C) National Emergency Grant continues to succeed and receive accolades. The program is on track to meet performance numbers for enrollment and placement of transitioning service personnel. Critical partnerships are being enhanced with members of the state's workforce system such as ESD and the Washington State Board for Community and Technical Colleges and other community and industry partners such as the apprenticeship community, other state agencies, area Chambers of Commerce, Economic Development Councils and businesses of all sizes. Offering services on military installations and providing service personnel with direct and continued access to the resources of the public workforce system are an essential component of C2C's success.

Journey2Jobs serves long-term unemployed
With fresh and creative ideas, Pacific Mountain is meeting the needs and expectations of the long-term unemployed through Journey2Jobs (J2J) a program funded with both National Emergency Grant and Rapid Response funds. In PY2014 we located and enrolled the number of individuals targeted in the grant and in PY2015 staff will migrate attention to placements into unsubsidized employment. Co-enrollment with other programs enables leverage and consistency in program offerings and provides comprehensive services to customers. Innovative use of interns who themselves were participants in Journey2Jobs provided additional support for recruitment, outreach and helping new participants navigate the options in the J2J program. Small changes to language created a more inclusive and welcoming opportunity for those dissuaded from government programs. Choosing the word intern instead of WEX (work experience) and scholarship instead of ITA (individual training account) helped increase numbers of participants and enticed business interest.

AmeriCorps members expand services to disengaged youth
Continuing a partnership with DSHS AmeriCorps members were placed in a variety of high impact projects.

- Building additional capacity for program offerings including a workplace excellence curriculum called UPLIFT that provides 40 hours of pre-employment and self-efficacy training for at-risk youth and young adults.
- Reducing recidivism rates of incarcerated youth through education and career planning.
- Developing online outreach capability and strengthening interfaces with the business community for youth engagement opportunities.
- Retrieving students who dropped out of school and offer an alternative educational opportunity which allows them to gain a GED and prepare and train for a career or post-secondary school.

The five individuals not only made significant contributions to their areas of responsibility, but they gained valuable work experience. Three have full time work in their fields of interest, one is returning to graduate school to pursue a teaching degree and another who will return for a second year of AmeriCorps service.

Strong connections to regional business and economic development entities

The region's five economic development directors work closely with Pacific Mountain WDC in programming and governance. They have greater credibility with the business community and provide excellent access for and interpretation of our resources and ability to help. They have formed the Pac5 Economic Alliance that works to coordinate business needs across the region. Pacific Mountain WDC involvement with this group assures continued integration and multidisciplinary collaborations that better serve the workforce needs of businesses in high impact industry clusters. This is a valuable platform to the stronger ties the WIOA legislation forces. CLEOs, who represent the five counties, rely heavily on their county economic development director in nominating appropriate business representation, and in assuring budget choices are aimed at business needs.

Northwest Workforce Council

Serving Island, San Juan, Skagit and Whatcom counties

Ensuring skilled workers for key sector businesses

Providing quality business services is a regional priority. Collaborative partnerships led by Northwest Workforce Council (NWC) and Seattle-King County Workforce Development Council (WDC) support expansion of a key aerospace business with manufacturing plants in Burlington and Kent. Hexcel specializes in building lightweight, high-strength fibers, fabrics, composites and engineered products for a variety of industries, including commercial aerospace, space, defense and alternative energy.

The councils worked together with Hexcel, the Washington Department of Commerce, local economic development agencies and three community and technical colleges to target state reserve funding to grow skills, jobs and business. The councils oversee advanced manufacturing skills training at Hexcel to build worker competencies. The training frees up the company's time to further develop manufacturing processes and focus on expansion.

The new and incumbent worker training program at Hexcel resulted in a sustainable approach which established curriculum to train in-house trainers, target skill gaps, provide for on-line learning modules and is incentivized by the company's pay for skills program. With the advancement of workers' skills, the business is able to eliminate waste, reduce lead times and costs and improve productivity and quality, thereby creating an environment for continued expansion and job growth. Employees attain portable, industry-based credentialing in skills sought throughout the region and industry.

Other successful business services strategies include productive collaborations throughout the region with Economic Development Councils, Chambers of Commerce and industry trade groups. Coordinated marketing strategies to attract skilled technology workers include a marketing campaign to attract new business and underscore local support for existing businesses and a Jobs for Military Spouses event for the growing Naval Air Station (NAS), a joint planning effort with U.S. Chamber of Commerce, NAS Whidbey Island and WorkSource Whidbey.

Cross regional planning: Housing and Employment Navigators serve homeless families

Based on target populations and common service networks, the Northwest, South Central and Workforce Central WDCs collaborated to address the workforce needs of families experiencing homelessness. The inception of the collaboration started with a USDOL Workforce Innovation Fund proposal and continues through project implementation and improvements. This five-year comparison study demands on-going cross regional planning and implementation processes to improve project design and participant outcomes. Cross regional planning includes executive sessions to review data on enrollments, outcomes and set strategic direction, operation sessions to ensure alignment in program design, and direct service sessions to share promising practices and community resources to improve participant outcomes in career paths, job training, employment and permanent housing. Working with key partners, the three councils are blazing a trail to long-term, system changes that increase self-sufficiency, decrease

homeless recidivism and reduce social system costs for homeless families. The project's strategies are demonstrating improved outcomes for homeless families.

Young adults: Pipelines to work
Responding to the changes in WIOA for young adult programs, NWC acted quickly to redesign services that meet new statutory requirements. New outreach activities and service models that were initiated to better engage this population include a new orientation to youth services (titled #Y), offered in late afternoon and early evening, and a Facebook group targeted to the young adult population.

Dropout re-engagement
NWC redoubled its efforts with partners to identify best practice delivery mechanisms for young adults aged 16-21 who have dropped out of high school.

NWC partnered with Bellingham School District and Bellingham Technical College to create *Project Impact!,* a new and innovative dropout reengagement program authorized under the Open Doors 1418 legislation through the Office of the Superintendent of Public Instruction. The workforce opportunities in this collaboration are made possible through YouthWorks funds.

In Project Impact!, young adults who have dropped out of high school receive GED and basic skills at Bellingham Technical College. Workforce preparation activities including identification of career goals, a career pathway and work-based learning services including paid internship and related services are provided through NWC. The approach has proven so successful that additional school districts are expected to participate in fall PY2015 and beyond.

NWC also established innovative links with community college partners who deliver High School 21+ programs and similar high school completion and basic skills remediation services. Under the HS21+ competency based model, young adults 21 and older earn their high school diploma. Credits may be granted for life or work experiences which meet required competencies.

Apprenticeship and pre-apprenticeship
NWC continued its support of the apprenticeship model. Again this year, NWC sponsored the annual Hands-On-Training Tour (HOTT) for high school juniors and seniors and YouthBuild participants. The HOTT event provided information about trade careers and apprenticeship training. Approximately 273 young adults from 21 area high schools and the YouthBuild project participated in applied learning programs and engaging demonstrations led by apprenticeship programs. Use of the Plumber and Pipefitter and Electrical Training Centers provided a training environment. Youth were guided through typical tasks associated with the occupations and learned about training openings, wages and benefits typical in those trades.

In support of this model, new initiatives have begun with the Aerospace Joint Apprenticeship Committee to provide pre-apprenticeship training, initially targeting dislocated workers and out of school youth. This short term training provides entry level job skills in manufacturing, as well as a gateway to formal apprenticeship programs in a variety of trades and industries. Through partnerships like these, NWC continues to offer high-quality customer service to job seekers, workers and businesses.

Workforce Development Council Snohomish County

Serving Snohomish County

Flood & mudslide disaster
Workforce Snohomish joined other community partners in continuing to provide relief and assistance to those impacted by the Oso flood & mudslide disaster throughout the summer and fall of 2014.

Within months of receiving over $900,000 from a Department of Labor National Emergency Grant for the North Stillaguamish recovery effort, over 80 unemployed residents from Northeast Snohomish County were hired to assist in various recovery projects.

Following the 530 corridor mudslide disaster earlier in 2014, a list of restoration projects were developed to aid recovery from the slide and help prepare the region for their economically busy summer season. Projects included rebuilding the Darrington Rodeo Grounds, the White Horse Trail, the Darrington Archery Range, as well as U.S. Forest Service land restoration, and humanitarian positions to help residents recover from the emotional toll.

This work had an effect on overall employment in the North Stillaguamish area as many of those employed were long-term unemployed workers. Most had been out of work for six months or longer. This employment was a crucial jump start for many of these workers, and has enabled them to move onto career employment. For example, two people are employed as full time flaggers on the Highway 530 reconstruction project at $27 an hour, five are employed building the new facility at Boeing at $16 an hour and three people are employed constructing cedar shingles at $10 an hour. Overall, this project not only helped the community recover but also restore confidence for the long term unemployed worker.

Long-term unemployed
In response to a concerted effort to re-engage long term unemployed workers to seek out job search assistance, Workforce Snohomish worked in partnership with WorkSource, University of Washington – Bothell and U.S. Congresswoman Suzan Del Bene hosted the 1st Congressional District Career Fair. The event provided employment opportunities and resources from almost 40 exhibitors. Close to 500 people attended this multi-jurisdictional event with the majority of them coming from King and Snohomish Counties. After the success of this event, the Congresswoman has requested a second annual career fair.

STEM
Workforce Snohomish is a key partner in the development of the Snohomish County STEM Network. The network is a consortium of local businesses, school districts, higher education institutions, community based organizations, economic and workforce development groups. Their mission is to increase STEM awareness, skills and impact for all students in the county. The network engages the community, fostering a STEM skills learning pipeline for the 21st century workforce that supplies businesses with local talent and drives opportunity and prosperity for all in the county. Workforce Snohomish is

represented on a number of K-12 STEM advisory boards to ensure that school districts are aware of current and future workplace needs.

Workforce Snohomish assists the Manufacturing Technology Advisory Group with the development of Career Connections, a semi-annual professional development workshop for K-12 & college career advisors. Career specialists from across the region connect with industry representatives to hear the latest trends in the manufacturing sector.
Workforce Snohomish introduced the WorkSource Youth Center to FIRST Robotics. Youth have the opportunity to engage in activities that create a mix of technology and sports. They participate in a fun, enriching and worthwhile experience that introduces them to careers in STEM fields.

Veterans, military members and their families
In 2013, Workforce Snohomish partnered with the City of Everett to open the Serve Center at WorkSource Everett. In February of 2015, through our partnership with the City of Everett, the Serve Center relocated to a larger more visible location at WorkSource Everett. The original services continue to assist military veterans and their family members. With the additional space, an opportunity to grow and provide additional services are in the planning stages.

