

---

# WASHINGTON STATE

ANNUAL REPORT on the Workforce Investment Act Title I-B

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

September 30, 2006

---

## Contents

---

### Section One • Workforce Investment Act in Washington State

Introduction	1
Background and Summary	1
Workforce Development System Vision and Goals	1
2005-2007 State Plan for WIA Title I-B and the Wagner-Peyser Act	2
State Structure	2
Local Structure	3
2006-2008 Workforce Development Council Re-certification	3
The National Business Cycle and Washington's Labor Market	4
Summary of Results	6

### Section Two • What is Working Well

Introduction	
Workforce Development Council Highlights	7-19
State Highlights	20
Introduction	
WorkSource	20
WorkFirst/WorkSource Integration Update	20
Reemployment Services for Unemployment Insurance Claimants	21
Job Seeker Services	21
Business Services	22
Improving WorkSource Services for People With Disabilities	22
WIA Adult and Dislocated Worker Activities	22
SKIES	22
Statewide Rapid Response	23
Eligible Training Provider List	24
Industry Skill Panels	24
Statewide Apprenticeship Training	24
Local Demand-Side Training	25
Drop out Prevention and Intervention Initiative	25
Workforce Strategies 2005 Conference	25
Dislocated Worker Symposium 2005	26
WIA and Economic Development	27
Statewide Activities Summary	27-28

### Section Three • WIA Title I-B Results

Analysis	29
Cost Effectiveness	30
Evaluation Activities	32
Results for WIA Adults	32
Results for WIA Dislocated Workers	34
Results for WIA Youth	35
Net Impact and Cost Benefit Evaluation	35
Research on Integrated Performance Information	
Tables (Narrative)	38-39
Tables	40-59

## WORKFORCE INVESTMENT ACT (WIA) IN WASHINGTON STATE

### Introduction

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

For Program Year 2005 (July 2005 through June 2006) the United States Department of Labor (DOL) allocated \$84 million in WIA Title I-B funds to Washington. These funds continued employment and training services designed to benefit employers, dislocated workers, adults, and low income youth.

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

### Background and Summary

#### *Workforce Development System Vision and Goals*

Washington's 2000 State Strategic Plan for Workforce Development was updated and adopted by the Workforce Training and Education Coordinating Board (Workforce Board) on June 30, 2004. The plan entitled *High Skills, High Wages: Washington's Strategic Plan for Workforce Development*, communicates our state's vision, goals, objectives and strategies for the workforce development system. WIA Title I-B programs are a critical part of realizing this vision and accomplishing our state's workforce development goals.

VISION	GOALS
<p><i>Our vision is a workforce development system that offers every Washington resident access to high quality academic and occupational skills education throughout his or her lifetime, effective help to find work or training when unemployed, the personalized assistance to make progress in the labor market, and Washington employers access to the skilled workforce they need. By anticipating and planning for economic and demographic changes, the workforce development system enhances the prosperity of the state.</i></p>	<ol style="list-style-type: none"> <li>1 To close the gap between the need of the employers for skilled workers and the supply of Washington residents prepared to meet the need.</li> <li>2 To enable workers to make smooth transitions so that they, and their employers, may benefit fully from the new changing economy, by putting in place a coherent strategy for dislocated and incumbent worker training.</li> <li>3 To assist disadvantaged youth, persons with disabilities, new labor market entrants, recent immigrants, and other low wage workers to move up the job ladder during their lifetimes by developing a wage progression strategy for low-income workers. Specific progress will be made in improving operating agencies and reducing the earnings gap facing people of color, people with disabilities, and women.</li> <li>4 To integrate workforce development programs to improve customer service.</li> </ol>

In order to achieve these four goals, our state's Strategic Plan for Workforce Development includes 13 objectives and 38 strategies that identify the names of the lead entities responsible for implementation. All the goals, objectives, and strategies are important, and we are committed to carrying them out. Strategic opportunities include:

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

The Workforce Board began work in January 2006 to update the state's Strategic Plan for Workforce Development. Five public forums will be conducted across the state in October. Once comments are considered, the Board plans to adopt *High Skills, High Wages 2006* on November 16, 2006.

#### *2005-07 State Plan for WIA Title I-B and the Wagner-Peyser Act*

On June 29, 2005, the U.S. Department of Labor approved Washington State's 2005-07 State Plan for WIA Title I-B and the Wagner-Peyser Act. The plan covers the period from July 1, 2005, through June 30, 2007. The plan was developed collaboratively by the Employment Security Department, (Employment Security) and the Workforce Board in consultation with business, labor, and workforce development stakeholders and responds to questions outlined in U.S. Department of

Labor's (DOL's) Training and Employment Guidance Notice #14-04. The plan describes our state's commitment to implement WIA and Wagner-Peyser strategies during the next two years and beyond that will:

1. Provide seamless service delivery coordination and job placement assistance through comprehensive One-Stop Career Centers, named WorkSource Centers in Washington State.
2. Provide demand-driven employment and training services governed by business-led Workforce Investment Boards, called Workforce Development Councils (WDCs) in Washington State.
3. Offer flexibility to tailor service delivery that meets the needs of our state and local economies and labor markets.
4. Provide high quality information to customers to help them make informed career choices and to select high quality training programs.
5. Provide the Governor, State Legislature, Chief Local Elected Officials (CLEOs), U.S. DOL, and the public with fiscal and performance management and program accountability.
6. Provide WIA eligible youth, including youth most in need, opportunities to succeed in secondary and postsecondary education, and opportunities to qualify for high demand jobs.
7. This State Plan for WIA Title I-B and the Wagner-Peyser Act is available on-line at: [www.wtb.wa.gov/Policy\\_Federal\\_Wagner-Peyser\\_Plan.asp](http://www.wtb.wa.gov/Policy_Federal_Wagner-Peyser_Plan.asp)

#### *State Structure*

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

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

Employment Security has administrative responsibility for WIA Title I-B funds. This administrative responsibility includes stewardship of funds, oversight and monitoring of activities, and the allocation of funds to local WDCs for the delivery of services within an integrated service delivery system. Employment Security is also responsible for the distribution of funds for WIA statewide activities. Additional information regarding WIA statewide activities is located on pages 27-28.

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

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

### Local Structure

There are twelve local WDCs, one for each of the state's twelve workforce development areas (see map on page 7). Each Council, in consultation with Chief Local Elected Officials, oversees WIA Title I-B activities, coordinates local area workforce development services, and provides outreach to employers. The Councils ensure a link with local economic development strategies through community partnerships. Each Council has a Governor-approved local Unified Plan including a strategic plan that assesses local employment opportunities and skill needs, and sets forth goals, objectives, and strategies for the local workforce development system consistent with the state strategic goals (see page 1). The strategic role of local WDCs makes them an important counterpart to the state Workforce Board at the local level. These state-to-local and local-to-state relationships remain strong.

### 2006-2008 Workforce Development Council Re-Certification

The Workforce Investment Act requires governors to certify Workforce Development Councils (WDCs) every two years. In 2000, 2002, and again in 2004, the Workforce Board recommended that former Governor Locke certify Washington State's 12 WDCs. In March 2006, Chief Local Elected Officials (CLEOs) submitted their applications for council re-certification. Each application identified community leaders appointed by CLEOs to serve on their local area council for a period beginning July 1, 2006. The majority of Council appointees represent business. A state Workforce Board committee reviewed the twelve applications and the Board recommended Governor approval of the 12 Workforce Development Councils on June 29, 2006.

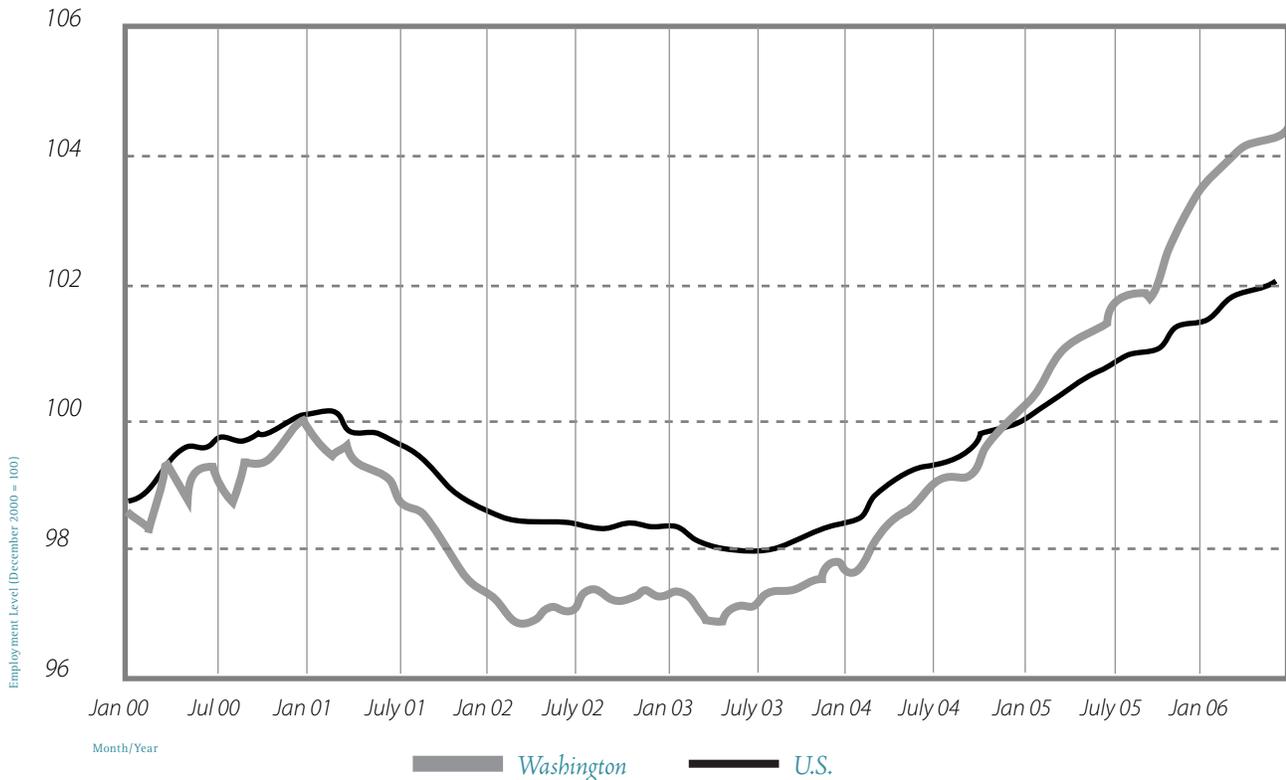
*The National Business Cycle and Washington's Labor Market*