Homeless Veterans Reintegration Program
Workforce Snohomish was awarded a $200,000 Homeless Veterans Reintegration Program (HVRP) Grant in June 2014. The HVRP is designed to locate, engage, enroll, employ and house homeless veterans in Snohomish County through physical outreach and coordination with as many local partners as possible. Navigators are hosted at the Serve Center and WorkSource Everett, and are funded by Workforce Snohomish. With each agency taking a piece of the homeless veteran puzzle, the program was able to perform 121 assessments, 85 enrollments, house 47 veterans, and employ 49 veterans with an average wage of $13.59. These outcomes have met or exceeded mandatory goals.

Creating Access to Careers in Healthcare
The Creating Access to Careers in Healthcare (CATCH) Grant is a five-year Health Profession Opportunity Grant (HPOG) designed to offer low-income populations an entry point to careers in the allied health professions. CATCH provides individuals who are at or below 175% of the federal poverty guideline the opportunity to enter Career Pathways in Allied Health. Workforce Snohomish Navigation Services have exceeded outcomes set by the grant. Navigators screened and assessed 944 applicants, provided local colleges with 423 enrollments and performed retention services resulting in 321 non-duplicative certificates earned. To date, with 40 students set to complete their programs in the fall, employment navigators have placed 192 individuals in Allied Health positions, including CNA, Phlebotomist, EKG Tech, Clinical Lab Tech and Medical Assistant.

Workforce Development Council of Seattle-King County

Serving King County

King County's unemployment rate in 2014 was 4.6%. Despite the region's recent relative economic prosperity, thousands of the County's would-be workers have been left behind. As King County's economy and residents evolve, the Workforce Development Council of Seattle-King County (WDC) has worked to transform the local workforce development system to meet the needs of employers, workers and jobseekers. The WDC is guided by strategic directives in four focus areas: WorkSource, Youth, Sectors and Think-Tank. On the eve of WIOA, the WDC accomplished a great deal in preparing for this transition.

WorkSource Seattle-King County

System transformation

WorkSource Seattle-King County has moved ahead to improve efficiency and effectiveness of our system in order to better meet industry driven demand. The WorkSource Seattle-King County Transition Team was created with input from WDC, ESD and DSHS leaders and included representatives from every WorkSource site, all levels of staff, ESD, DSHS, local colleges, WIA Adult, DW and youth service providers and community agencies. The team met five times in spring 2014, then made recommendations for integrating staff and services across all agencies to better serve employers and jobseekers.

Hundreds of WorkSource Seattle-King County staff, partners and customers identified gaps in the workforce system. Since spring of 2014, the following initiatives have been created to address system issues.

- WorkSource service delivery redesign and integration for improved services
- Staff training and curriculum development
- In-community outreach and customer engagement
- Business services redesign and integration

Business Services team: *TalentSource* The Business Services team had a highly successful year. Focusing on high-demand sectors based on job vacancies, jobseeker inventory and projected growth, the team supported industries by securing qualified candidates, screening applicants and coordinating and hosting recruitment events. In PY2014, the team organized 95 events and communicated over 6,200 openings to WorkSource and WIA youth partners. The WDC also convened regional business service providers within King County for organizational leadership meetings.

Youth

Youth at Work

In PY2014, WIA funds provided $534,000 in summer and year-round youth internship wages. In the WDC's Youth at Work summer jobs program, the WDC funded 560 jobs or internships. The WDC's Health Careers for Youth program served 68 WIA-enrolled youth, with 93% of participants completing certified nursing assistant training. Coordinated in partnership with the WDC's WorkSource Business Services Youth Team, the WDC sponsored four well-attended Youth at Work Career Fairs, in which 445 youth attended and 106 Employers participated. The WDC and WorkSource Business Services Youth

Team also contributed to six other successful youth hiring events in PY2014.

YouthWorks: In PY2014, the WDC was awarded funding to help thousands more young people across King County prepare for meaningful, living-wage careers and the education opportunities necessary to attain them. In partnership with the WorkSource Seattle-King County Business Services Team, Highline Public Schools, Seattle Public Schools' Skills Center Programs and King County Employment and Education Resources, the YouthWorks Project supports internships, business mentorships and work-based learning experiences for hundreds of youth. Through YouthWorks, the WDC and its partners will increase youth awareness and access to high-demand, high-wage career opportunities, leading to increased job placement and enrollment in post-secondary educational opportunities.

Sector strategies

Healthcare

The WDC continued its work in this growing and vital sector through its final year of its $11 million healthcare grant. Health Careers for All has trained over 800 adults and youth using the best practices learned over the past decade- including customized cohort and individual slot-in training, career and education navigators, integrated basic English and math skills and new college curricula to address specific needs.

ICT Talent Pipeline

The WDC produced the Information and Communication Technology Talent Pipeline, which is one in a series of talent pipeline studies focusing on sectors identified by the WDC biennially. The study serves as an occupational supply and demand analysis that aims to calculate potential gaps that may persist without changes in workforce preparation efforts throughout the information and communication technology sector.

Think-Tank

Map Your Career redesign

Available both in print and online, the Map Your Career resource maps career pathways in 10 key industries in Seattle-King County, including overall trends, sample wages and career progression possibilities. In PY2014, the WDC completely redesigned the tool, which now includes graphics that are more accessible and engaging to youth and adult jobseekers and workers. Based on a recommendation from the PY2013 Public Sector Panel, the WDC has added a Public Sector Map.

National best practices

The WDC continued its efforts in sharing innovative workforce development research. The State of the Workforce online application has generated interest from across the country and other areas are now using the tool as a model for similar efforts.

Seattle-King County's strong sector work and associated best practices have been highlighted by staff delivering presentations at the National Association of Workforce Development Professionals annual conference and the California Workforce Association Meeting of the Minds. The WDC was also honored to host U.S. Secretary of Labor Tom Perez at a Sector Strategies Roundtable in April.

Workforce Central
Workforce Development Council

Serving Pierce County

Workforce Innovation Funds project
Workforce Central (WFC), Northwest and South Central WDCs are partnering with DSHS, Building Changes and local housing providers and colleges to serve homeless families. The Workforce Innovation Funds (WIF) service model uses Navigators to assist customers in obtaining employment, education and job training to establish a career path toward economic stability and prevent a return to homelessness. WIF services will continue until October 31, 2016 and the project will be evaluated by an independent research team to assess its impact. WFC provides leadership by ensuring that cross-system integration occurs regionally. The strength of WIF lies in the responsiveness and dedication of our regional partners. WIF staff provides necessary help and support along with a personal hand-off to appropriate resources when needed.

Boeing National Emergency Grant
The WDC of Snohomish County, Workforce Central-Pierce County, the Northwest WDC and the WDC of Seattle-King County partnered to provide career development and support services to laid-off Boeing employees residing in Pierce, Snohomish, Skagit and King Counties. Additional partners included ESD's Trade Adjustment Assistance Program, The Boeing Company, ResCare Workforce Services and IAM and SPEEA Unions. This cross-system approach brought WDCs together to offer different perspectives and expertise to create service delivery models that best served the laid-off workers.

Out-of-school youth and young adults
WFC and Tacoma Public Schools (TPS) partnered to create a YouthWorks program designed to locate and re-engage youth who dropped out of school. YouthWorks assists in removing barriers to reenrollment, and reenrolling students in school to obtain their high school diploma or GED. YouthWorks also provides training in essential workplace skills, computer and technology literacy, offering internships and providing employment opportunities. WFC and TPS staffs use Career Cruising and Career Link Pierce County to assist youth in their selection of a career pathway. Career Link Pierce County connects local businesses with the future workforce through work-based learning opportunities. This has increased local youth employment opportunities and provides a strong link between workforce development and education. Through the WFC and TPS partnership, 1,603 youth identified career goals, 1,681 youth identified career pathways, 301 youth connected to a business mentor or graduation coach, 142 youth entered 90 hour onsite business internships, 144 WIA enrolled youth entered employment or post-secondary education and 1,657 youth entered other work-based learning.
Graduation rate data is not yet available, but the partnership is anticipated to result in an increase in graduates.

Long-term Unemployment grants
WFC continues to partner with DSHS, local community and technical colleges, Pierce County employers and ESD to help the long-term unemployed return to work. WFC has coordinated resources across system partnerships to provide funding for training, supportive services and work-based training for industry recognized credentials and certificates in order to fulfill local and regional employer demand for skilled

workers. Responding to the challenge of reaching out to the long-term unemployed, WFC will host focus groups with both currently engaged long-term unemployed customers and employers to gain insight on what kind of outreach would help reach more LTU customers. WFC anticipates that hosting an employer focus group will help to understand what employers need from long-term unemployed customers.

Trade Adjustment Assistance Community College and Career Training (TAACCCT) grant

In 2014, WFC participated in workgroups consisting of six colleges, two Centers of Excellence, Washington Labor & Industries, the City of Tacoma, two K-12 school districts, several nonprofit organizations and three employers to submit applications to bring TAACCCT dollars to Pierce County, two of which were funded for a total of nearly $12.5 million. One award provided training funds to serve 220 individuals including veterans. The training is for careers in the advanced manufacturing and industrial technology sectors such as Mechatronics Technicians. The other award is to increase outcomes in STEM training and employment. The work groups are also identifying other opportunities, including a National Science Foundation grant and a new pathway into the maritime industry.

Sector strategy

WFC continues to engage employers and other key stakeholders to coordinate information and resources to develop and meet the skill, recruitment and retention needs of employers and the training, employment and career advancement needs of workers. WFC is doing this by focusing on the following industries based upon the potential of each sector to offer high-wage careers, including healthcare, aerospace manufacturing, trade/deep sea transport/warehousing/logistics, construction, information technology, national security, building products manufacturing and food manufacturing. As a result of engagement with employers, WFC learned about anticipated vacancies due to an aging workforce. In response, WFC contracted with five local community and technical colleges to provide training in specific sectors, such as ironworkers, sheet metal workers and medical field pathway training.

Camo2Commerce

WFC is partnering with Pacific Mountain WDC to provide employment services, on-the-job training and skills-gap training for in-demand sectors to 900 transitioning Joint Base Lewis-McCord (JBLM) service members. We have successfully placed 468 transitioning service members into careers. We are partnered with the National Chamber of Commerce to create the Heroes Corporate Fellowship Academy. This academy is for transitioning military with 10 years of leadership and project/program management experience to work with private and public employers as fellows for 12 weeks. Fellows also receive corporate skills certification from City University which includes the 35 hours required for project management testing and a Lean Six Sigma Green Belt certification after completing their project assignments. This program has given visibility to a highly-skilled workforce to which employers may not necessarily otherwise be exposed.

Southwest Washington Workforce Development Council

Serving Clark, Cowlitz and Wahkiakum counties

Long-term unemployed
Reaching the long-term unemployed to connect them with training and education continues to be a focus in Southwest Washington. Through rapid response funds and a job driven national emergency grant, more than 150 long-term unemployed will receive services.

As part of a regional collaboration with its partners in Oregon, SWWDC secured a U.S. DOL Ready to Work grant to train the long-term unemployed for jobs in manufacturing and information technology. The three-year grant will provide needs and skills assessments, job placement services, coaching, work-based training such as on-the-job training, supported work experience and internships and short-term intensive skills training for approximately 240 individuals.

Out-of-school youth, community or partner collaboration
Collaborating with several nonprofit organizations in the area, SWWDC launched YouthBuild Vancouver, a job training and education program for at-risk teens and young adults ages 16-24.

Over the next three years, disadvantaged youth will receive education and training to obtain high school diplomas or GEDs and learn construction and other work-related skills through academic trainings, on-site work experiences and community service activities. Participants will also have access to apprenticeships and industry certifications in the construction trades as well as transitional housing opportunities. The program will culminate with the youth building two energy-efficient homes for low-income families enrolled with Evergreen Habitat for Humanity.

Many YouthBuild participants face significant hurdles to completing their education and finding work. Some are homeless or aging out of the foster care system. Others have struggled with drug abuse, trouble with the law and gang involvement or are parents without income or resources to raise their children. YouthBuild Vancouver gives them the education and skills to get a job or continue their education and goes beyond by providing housing for those without a place to stay, food at each class to ensure no one goes hungry, case management and someone to turn to for support, encouragement and guidance.
The program provides young people with stability, caring and positive adult role models and peers, which is a first for some members.

Each organization can provide some services to adults in the community, but through the partnership of YouthBuild Vancouver, young people are able to rebuild their lives and become successful members of the community.

Employer outreach and involvement
Many industries will face labor shortfalls in the near future as long-time employees retire and the growth of new industries outpaces trained workers. To help young adults explore opportunities in STEM fields, SWWDC created the Business After School program to help high school-aged youth learn about and explore high-growth industries and gather information about

career opportunities and skills they'll need to obtain jobs.

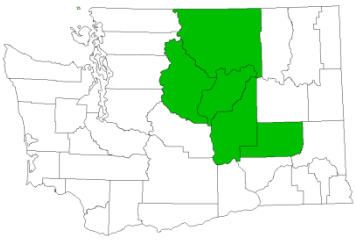
Approximately once a quarter, an industry is highlighted, giving students an opportunity to connect with businesses to learn about the industry. *Business After School* launched in February 2015 with Engineering Week, followed by Health Care Week in May. Manufacturing and Technology Week will take place later this year.

Sector development and placement
As the population ages, the need for long-term care workers will intensify. To help businesses address the growing need for employees, SWWDC and its Oregon-based partners in the Columbia-Willamette Workforce Collaborative (CWWC) convened industry panels to hear directly from businesses and with their input developed the 2015-2017 Long-Term Care Workforce Plan.

Among its goals are to

- Target marketing and messaging to job seekers
- Develop a vetting process to refer high-quality candidates
- Create training opportunities and exposure for youth

Cross-regional collaboration
With a common labor shed that crosses state lines, SWWDC and the CWWC developed regional sector strategies for manufacturing and long-term care. The partnership ensures industries in the six counties covered by CWWC are receiving targeted workforce support through talent recruitment and industry-specific training for potential employees. Local employers are actively engaged, defining the focus of the effort. SWWDC is implementing employer-led manufacturing and long-term care workforce plans and will be writing a plan for the information technology and software industries.



North Central

Workforce Development Council

Serving Chelan, Okanogan, Grant, Douglas and Adams Counties

Bouncing back

Although the economy has bounced back from the Great Recession, many laid off workers have not, some have been out of work a year or longer. In response, state and federal administrators targeted workers without jobs six months or more with special retraining grants.

Particularly hard hit in the recession are older workers like Norm. After losing his job at a big box retailer, Norm was out of work 10 months. An immigrant from Ireland, he found that lacking a high school diploma or equivalent in the US is a problem. In today's economy, having a secondary education is a necessity for most workplaces. In addition, Norm had a disability, further complicating his efforts to find work. The partnership between SkillSource and the Division of Vocational Rehabilitation (DVR) helped him attend GED classes while he researched careers and attended workshops to find the right job fit. He applied for a position to transport older people and individuals with disabilities. Norm received on-the-job training to escort, seat and drive these special passengers.

During the last three years, over 100 long-term unemployed workers like Norm have been retrained thanks to targeted state and federal assistance. To accomplish the job, SkillSource converts these grants into key human and physical resources to reach, encourage, educate and employ workers like Norm. While a never-quit attitude takes one far, it takes more than positive thinking to replace unemployment rolls with payrolls.

Workshops: No train, no gain

Enhanced work readiness workshops were developed in Moses Lake, and are currently delivered twice a month. The existing assessment and planning workshop is four days, lasting 20 hours. Workshops are delivered in conjunction with ESD's three day, 12 hour Job Hunter workshop, totaling 32 hours of existing work readiness training. The enhanced PRIME (Presentation in Modern Employment) workshop was developed for those experiencing long term unemployment and included:

- instruction on social media and developing a professional online presence (2 hours)
- enhanced interviewing and sales skills (2 hours)
- enhanced customer service and communication skills (2 hours)
- enhanced job networking (2 hours)

After successfully completing PRIME, job seekers had developed a portfolio of accomplishments including a skill profile using ESDI SkillDex to better market their existing skill set and help them find reemployment. They also left with job search tools such as a flash drive for saving their job search materials and certificates for successful completion of the WorkKeys job skills assessment system and ProveIt! Customer Service skills testing.

In Wenatchee, similar expanded workshops provide information on advanced resumes, cover letters, applying for jobs online and networking. Job networking sessions include employer presentations on job search strategies.

In Omak, staff partnered with ESD to dovetail into their recently revamped Job Hunter workshop series. The collaboration also provided an opportunity to reevaluate the assessment workshop and its content.

The job training unit facilitated the third day, titled Interviewing and Job Retention. The newly remodeled series is an excellent opportunity for customers to gain valuable information to add to their job hunting toolbox. Recognizing that those out of work can often be depressed and apathetic, activities focus on positive outlook, stress management and motivation. Given the relatively small Okanogan workforce, the workshop is open to all unemployed workers to create a vibrant learning environment for long-term unemployed students.

Internship: Audition for the job
Participants who complete the expanded workshop series are offered an internship opportunity. Internship offers companies with actual job openings a chance to try out an experienced worker at no cost for one to two months. If the participant demonstrates the work habits and behavioral styles expected by the workplace during the trial period, the business is expected to hire the participant to complete on-the-job training.

The combination of expanded workshops, partner collaboration and work-based exploration has maximized the funding contributions from critical partners to provide robust training to those who need it most.

Coordinate, collaborate, cooperate
Often the long-term unemployed face additional barriers to reemployment including age discrimination, financial troubles, discouragement and disabilities both physical and mental. A close partnership with DVR assists customers not only in overcoming barriers, but also has enabled SkillSource to better identify the underserved and disabled long-term unemployed.

During the annual job fair, WDC staff worked closely with Trade Adjustment Assistance staff to provide information about services to job fair participants and employers, and disseminate information to dislocated workers through the Unemployment Insurance Reemployment Orientation. WDC staff also used Facebook and other social networks to outreach and communicate with displaced workers. Additionally, the North Central WDC was able to leverage resources with local community colleges and coordinate Worker Retraining and Opportunity grants to help bridge the educational funding gap many workers face when retraining.

More success stories
Rose had worked as the lead cashier and supervisor at a large hunting store until she was laid off. She was out of work so long that her Unemployment Insurance benefits were exhausted and she began collecting TANF to support her family. She enrolled in training workshops and successfully built her computer skills, including learning QuickBooks bookkeeping software. When Rose was offered a new job as a restaurant manager, these skills helped get her hired. She now makes 20% more than her old job and loves the responsibility and excitement of her new career.

Isidra had been unemployed over five months. SkillSource referred her to a local newspaper. She was a great, if inexperienced, fit and started an internship in January 2015. She learned new skills and proved valuable to the team. While she still had a lot to learn, the paper was excited to move Isidra to full-time employee and continued on-the-job training. She is well-liked in her position and doing great.

South Central Workforce Development Council

Serving Yakima, Kittitas, Skamania and Klickitat Counties

YouthWorks partnership helps youth to occupational productivity

During the summer months, many Yakima County youth lack access to meaningful or productive summer programs. Many live in neighborhoods that put them at-risk of facing gang activity, access to weapons or drugs and committing vandalism, theft and assault. However, many youth chose a positive alternative with YouthWorks and turned that opportunity into success.

Funded by ESD from the Governor's Workforce discretionary resource, YouthWorks allowed the South Central Workforce Council to assist many youth with employer mentorships and the opportunity to go to work. In partnership with the area's 100 Jobs for 100 Kids, YouthWorks almost doubled the number of young people engaged in the summer internship program.

Starting with a job fair organized by the community and business, over 200 youth began their employment exploration. By the end of September, over 7,500 hours of YouthWorks internship opportunities will have been worked and more than 50 businesses will have volunteered time or money as an investment in our youth.

One young man was asked what he would be doing if he was not working? He responded that he would probably be getting into trouble. He went on to say that he likes coming to work and having something to do. His day started at 6:00 a.m. and required him to catch two buses to get to his daily work site, but he said he did not mind, as he could forget about what was going on in or around his home.

He lives in a small apartment with his mother and extended family. They are low-income and have had no long term work history. The apartment is located in one of the areas in the city with the most gang and crime activity. He has said that if he wanted, he could go next door in his apartment complex to obtain drugs and down the street to purchase a weapon. He loves his family, but every day is a struggle. This opportunity has allowed him to imagine a future. It was a testimonial that if he works hard, stays in school, and can resist the temptations around him, life can be different. When asked what could improve the project he said he wanted to work longer, and have the chance to earn more money. He's sad that the program is ending.

Employers also recognize the value of YouthWorks.

Charlie Eglin, President,Try-Ply Construction

"This project shows kids what a real work environment is like. I was surprised how much they liked it. We had four youth, one worked in the office and the others worked in the shop or went to job sites. They said their favorite part was seeing the jobs in practice such as carpentry, electrical work, and plumbing. If you go into a classroom and try to explain what the jobs are they don't really get it. If you asked how many would want to be plumbers, zero kids would raise their hands. But after seeing what a plumber actually does, and the cleanliness of the environment, more kids would want to be plumbers. To see what actually goes

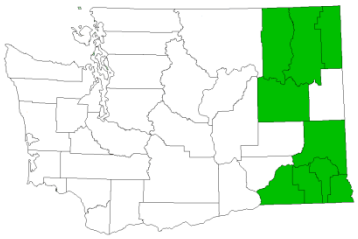
on in trade is a whole new learning curve. They also see how hard construction workers have to work and what it takes to do the job. The kids were also really hard workers. They did a great job. I'm willing to help support a project like this and now after having such great kids I know my partners will want to invest too."

Gladys Filla, Store Manager, Yakima Valley Partners Habitat for Humanity store

"I want to extend a thank you for this wonderful program! Everyone really liked Ruby, Cheyenne, Jesus and Andrew and complimented them on what hard workers they were. Ruby and Cheyenne became very good friends and I told them I hope they are able to continue with their friendship through the years! Jesus and Andrew's hard work processing and help on the floor with customers is already missed! I look forward to continuing our partnership with the YouthWorks Program in the future!"

Parent perspective

"My children were given the opportunity to participate in the YouthWorks program. The YouthWorks program is an excellent project, not only for my children but for all youth in the community. They were able to use their free time in a productive manner, build skills for their short and long term goals. As you are aware, we have a high poverty rate and with this project, these young people were able to gain some skills and earn money for necessities such as school supplies, clothing, and toiletries. Many youth are exposed to gangs on a daily basis and YouthWorks provided them with a positive environment which encouraged them to plan for the future."



Eastern

Washington Partnership Workforce Development Council

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

In Eastern Washington, the economy has improved at a slow but steady pace during the last 12 months. The manufacturing sector has added employees throughout the year and some of the companies have now surpassed the number of employees they had on their payrolls at their peak in 2007. The aluminum boat-building businesses have been very busy as business picked up this year. They work closely with WorkSource staff to address the employment and training needs of their companies.

Here are some highlights in the region during the last program year.

PY2014 veteran strategies

Travis Switalski, the veterans representative in WorkSource Colville, has connected with veterans organizations throughout the workforce development area, as well as with the WorkSource veterans staff in Spokane and the Columbia Basin, to implement a regional approach to services for veterans in the area. He has been successful in connecting numerous job seeking veterans to jobs with local employers. In fact, one of the employers he has worked with, Vaagen Brothers Lumber in Colville, was recently honored with the ESD Commissioner's Hire-a-Veteran award for the number of veterans they have hired.

Blue Mountain Action Council (BMAC) is the provider of the WIOA adult and youth programs. In the course of offering employment, training and other services to veterans it became apparent that securing safe, affordable and permanent housing was an issue for many of them. The Council secured a homelessness prevention grant that provides veterans with a variety of services in addition to housing that help them on the path to self-sufficiency. BMAC provided services to over 250 veteran families last year.

Long-term unemployed

WorkSource staff has been proactive in its efforts to reengage long-term unemployed workers in renewing their job search efforts. Staff is providing the Bridges to Successful Job Search workshop which is designed to explore the necessary steps to conduct a successful job hunting process. Job seekers are presented with valuable tools and resources to guide them on the path to employment. These reality workshops help job seekers understand that changing their mindset, attitude and approach about securing a job is vitally important. They learn the advantages and values of on-the-job training, internships, stop-gap employment, volunteering and formal training.

WorkSource staff instructs the attendees about the advantages of setting up and managing a social media presence. They also learn methods on how to discover more particular information about possible employers and the jobs they offer prior to applying for those jobs. The workshop teaches them about completing electronic applications, articulating their skills and abilities in resumes and cover letters and knowing how to effectively present themselves during the interview process. Workshops are also available that teach people basic computer skills, as well as the basic levels of Microsoft Word and Excel.

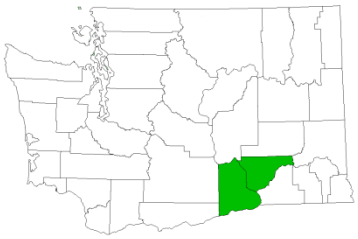
On-the-job training has been the most successful option for many of the long-term unemployed to return to the workforce.

YouthWorks

The YouthWorks program in Walla Walla is a collaboration with the SEA-TECH Skills Center and BMAC, the WIOA youth program service provider. The Skills Center just completed its first year of operation and has been highly successful in the quality of programs it is making available to its students. Using YouthWorks funding from the WDC, BMAC has worked with SEA-TECH to identify WIOA-eligible students in the programs who want to secure internships with businesses who can give them real-life work experience in the field in which they are interested.

One example is a young man who was in SEA-TECH's Sustainable Energy program with a special focus on electrical work. Doyle Electric Company in Walla Walla offered him an internship that he successfully completed. His next step will be to enter an electrical apprenticeship program. He stated that the internship was invaluable in helping to assure that he really was interested in becoming an electrician. A second example is student in the Digital Technology program. He was placed in an internship at Web Weavers, a web-design business in Walla Walla. The business owner has been a true mentor as she has taken the necessary time to instruct him in new technical tasks as well as how to effectively communicate with clients about their website needs in a manner that is not overly technical. He now works for Web Weavers in a part-time position as he continues his education at Walla Walla Community College.

SEA-TECH also received YouthWorks funding to implement a career exploration software program that helps students identify their specific interests and aptitudes and jobs that would be related to them, schools that could offer them training in particular fields, labor market information about pay ranges for particular jobs, what the demand is like for a given occupation, and what sort of career path is available in that career. Both counseling staff and students find this software useful.



Benton-Franklin

Workforce Development Council

Serving Benton and Franklin Counties

Economic perspective
Boom times may be somewhat of a stretch when describing the Tri-Cities. However, PY2014 found the economy strong, vibrant and continuing to expand.

The end of PY2014 marked 27 months of over-the-year growth in nonfarm employment in Benton and Franklin counties, adding over 2,600 jobs, a 2.5% increase. Equally impressive was the fact that this expanding economic activity was broad-based, with very strong continuous industry growth and diversification.

The industries that contributed most included manufacturing, private education and health services, each adding some 500 new jobs. Other sectors experiencing growth were government (adding 600 jobs in state and local government), professional and business services (adding around 400 jobs), and construction and financial activities adding 300 jobs each.

The area's expanding economy continued to be accompanied by improvements in its employment numbers. Moreover the local population continued to grow at a much faster pace than that seen in the state. The Washington Office of Financial Management estimated growth in Franklin County to be 11.5% from 2010 to 2015, the highest change in the state, and and 7.7% for Benton County the state's second highest.

Throughout the program year, with chart-topping economic and population growth, the Benton-Franklin area played a major role in the state and regional economies.

Program highlights
In concert with the area's economic performance was the exceptional program performance starting with the Long-Term Unemployed Rapid Response (LTURR) and the Job Driven National Emergency Grant (JDNEG) programs. Both were geared toward serving long-term unemployed dislocated workers, who are often among the most challenging to identify and assist with reengaging in the workforce.

In recognition of this, PY2014 featured expanded use of work-based learning initiatives and occupational skills training. Furthermore, the structure and content of the traditional job club was dramatically modified to include life coaching and the incorporation of empowerment seminars.

Participants were provided the encouragement and coaching critical to identifying and honing transferable skills, thereby significantly broadening their employment options.

Outcomes:
- LTURR – 89 participants with an average placement wage of $20.19, achieving 82.4% of the program goal.
- JDNEG – 59 participants with an average placement wage of $15.41/hour, achieving 73.8% of the program goal.

YouthWorks was launched in September 2014, and focused on career-connected learning initiatives for low income youth. The strategy was to enhance collaboration between the business community, school districts, the WDC and other community-based dropout reengagement programs.

A key component of YouthWorks is the creation of internship opportunities for participants. Matching students with business mentors and graduation coaches provided students with work-based learning experiences and helped students identify a career goal and pathway through high school and on to post-secondary education.

At the conclusion of PY2014, all of the participants had completed a business mentorship component and connected to an internship linked to their career pathway.

The PY2014 initiative for adults, disabled workers, and youth services continued to focus on training participants to fill the skills gap of area employers, leveraging training resources and identifying strategic community partnerships. Job clubs continued to be utilized, jumpstarting the job search process. Information on labor market, networking, obtaining on-the-job training, identifying transferable skills and using social media to secure employment was offered monthly.

Lean

PY2014 was not a lean year simply in terms of resource challenges, but Lean as it relates to a continuing effort to identify and systematically eliminate barriers to assessing WorkSource services.

Specifically, Benton-Franklin's leadership team, made up of representatives from all of its partner agencies, disassembled its workflow processes with the objective of making it simpler and easier for job seekers to get the assistance they needed.

Although Benton-Franklin prides itself on integrated service delivery, it was discovered that staffing assignments were not coordinated among partners, causing service gaps. This led to greater collaboration between functional managers across organizational lines, and more importantly, it ensured that staff would be available to respond to customer needs.

With its strong performance in PY2014, Benton-Franklin is ready to face the challenges of PY2015 and seize the opportunities of WIOA.

Spokane Area

Workforce Development Council

Serving Spokane County

Business engagement
The Spokane Area Workforce Development Council (SAWDC) has identified and targeted five key high-wage, high-growth industries in the region that offer in-demand occupations and career pathways. These industries include manufacturing and aerospace, transportation and warehousing, healthcare, professional, scientific and technical services, and finance and insurance. Within each industry, the SAWDC is conducting in-depth analyses of occupations and skills needed in today's economy, and is educating the community by distributing labor market information and reports. This year, the SAWDC received private funding to support the production of the *Spokane Healthcare Workforce Roadmap* report, which included a thorough labor market review as well as collaborative dialogue with local healthcare companies.

The SAWDC is committed to providing this type of information for local workforce system partners, business leaders, educators, job seekers and students to help guide investments, training and curricula. In the coming year, the SAWDC will be publishing reports on the remaining four industries.

In addition to labor market reports, the SAWDC also recently began publishing user-friendly labor market infographics to help relay complex economic data to different audiences. Our local business services team members use these as part of a targeted approach when working employer's community groups. In addition, our service delivery model includes industry navigators, who focus on a specific industry and use their expertise to connect businesses, education providers and skilled workers to meet regional hiring needs.

Regional collaboration
The economy of greater Eastern Washington is diverse and the SAWDC works closely with our regional partners in economic development, secondary and postsecondary education, local government, business and labor to craft strategies that leverage the combined knowledge and resources of our communities. Our shared goals are to ensure that our workforce system is aligned to the needs of regional businesses and to effectively develop a talent pipeline with the skills necessary for the career advancement of our workforce.

The dynamic nature of this regional economy requires flexible responses and solutions that are scaled to each need in order to be successful. Across the region, SAWDC's partnership with the community colleges of Spokane has yielded results and developed customized programs and industry-recognized credentials that prepare individuals for successful careers in vital industries such as transportation and logistics, manufacturing and healthcare.

On an industry-by-industry basis, the SAWDC works with other WDCs in Washington and across the border with workforce system colleagues in Northern Idaho on regional workforce initiatives to bring together broad coalitions of stakeholders and create solutions that meet shared business needs and increase the skills and capacity of our regional workforce.

Preparing youth

SAWDC's young adult one stop, the Next Generation Zone, focuses on launching a 21st Century Career Skills Academy, expanding partnerships and leveraging private funds to increase services to all Spokane area young adults. The Next Generation Zone saw over 3,500 youth visits this program year, of whom 150 have completed the Career Skills Academy. During this 3-week course, students learn about regionally in-demand industries, meet employers, learn financial literacy, hear from college staff about admissions and financial aid, and through practice and mentors learn valuable soft skills to add to their toolbox of career skills. In the fall of 2014, the program shifted to an out-of-school youth program model and expanded our partnerships with the Open Doors Reengagement Program and YouthBuild.

The SAWDC received generous donations of private funds for the Next Generation one, which allowed for an upgrade to the computer lab. Additionally a redesign of the center has been started, to be completed in fall of 2015. With these flexible funds, SAWDC was also able to offer National Career Readiness Certificate testing, as well as limited supportive services needed for employment to young adults not eligible for WIA funds.

In PY2014 SAWDC leveraged a state YouthWorks grant with other fund sources to pilot a Career and College Navigator staff position. This position focuses on supporting students as they transition into employment and post-secondary education. This staff member facilitates a weekly peer support group for students in transition, and is assisting over 30 first-time college students as they start on the campuses of Spokane Falls Community College and Spokane Community College in fall quarter of 2015.

Section III – WIA Title I-B results

This section includes the following information about Washington's WIA Title I-B programs:

- Adjustments made to WIA performance measures in response to changes in economic conditions and participant characteristics.
- Narrative discussion of the costs of workforce investment activities relative to the effect of activities on the performance of participants.
- State evaluations of workforce investment activities, including net-impact research and the annual Workforce Training Results.
- A table section that includes negotiated performance levels and actual performance levels on three federal youth common measures which replaced separate measures for older and younger youth, effective in PY2010.

Analysis

WIA Title I-B performance measures focus on the results for the fraction of WorkSource customers who are registered for intensive services or training services funded under Title I-B. Separate Title I-B programs are operated for disadvantaged adults, dislocated workers and disadvantaged youth. Each population has its own set of measures for employment, education and training progress.

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 employer payroll taxes. Washington's federal and state measures use UI wage records from ESD. In addition, Washington participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 49 other states and the District of Columbia. Federal payroll records are also accessed through the Federal Employment Data Exchange System (FEDES).

Some measures include information on enrollment in further education or training following program exit. This information is gathered by matching enrollment data supplied by different sources. Depending on the measure involved, these can include all or some of the following: the state's two and four-year colleges, private career schools, apprenticeship programs, programs seeking eligibility as WIA training providers and the National Student Clearinghouse.

Washington is operating under a Common Measures waiver and reports the nine common measures. Performance achievements on these nine measures are used to determine awards of federal incentive funds.

WIA provides that states may negotiate revisions of targets based on changes in participant demographics or economic conditions. The negotiation with USDOL included consideration of recent and historic performance levels and both federal and state regression models that estimate the effects of economic and demographic changes. The negotiated performance levels shown in Table O for the state and local areas are the revised targets resulting from these adjustments.

Across the nine federal participant measures included in the incentive calculation, Washington achieved, on average, 96.2% of target and met or exceeded all nine of its

targets. Adult measures averaged 96.3% of targets; Dislocated Worker measures averaged 99.8% of targets and Youth measures averaged 93.2% of targets.

For the six state core measures reported, the state met all targets and exceeded all targets except for Dislocated Worker Employment. No new state satisfaction surveys were conducted during the year, so there are no new results to report.

Cost effectiveness

In a broad sense, cost-effectiveness should be evaluated in an econometric net-impact analysis. The analysis should be designed to measure the costs and long-range results of services in order to compare participant outcomes with estimates of the outcomes in the absence of the program participation. The Workforce Board periodically conducts such studies, but not on an annual basis due to the significant cost. These studies are discussed in the Evaluation Activities segment later in this section. Basic accounting of costs and outputs is covered in the table below.

Washington's 12 Workforce Development Areas spent $42.7 million on intensive and training services during PY2013 (July 2013-June 2014). The programs served 14,625 participants. The average cost per WIA participant was $2.919 for PY2013. Data for PY2014 are shown in Figure 3.

Of the youth participants, 590 earned a high school diploma, 423 earned a high school equivalency degree and 409 received an occupational skills certificate or post-secondary degree. 1,921 adults received training: 1,665 received occupational skills training and 234 received on-the-job training. 2,762 dislocated workers received training: 2,568 received occupational skills training 191 received on-the-job-training.

Figure 3: Participants and Expenditures in PY2014

Target Population	PY2014 Participants	PY2014 Expenditures	Cost Per Participant
Adults	4,084	$13,273,653	$3,250
Dislocated Workers	4,773	$12,438,650	$2,606
Youth	3,351	$13,813,999	$4,122
Total	12,208	$39,526,302	$3,238

Customer satisfaction

Under the Common Measures waiver, Washington conducts rolling customer satisfaction surveys of both participants and employers throughout the year with the objective of obtaining 500 participant and employer satisfaction reports each during the program year. These are random sample surveys conducted under contract by telephone, each consisting of two components:

- A set of three satisfaction questions that are compiled into a single index.
- A small number of additional questions addressing current issues of interest. For this period, most of the additional participant questions assess the extent to which subsequent employment was related to training. The additional employer questions addressed satisfaction with workforce information and perceptions of duplication of job placement activities.

As of September 2014, available survey results that were not reported in the PY2012 report included 524 participants and 527 employers. Response rates were 40.1% for participants and 57.4% for employers.

The overall metrics of satisfaction for this period show participant satisfaction at 77.0% and employer satisfaction at 66.4%. Compared to previous results, this shows a very small decline in employer satisfaction and an increase in participant satisfaction.

The additional participant relatedness to training questions asked about this relationship in three forms:

1. How related the job was to training received?
2. How useful the skills acquired were to the job?
3. How important the training was in getting hired?

As noted in last year's annual report, analysis of these responses indicates that surveys asking only the direct question about relatedness of training to jobs fail to capture important effects of training. Significant numbers of respondents who reported their jobs as unrelated to training indicated that the skills acquired were useful in their jobs, and/or that the training was important to their getting hired. .

A majority of employer customers (80.7%) expressed satisfaction with publicly-provided workforce information. Only a few (5.9%) were very dissatisfied. Although this suggests possibilities for improvement, the subsample is too small for analysis.

Additional satisfaction assessment

While there are no new overall survey results to report at this time, due to delays in state employer and participant satisfaction surveys, local WDCs use a variety of customer feedback mechanisms and processes. These are a major source of ongoing program refinement and adjustment, which are not only more timely and reflective of larger samples than the state level surveys, but also tailored to local economies and issues. Comment cards, exit surveys, online and paper satisfaction surveys and job fair and workshop feedback forms are all used in one or more local areas. The local processes for

incorporating feedback into procedures and processes also vary by area. For example, one local improved their scheduling of participants to avoid congestion at the start of job fairs in response to feedback.

Evaluation Activities, Including Net Impact and Cost-Benefit

The legislation that established the Workforce Board called for the implementation of a comprehensive research program. This program continues under WIA and is used to measure the results of federal and state workforce investment activities. The research effort encompasses four elements:

1. *High Skills High Wages: Washington's Strategic Plan for Workforce Development*, which incorporates research results from a variety of sources.
2. *Workforce Training Results: An Evaluation of Washington State's Workforce Development System*, originally a biennial study of the outcomes of workforce development programs. The schedule for this work has been revised so that the outcome measures are now updated annually online, while participant and employer surveys remains biennial.
3. *Workforce Training Supply, Demand and Gaps*, a biennial analysis of the supply of and demand for skilled workers in Washington. Some of these results are now updated annually.
4. A net impact study, conducted every four years, with results incorporated into *Workforce Training Results* reports.

Publications reflecting the most recent research can be found at http://www.wtb.wa.gov/Pubs_Publications.asp

Workforce Training Results reports on the following three groups of programs:

1. Programs for adults including community and technical college job preparatory training, private career schools, apprenticeship, a state funded Worker Retraining Program at community and technical colleges and WIA dislocated worker services.
2. Programs serving adults with barriers to employment including Adult Basic Education, WIA adult services, Division of Vocational Rehabilitation, Department of Services for the Blind and TANF/WorkFirst.
3. Programs serving youth, including secondary career and technical education and WIA youth services.

The report describes the demographics of each population, the services received, competencies gained, participant satisfaction and the satisfaction of employers who have hired participants. Employment results are measured using both surveys and ESD wage records.

Washington currently calculates two state core measures across its workforce programs, both of which focus on outcomes in the third quarter after program exit: median earnings and employment. The *Workforce Training Results* report also includes additional measures of employment, such as relationship of earnings to poverty standards and hours worked

(both Washington and Oregon UI systems record hours worked per quarter). Results for the exiting cohort for the 2012-13 State Fiscal Year exiting cohort appear below.

An updated version of *Workforce Training Results* is being prepared and will be available later in the year at http://www.wtb.wa.gov/Pubs_Publications.asp. Copies of older reports can be found at http://www.wtb.wa.gov/Pubs_PublicationsArchives.asp.

Results for WIA adults

Workforce Training Results evaluates the labor market outcomes of program participants using their employment and earnings during the third quarter after leaving a program. When considering these outcomes, please note that there is considerable change across years in the labor market conditions.

The annual update of these analyses is underway, and the data for participants exiting during 2013-2014 will be published shortly at:
http://wtb.wa.gov/Pubs_Publications.asp

Unemployment Insurance wage files were used to examine employment rates and earnings among participants who left programs during recent program years.[1] Data were collected from employment agencies in Washington, Alaska, Idaho, Montana and Oregon. Federal employment records were also included. Results are shown in Figure 4.

Figure 4 – Employment and Earnings of WIA Adult Participants in the Third Quarter after Leaving Program

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment Rate* (State Records)	66%	65%	62%	67%	69%	69%

[1] Employment rates based on matches are lower than those based on survey results. Employment Security records do not contain information on self-employment. The reported rates exclude employment in states that are not included in our matching process.

Full Time Employment**	59%	60%	63%	61%	60%	61%
Median Quarterly Hours	439	435	452	442	443	450
Median Hourly Wage***	$22,945	$22,666	$23,818	$22,513	$24,450	$24,866
Median Annualized Earnings***	$13.73	$13.96	$13.73	$13.64	$14.32	$14.34

**These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10%.*
***Full-time employment averages 30 or more hours per week.*
****Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.*

Results for WIA dislocated workers

In Figure 5, dislocated worker results vary with economic conditions and the characteristics of participants. Change can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs.

Figure 5 – Employment and Earnings of WIA Dislocated Worker Participants in the Third Quarter after Leaving Program

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment Rate* (State Records)	77%	71%	69%	65%	67%	73%
Full Time Employment**	73%	68%	56%	73%	73%	72%
Median Quarterly Hours	484	480	491	488	484	481
Median	$17.28	$16.96	$17.92	$18.46	$18.25	$18.44
Median Annualized Earnings***	$33,309	$31,504	$35,453	$34,681	$34,504	$33,972

**These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10%.*
***Full-time employment averages 30 or more hours per week.*
****Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.*

Results for WIA youth

Figure 6 displays results for the WIA Youth programs. The WIA figures include both older and younger youth. Labor market results are presented for participants who were not in secondary education at exit.

Figure 6 – Employment and Earnings of WIA Youth Participants in the Third Quarter after Leaving Program

Performance Measure by Exit Year	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Employment or Higher Education*	59%	58%	56%	62%	63%	58%
Percentage Employed Full Time**	28%	32%	29%	36%	35%	32%
Median Quarterly Hours	270	281	306	306	303	296
Median Hourly Wage***	$10.46	$10.58	$10.42	$10.43	$10.28	$10.35
Median Annualized Earnings ***	$11,891	$11,312	$ 12,341	$12,439	$12,253	$11,952

**These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10%.*
***Full-time employment averages 30 or more hours per week.*
****Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.*

Net impact analysis

Included in the *Workforce Training Results* publications are the results of net impact and cost-benefit evaluations which are updated every four years. These evaluations compare the outcomes of program participants to their estimated outcomes had they not participated in a workforce development program, based on analysis of similar groups of non-participants.

The next edition is currently underway, and will be completed during PY2015. For the WIA programs, the practice has been to draw comparison groups largely from Wagner-Peyser registrants on propensity-score matching (with replacement) with regression adjustment for residual differences.

The most recent completed net impact evaluations are those for the exiting cohorts from 2005-06 and 2007-08 from ten workforce programs, including the three WIA Title I-B funding streams. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research to conduct the net impact and cost-benefit evaluations.

The net impact analysis compares the outcomes of individuals who participated in workforce development programs with the outcomes of similar individuals who did not in order to estimate how much program participation changed a participant's employment and earnings. For most of the programs, including WIA programs, comparison groups were selected from registrants with the state's Employment Service, selecting individuals with similar employment history, age and educational background.

These analyses indicated that during the third year after program participation, the payoffs to education and training are generally strong and pervasive. All programs had a net effect of increasing the average earnings of participants and all but Adult Basic Education showed a net increase in employment rates. The combined effects on average wage and employment rates constitute a sizable impact on earnings.

Longer Term Employment & Earnings Net Impacts			
Measured in Ninth through Twelfth Quarters after Leaving Program			
	Net Employment Impact	Net Hourly Wage Impact	Net Quarterly Hours Impact
Workforce Investment Act Programs			
Adult	10.8 percentage points	$1.71	43.6
Dislocated Worker	4.7 percentage points	$1.50	28.4
Youth	4.3 percentage points	*	30.8
Community and Technical Colleges			
Professional/Technical Education	10.1 percentage points	$3.41	59.5
Worker Retraining	7.50 percentage points	$1.07	23.5
Adult Basic Education	*	*	15.1
*No statistically significant positive impact			
NOTE: The earning and wage amounts are adjusted for inflation to 2012 values.			

Table narrative

The following data tables make up the final portion of Washington's WIA Title I-B Annual Report. A few notes may help with interpretation. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used for others. Finally, since these are outcome measures, they concentrate on participants who have left WIA programs and do not include those who are still participating.

Federally entered employment rates are calculated for participants who exited between October 2013 and September 2014. Federal retention rates and average earnings measures are calculated for participants who exited between April 2013 and March 2014.

Federal youth placement rate and attainment of degree/certificate rate measures are calculated for participants who exited between October 2013 and September 2014. The youth literacy and numeracy gains measure is a real-time measure and reflects functional gains in education during the period July 2014 to June 2015. Participant counts shown in Table M are based on the year July 2014 through June 2015.

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. 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, federally entered employment rates do not include participants who were employed at registration. Federal retention and earnings measures do not include participants unless they were employed during the quarter after exit.

Statewide performance on the state's additional performance measures is shown at the end of Table M. Results for the first two are measured for WIA participants who exited between July 2013 and June 2014. The measures are based on results in the third quarter after exit.

The state methodology for measuring credential rates for WIA programs is currently under revision.

Table O has 12 sub-tables, one for each of Washington's 12 local workforce development areas. Table O shows negotiated local targets, which sum to the state level targets negotiated with USDOL. These change relative to prior years based on the same types of factors and considerations that affect the state-level targets. State-level performance met or exceeded negotiated federal targets in all nine measures.

The USDOL collects tabular data through a web-based application. This allows the Department to compile and display results promptly. Washington submits its results electronically in cooperation with this effort.

The federal definitions for counting targets as not met, met, or exceeded are as follows:

- Standards that are not met are those where performance is below 80% of the negotiated performance level.
- Standards that are exceeded are those where performance is at or above 100% of the negotiated performance level.
- Standards that are met are those where performance ranges from 80 to 99.99% of the levels.

Of the 108 Federal measures at the local level (nine measures for 12 local areas), 45 exceeded targets, 58 met targets and 5 did not meet targets. The majority of the targets which were not met targets were for Youth program performance. Outside of Youth, the Entered Employment measures were the ones least often exceeded.

Of the 72 additional state measures at the local level, performance exceeded targets in 44 cases, and did not meet target in only instance, which involved youth median earnings.

Data Validation

In accordance with federal regulations, the state conducted a data validation annual review with all 12 Workforce Development Areas between October 2014 and January 2015. There were 1,423 WIA records in the sample for PY2013: 322 Adult, 328 Dislocated Worker, 527 Youth and 246 National Emergency Grant. The new software for WIA was up and running. The sample of TAA records reviewed was 292. Preparation for all Data Validation for PY2014 will begin in fall 2015.

Tables

Note: Table A is waived.

Table B - Adult Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	80.2%	75.4%	1848 / 2450
Employment Retention Rate	86.0%	85.0%	2092 / 2460
Average Earnings	$15,000	$14,370	$30,061,480 / 2092
Employment and Credential Rate		43.9%	643 / 1465

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	73.3%	1164 / 1589	78.1%	153 / 196	68.4%	78 / 114	67.0%	144 / 215
Employment Retention Rate	84.2%	1255 / 1490	84.7%	144 / 170	85.0%	85 / 100	82.5%	146 / 177
Average Earnings	$13,054	$16,382,426 / 1255	$16,104	$2,318,957 / 144	$14,652	$1,245,456 / 85	$12,627	$1,843,550 / 146
Employment and Credential Rate	42.1%	397 / 942	33.9%	38 / 112	41.5%	27 / 65	37.6%	35 / 93
		numerator denominator				numerator denominator		numerator denominator

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive		Individuals Who Received Training	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	89.8%	150	73.8%	753	74.6%	889
		167		1020		1192
Employment Retention Rate	84.4%	168	82.6%	793	86.8%	1051
		199		960		1211
Average Earnings	$15,760	$2,647,667	$12,040	$9,547,785	$15,938	$16,750,917
		168		793		1051

Table E - Dislocated Worker Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	85.2%	80.5%	2,468
			3,066
Employment Retention Rate	89.4%	89.9%	2,346
			2,631
Average Earnings	$19,807	$20,708	$48,954,277
			2,364
Employment And Credential Rate	0.0%	46.7%	863
			1,850

Table F - Outcomes for Dislocated Worker Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	80.8%	443	70.1%	108	69.3%	473	75.9%	41
		548		154		683		54
Employment Retention Rate	85.3%	364	87.6%	106	88.3%	422	94.0%	47
		427		121		478		50
Average Earnings	$21,896	$7,969,973	$20,036	$2,123,764	$20,493	$8,648,122	$15,481	$727,585
		364		106		422		47
Employment and Credential Rate	35.9%	109	38.2%	34	37.3%	130	39.0%	16
		304		89		349		41
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive		Individuals Who Received Training	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	84.9%	45	78.5%	948	81.8%	1442
		53		1208		1763
Employment Retention Rate	95.7%	44	89.8%	844	89.7%	1437
		46		940		1602
Average Earnings	$18,831	$828,547	$22,520	$19,006,530	$19,692	$28,297,923
		44		844		1437

Table H.1 - Youth (14 - 21) Program Results

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in employment or Education	70.0%	63.5%	1,247
			1,965
Attainment of Degree Or Certificate	75.5%	67.5%	1,155
			1,712
Literacy and Numeracy Gains	50.5%	50.3%	412
			819

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
		numerator denominator		numerator denominator		numerator denominator		numerator denominator
Placement in Employment or Education Rate	65.7%	716	66.7%	2	52.4%	131	62.9%	737
		1090		3		250		1172
Attainment of Degree or Certificate Rate	67.3%	614	0.0%	0	69.8%	148	60.0%	515
		912		2		212		859
Literacy and Numeracy Gains	50.3%	246	0.0%	0	45.1%	37	50.3%	412
		489		0		82		819

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	86.8%	2,044	$7,307	$17,207,310	.8%	15	$6,188	$11,434,972	42.5%	378
		2,355		2,355		1,848		1,848		889
Dislocated Workers	91.3%	2,268	115.8%	47,120,537	.4%	10	$9,815	$24,212,540	47.9%	691
		2,484		40,678,355		2,468		2,467		1,442
Older Youth	78.6%	381	$4,402	$2,135,069	0.0%	0	3,477	1,488,231		
		485		485		428		428		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	72,896	65,708
Total Adult Self-service only	64,121	60,101
WIA Adult	68,205	62,800
WIA Dislocated Worker	4,773	2,951
Total Youth (14-21)	3,351	2,056
Younger Youth (14-18)	2,134	1,285
Older Youth (19-21)	1,217	771
Out-of-School Youth	2,300	1,264
In-School Youth	1,051	792

Table M+ Washington State Additional Measures of Performance

	Negotiated Performance Level	Actual Performance Level	Numerator	Denominator
Adult Program				
Employment in Q3	75.3%	75.5%	2,259	2,994
Median Annualized Earnings	$21,345	$24,429	2208	
Participant Satisfaction	NA	NA	NA	NA
Dislocated Worker Program				
Employment in Q3	80.9%	77.5%	2,741	3,539
Median Annualized Earnings	$31,800	$34,137	2649	
Participant Satisfaction	NA	NA	NA	NA
Youth Program				
Employment in Q3	77.1%	76.6%	1,487	1,942
Median Annualized Earnings	$10,572	$11,443	883	
Participant Satisfaction	NA	NA	NA	NA
Employer Satisfaction				
Percent Satisfied with Skills	NA	NA	NA	NA

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	$13,273,653
Local Dislocated Workers	$12,438,650
Local Youth	$13,813,999
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	$2,933,123
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	$286,488
Total of All Federal Spending Listed Above	$42,745,913

Olympic Consortium	Total Participants Served	Adults	278
		Dislocated Workers	214
		Older Youth (19-21)	52
		Younger Youth (14-18)	63
ETA Assigned # 53010	Total Exiters	Adults	189
		Dislocated Workers	132
		Older Youth (19-21)	35
		Younger Youth (14-18)	39

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	81.9%	82.9%
	Dislocated Workers	89.8%	84.0%
	Older Youth	0.0%	66.7%
Retention Rates	Adults	83.9%	84.8%
	Dislocated Workers	85.9%	92.1%
	Older Youth	0.0%	72.7%
	Younger Youth	0.0%	57.5%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$14,824	$14,954
	Dislocated Workers	$18,901	$16,992
	Older Youth	$0	$4,437
Credential/Diploma Rates	Adults	0.0%	48.9%
	Dislocated Workers	0.0%	41.3%
	Older Youth	0.0%	48.5%
	Younger Youth	0.0%	70.4%
Skill Attainment Rate	Younger Youth	0.0%	37.5%
Placement in Employment or Education	Youth (14-21)	76.4%	72.7%
Attainment of Degree or Certificate	Youth (14-21)	69.3%	82.7%
Literacy or Numeracy Gains	Youth (14-21)	57.4%	65.4%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	74.4%	77.7%
	Dislocated Workers	80.6%	79.6%
	Youth	79.4%	74.2%
Median Annualized Earnings	Adults	$23,151	$24,757
	Dislocated Workers	$32,822	$27,564
	Youth	$9,223	$10,543

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	6	9
Federal Performance Measures	0	3	6
State Performance Measures	0	3	3

Pacific Mountain	Total Participants Served	Adults	356
		Dislocated Workers	425
		Older Youth (19-21)	119
		Younger Youth (14-18)	164
ETA Assigned # 53015	Total Exiters	Adults	251
		Dislocated Workers	223
		Older Youth (19-21)	60
		Younger Youth (14-18)	69

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	84.8%	80.8%
	Dislocated Workers	82.8%	75.9%
	Older Youth	0.0%	88.9%
Retention Rates	Adults	86.3%	82.8%
	Dislocated Workers	89.0%	90.6%
	Older Youth	0.0%	70.0%
	Younger Youth	0.0%	83.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$14,571	$13,993
	Dislocated Workers	$18,519	$17,639
	Older Youth	$0	$4,821
Credential/Diploma Rates	Adults	0.0%	45.3%
	Dislocated Workers	0.0%	47.0%
	Older Youth	0.0%	69.7%
	Younger Youth	0.0%	75.5%
Skill Attainment Rate	Younger Youth	0.0%	68.8%
Placement in Employment or Education	Youth (14-21)	82.4%	89.0%
Attainment of Degree or Certificate	Youth (14-21)	93.1%	79.7%
Literacy or Numeracy Gains	Youth (14-21)	31.2%	62.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	72.7%	79.4%
	Dislocated Workers	82.4%	72.4%
	Youth	73.0%	86.7%
Median Annualized Earnings	Adults	$21,169	$23,252
	Dislocated Workers	$31,305	$33,405
	Youth	$12,866	$16,350

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	7	8
Federal Performance Measures	0	6	3
State Performance Measures	0	1	5

Northwest	Total Participants Served	Adults	193
		Dislocated Workers	184
		Older Youth (19-21)	51
		Younger Youth (14-18)	134
ETA Assigned # 53020	Total Exiters	Adults	88
		Dislocated Workers	96
		Older Youth (19-21)	20
		Younger Youth (14-18)	99

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	81.9%	85.4%
	Dislocated Workers	86.9%	93.6%
	Older Youth	0.0%	77.8%
Retention Rates	Adults	91.3%	88.2%
	Dislocated Workers	93.0%	88.5%
	Older Youth	0.0%	100.0%
	Younger Youth	0.0%	76.3%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$19,550	$16,170
	Dislocated Workers	$20,116	$20,964
	Older Youth	$0	$7,397
Credential/Diploma Rates	Adults	0.0%	57.0%
	Dislocated Workers	0.0%	80.9%
	Older Youth	0.0%	52.4%
	Younger Youth	0.0%	78.7%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	84.8%	74.1%
Attainment of Degree or Certificate	Youth (14-21)	78.0%	80.9%
Literacy or Numeracy Gains	Youth (14-21)	56.8%	54.2%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.7%	83.1%
	Dislocated Workers	82.1%	81.3%
	Youth	79.4%	92.0%
Median Annualized Earnings	Adults	$25,482	$28,510
	Dislocated Workers	$34,605	$39,450
	Youth	$11,307	$11,388

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	6	9
Federal Performance Measures	0	5	4
State Performance Measures	0	1	5

Snohomish County	Total Participants Served	Adults	322
		Dislocated Workers	588
		Older Youth (19-21)	72
		Younger Youth (14-18)	234
ETA Assigned # 53030	Total Exiters	Adults	234
		Dislocated Workers	413
		Older Youth (19-21)	36
		Younger Youth (14-18)	145

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	72.8%	61.7%
	Dislocated Workers	85.2%	77.4%
	Older Youth	0.0%	70.4%
Retention Rates	Adults	90.5%	79.9%
	Dislocated Workers	90.6%	91.2%
	Older Youth	0.0%	74.5%
	Younger Youth	0.0%	49.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$15,761	$11,720
	Dislocated Workers	$21,346	$21,654
	Older Youth	$0	$3,333
Credential/Diploma Rates	Adults	0.0%	32.0%
	Dislocated Workers	0.0%	40.0%
	Older Youth	0.0%	35.6%
	Younger Youth	0.0%	58.6%
Skill Attainment Rate	Younger Youth	0.0%	24.1%
Placement in Employment or Education	Youth (14-21)	50.4%	44.8%
Attainment of Degree or Certificate	Youth (14-21)	49.7%	52.9%
Literacy or Numeracy Gains	Youth (14-21)	50.4%	61.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	73.6%	61.8%
	Dislocated Workers	81.0%	74.4%
	Youth	65.7%	65.1%
Median Annualized Earnings	Adults	$20,038	$18,401
	Dislocated Workers	$34,439	$39,090
	Youth	$8,776	$12,194

	Not Met	Met	Exceeded
Overall Status of Local Performance	1	8	6
Federal Performance Measures	1	4	4
State Performance Measures	0	4	2

Seattle-King County	Total Participants Served	Adults	1062
		Dislocated Workers	1111
		Older Youth (19-21)	218
		Younger Youth (14-18)	560
ETA Assigned # 53025	Total Exiters	Adults	547
		Dislocated Workers	693
		Older Youth (19-21)	109
		Younger Youth (14-18)	229

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	77.3%	68.2%
	Dislocated Workers	85.9%	79.1%
	Older Youth	0.0%	52.3%
Retention Rates	Adults	89.1%	89.0%
	Dislocated Workers	90.8%	90.9%
	Older Youth	0.0%	77.9%
	Younger Youth	0.0%	64.5%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$15,342	$15,088
	Dislocated Workers	$23,930	$24,427
	Older Youth	$0	$3,666
Credential/Diploma Rates	Adults	0.0%	40.5%
	Dislocated Workers	0.0%	51.4%
	Older Youth	0.0%	34.5%
	Younger Youth	0.0%	73.8%
Skill Attainment Rate	Younger Youth	0.0%	48.3%
Placement in Employment or Education	Youth (14-21)	72.6%	62.6%
Attainment of Degree or Certificate	Youth (14-21)	81.2%	73.2%
Literacy or Numeracy Gains	Youth (14-21)	40.7%	36.2%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	74.6%	74.4%
	Dislocated Workers	78.9%	79.4%
	Youth	81.5%	80.2%
Median Annualized Earnings	Adults	$21,937	$25,974
	Dislocated Workers	$35,760	$36,675
	Youth	$10,232	$10,291

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	9	6
Federal Performance Measures	0	7	2
State Performance Measures	0	2	4

Tacoma-Pierce County	Total Participants Served	Adults	361
		Dislocated Workers	276
		Older Youth (19-21)	131
		Younger Youth (14-18)	125
ETA Assigned # 53040	Total Exiters	Adults	228
		Dislocated Workers	177
		Older Youth (19-21)	94
		Younger Youth (14-18)	130

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	83.1%	74.2%
	Dislocated Workers	86.7%	76.7%
	Older Youth	0.0%	56.5%
Retention Rates	Adults	88.9%	86.2%
	Dislocated Workers	90.7%	88.5%
	Older Youth	0.0%	84.1%
	Younger Youth	0.0%	68.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$16,581	$15,236
	Dislocated Workers	$18,129	$17,879
	Older Youth	$0	$4,761
Credential/Diploma Rates	Adults	0.0%	46.8%
	Dislocated Workers	0.0%	43.6%
	Older Youth	0.0%	28.4%
	Younger Youth	0.0%	45.5%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	68.5%	54.2%
Attainment of Degree or Certificate	Youth (14-21)	68.3%	56.7%
Literacy or Numeracy Gains	Youth (14-21)	47.3%	37.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	79.0%	75.1%
	Dislocated Workers	81.6%	70.5%
	Youth	72.0%	77.0%
Median Annualized Earnings	Adults	$21,991	$28,349
	Dislocated Workers	$31,696	$29,335
	Youth	$11,281	$9,436

	Not Met	Met	Exceeded
Overall Status of Local Performance	2	11	2
Federal Performance Measures	2	7	0
State Performance Measures	0	4	2

Southwest	Total Participants Served	Adults	425
		Dislocated Workers	329
		Older Youth (19-21)	127
		Younger Youth (14-18)	190
ETA Assigned # 53005	Total Exiters	Adults	383
		Dislocated Workers	287
		Older Youth (19-21)	79
		Younger Youth (14-18)	157

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	85.6%	82.2%
	Dislocated Workers	82.5%	81.0%
	Older Youth	0.0%	65.2%
Retention Rates	Adults	82.7%	83.9%
	Dislocated Workers	87.1%	90.0%
	Older Youth	0.0%	87.8%
	Younger Youth	0.0%	59.6%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$14,529	$14,186
	Dislocated Workers	$18,029	$18,734
	Older Youth	$0	$4,995
Credential/Diploma Rates	Adults	0.0%	55.0%
	Dislocated Workers	0.0%	35.4%
	Older Youth	0.0%	52.7%
	Younger Youth	0.0%	57.0%
Skill Attainment Rate	Younger Youth	0.0%	52.2%
Placement in Employment or Education	Youth (14-21)	80.4%	69.1%
Attainment of Degree or Certificate	Youth (14-21)	89.7%	80.6%
Literacy or Numeracy Gains	Youth (14-21)	67.2%	52.4%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	71.4%	81.6%
	Dislocated Workers	80.5%	80.6%
	Youth	75.6%	81.0%
Median Annualized Earnings	Adults	$18,911	$23,959
	Dislocated Workers	$29,865	$32,480
	Youth	$9,978	$11,838

	Not Met	Met	Exceeded
Overall Status of Local Performance	1	5	9
Federal Performance Measures	1	5	3
State Performance Measures	0	0	6

North Central	Total Participants Served	Adults	241
		Dislocated Workers	152
		Older Youth (19-21)	53
		Younger Youth (14-18)	154
ETA Assigned # 53045	Total Exiters	Adults	166
		Dislocated Workers	102
		Older Youth (19-21)	35
		Younger Youth (14-18)	54

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	76.7%	76.4%
	Dislocated Workers	85.5%	78.9%
	Older Youth	0.0%	70.4%
Retention Rates	Adults	89.6%	86.4%
	Dislocated Workers	89.2%	88.5%
	Older Youth	0.0%	76.2%
	Younger Youth	0.0%	51.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$13,882	$14,169
	Dislocated Workers	$14,059	$17,074
	Older Youth	$0	$2,993
Credential/Diploma Rates	Adults	0.0%	35.1%
	Dislocated Workers	0.0%	57.9%
	Older Youth	0.0%	41.2%
	Younger Youth	0.0%	47.2%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	58.9%	61.9%
Attainment of Degree or Certificate	Youth (14-21)	77.0%	54.8%
Literacy or Numeracy Gains	Youth (14-21)	63.9%	59.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.8%	80.7%
	Dislocated Workers	83.9%	81.9%
	Youth	76.8%	65.7%
Median Annualized Earnings	Adults	$23,528	$22,968
	Dislocated Workers	$29,678	$28,450
	Youth	$8,674	$10,936

	Not Met	Met	Exceeded
Overall Status of Local Performance	1	9	5
Federal Performance Measures	1	5	3
State Performance Measures	0	4	2

South Central	Total Participants Served	Adults	178
		Dislocated Workers	237
		Older Youth (19-21)	68
		Younger Youth (14-18)	129
ETA Assigned # 53075	Total Exiters	Adults	91
		Dislocated Workers	134
		Older Youth (19-21)	49
		Younger Youth (14-18)	95

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	77.8%	78.9%
	Dislocated Workers	83.1%	76.3%
	Older Youth	0.0%	78.8%
Retention Rates	Adults	83.8%	83.1%
	Dislocated Workers	87.3%	91.8%
	Older Youth	0.0%	93.6%
	Younger Youth	0.0%	63.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$11,247	$12,591
	Dislocated Workers	$15,986	$16,285
	Older Youth	$0	$3,007
Credential/Diploma Rates	Adults	0.0%	62.0%
	Dislocated Workers	0.0%	57.1%
	Older Youth	0.0%	57.1%
	Younger Youth	0.0%	56.3%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	63.9%	70.0%
Attainment of Degree or Certificate	Youth (14-21)	68.0%	74.8%
Literacy or Numeracy Gains	Youth (14-21)	67.8%	76.4%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	77.6%	78.3%
	Dislocated Workers	81.5%	80.7%
	Youth	76.9%	77.9%
Median Annualized Earnings	Adults	$19,016	$19,896
	Dislocated Workers	$29,845	$29,131
	Youth	$12,799	$11,293

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	5	10
Federal Performance Measures	0	2	7
State Performance Measures	0	3	3

Eastern	Total Participants Served	Adults	158
		Dislocated Workers	110
		Older Youth (19-21)	77
		Younger Youth (14-18)	168
ETA Assigned # 53070	Total Exiters	Adults	110
		Dislocated Workers	72
		Older Youth (19-21)	53
		Younger Youth (14-18)	105

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	78.9%	82.1%
	Dislocated Workers	81.0%	89.4%
	Older Youth	0.0%	67.6%
Retention Rates	Adults	80.2%	81.8%
	Dislocated Workers	92.3%	94.9%
	Older Youth	0.0%	71.4%
	Younger Youth	0.0%	52.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$12,718	$15,008
	Dislocated Workers	$17,637	$20,015
	Older Youth	$0	$1,918
Credential/Diploma Rates	Adults	0.0%	44.7%
	Dislocated Workers	0.0%	72.2%
	Older Youth	0.0%	40.4%
	Younger Youth	0.0%	59.1%
Skill Attainment Rate	Younger Youth	0.0%	91.7%
Placement in Employment or Education	Youth (14-21)	61.3%	58.3%
Attainment of Degree or Certificate	Youth (14-21)	68.3%	65.2%
Literacy or Numeracy Gains	Youth (14-21)	36.0%	61.4%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	72.0%	77.6%
	Dislocated Workers	77.4%	87.9%
	Youth	86.2%	77.8%
Median Annualized Earnings	Adults	$21,129	$24,882
	Dislocated Workers	$30,308	$33,423
	Youth	$12,219	$8,870

	Not Met	Met	Exceeded
Overall Status of Local Performance	1	3	11
Federal Performance Measures	0	2	7
State Performance Measures	1	1	4

Benton-Franklin	Total Participants Served	Adults	157
		Dislocated Workers	225
		Older Youth (19-21)	94
		Younger Youth (14-18)	69
ETA Assigned # 53065	Total Exiters	Adults	133
		Dislocated Workers	186
		Older Youth (19-21)	80
		Younger Youth (14-18)	64

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	88.2%	81.5%
	Dislocated Workers	86.5%	81.2%
	Older Youth	0.0%	76.1%
Retention Rates	Adults	84.7%	83.8%
	Dislocated Workers	85.0%	90.8%
	Older Youth	0.0%	70.7%
	Younger Youth	0.0%	73.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$11,222	$12,270
	Dislocated Workers	$19,737	$23,743
	Older Youth	$0	$3,840
Credential/Diploma Rates	Adults	0.0%	60.8%
	Dislocated Workers	0.0%	43.6%
	Older Youth	0.0%	40.9%
	Younger Youth	0.0%	64.3%
Skill Attainment Rate	Younger Youth	0.0%	52.9%
Placement in Employment or Education	Youth (14-21)	72.3%	76.4%
Attainment of Degree or Certificate	Youth (14-21)	73.0%	66.9%
Literacy or Numeracy Gains	Youth (14-21)	45.4%	39.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	74.9%	75.2%
	Dislocated Workers	79.1%	80.7%
	Youth	75.5%	67.5%
Median Annualized Earnings	Adults	$20,100	$18,481
	Dislocated Workers	$31,280	$39,408
	Youth	$9,130	$14,288

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	7	8
Federal Performance Measures	0	5	4
State Performance Measures	0	2	4

Spokane Area	Total Participants Served	Adults	353
		Dislocated Workers	342
		Older Youth (19-21)	155
		Younger Youth (14-18)	144
ETA Assigned # 53035	Total Exiters	Adults	279
		Dislocated Workers	268
		Older Youth (19-21)	121
		Younger Youth (14-18)	99

Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rates	Adults	73.2%	78.8%
	Dislocated Workers	87.2%	86.2%
	Older Youth	0.0%	70.1%
Retention Rates	Adults	83.6%	84.9%
	Dislocated Workers	89.7%	87.4%
	Older Youth	0.0%	74.7%
	Younger Youth	0.0%	61.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	$17,879	$15,073
	Dislocated Workers	$20,509	$20,158
	Older Youth	$0	$5,246
Credential/Diploma Rates	Adults	0.0%	31.1%
	Dislocated Workers	0.0%	27.4%
	Older Youth	0.0%	19.3%
	Younger Youth	0.0%	77.3%
Skill Attainment Rate	Younger Youth	0.0%	0.0%
Placement in Employment or Education	Youth (14-21)	69.5%	66.5%
Attainment of Degree or Certificate	Youth (14-21)	76.4%	62.8%
Literacy or Numeracy Gains	Youth (14-21)	55.7%	50.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Employment in Q3	Adults	76.2%	75.2%
	Dislocated Workers	82.2%	80.7%
	Youth	76.7%	77.7%
Median Annualized Earnings	Adults	$18,847	$26,409
	Dislocated Workers	$30,219	$33,627
	Youth	$10,499	$12,698

	Not Met	Met	Exceeded
Overall Status of Local Performance	0	9	6
Federal Performance Measures	0	7	2
State Performance Measures	0	2	4

Table P - Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1040	
Covered Entrants Who Received a Service During the Entry Period	1040	100.0%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	1037	99.7%

Table Q - Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop	
		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	83.9%	286	84.1%	280	86.7%	13
		341		333		15
Employment Retention Rate	83.3%	240	83.5%	237	84.6%	11
		288		284		13
Average Earnings	$20,473	$4,913,549	$20,549	$4,870,117	$25,073	$275,806
		240		237		11