The Washington labor market showed steady progress in the past year as nonfarm payroll employment increased 82,100, or 3.0 percent between June 2005 and June 2006. This was an improvement over the prior year when payroll employment grew 73,100, or 2.7 percent. By June 2006, the state's unemployment rate had declined to 5.1 percent, a 0.5 percentage point drop from June 2005's 5.6 percent rate, and an even more significant improvement from June 2004 when the jobless rate stood at 6.2 percent.

Washington's labor market staged a much healthier recovery than the U.S. labor market over the past year. In December 2004, Washington nonfarm payrolls regained levels last seen at the peak

of the previous expansion in December 2000. US nonfarm payrolls regained their previous peak in January 2005. Since then, Washington employment growth has surpassed the nation's rate. Despite faster employment growth in Washington State than in the nation, the U.S. unemployment rate fell to 4.6 percent in June 2006, a 0.4 percentage point drop from the prior year when the jobless rate stood at 5 percent. Washington's labor force grew more rapidly than the nation's labor force. As a consequence, it took a slightly longer time to absorb the new workers entering the labor force here in the state. Accelerating labor force growth should be viewed in a positive light since workers are more likely to enter the labor force when economic conditions are better and people believe it will be easier to find new jobs.

Employment in Washington State and the United States (Seasonally Adjusted)



Employment gains were widespread across industries from June 2005 through June 2006, but construction employment outperformed all other major sectors. Nonfarm payrolls in the construction industry account for 6.8 percent of the total nonfarm segment in the past twelve months, but construction employment increased by 17,900 and accounted for 21.8 percent of the total employment growth over the year. Low interest rates have kept this sector hopping. However, this is likely to change in the upcoming year as interest rates rise and construction activity moderates. Rising interest rates dampen residential investment spending by consumers, but as the economy continues to grow at a healthy rate, nonresidential investment spending accelerates. The net effect is typically a reduction in construction employment, because the nonresidential market is somewhat smaller than the residential market.

Washington State also saw strong employment growth in two sectors that tend to grow more rapidly during economic expansions: Professional and business services added 15,500 workers to their payrolls and leisure and hospitality added 9,300 jobs to nonfarm payroll employment. Manufacturing payrolls rose by 9,300. These sectors contributed exceptional gains in payroll employment over the past year. Other industry sectors also posted healthy but not outsized gains. For instance, retail trade payrolls increased by 8,100 and education and health services increased 5,400 between June 2005 and June 2006. Information services increased by 3,700, while financial activities rose by 2,800. Government employment increased by 3,300. Service sector employment growth accelerated from the two previous years as economic activity gained momentum during this recovery following the 2001- 2002 recession.

All in all, employment growth has accelerated for the third straight year as Washington's economy has benefited from an environment of low interest rates, a revival in aerospace manufacturing, and robust port activity that was spurred by a strong import market in the U.S. Strong momentum does not disappear overnight, and the healthy local economy will not stop on a dime, even though economic activity is likely to moderate in the upcoming year. Short term interest rates have risen fourfold over the past two years, and mortgage rates have increased as well. Oil prices have reached new highs and consumers are feeling the pinch at the gas pump. Stock prices are not rising as rapidly, and this affects consumers' wealth. With higher interest rates, homeowners will also see less rapid housing appreciation, another factor that plays into household wealth. U.S. economic activity has already moderated as consumers have slowed their frenetic spending behavior, but the more rapid pace of employment growth in Washington State suggests we have somewhat more momentum going into the next year.

### *Summary of Results*

During the sixth year of WIA (July 1, 2005 through June 30, 2006), Washington's performance continued to exceed negotiated performance levels. Washington's One-Stop Career Development System, WorkSource, continued to provide universal access while serving workforce development needs.

Whether at home, work or WorkSource offices, each month, Go2WorkSource.com, the state's Internet-based self-service job match system, is used over 400,000 times by job seekers looking for work and employers looking for employees. Each month, job seekers conduct over one million job searches and employers conduct approximately 15,000 resume

searches. More than 17,000 employers are registered to use Go2WorkSource.com. Nearly 40,000 job listings are currently available and employers can access more than 15,000 job seeker resumes.

In April 2006, version 7 of Go2WorkSource was launched. This new version added many significant improvements, including Resume Builder, which automatically creates a resume by presenting job seekers with a set of questions. Version 7 also provides an Internet-based translation service that allows employers and job seekers to translate documents such as resumes or job orders into six languages, ranging from Chinese to Spanish. Customers using version 7 can also request searches for job openings or job candidates that can be conducted automatically, at intervals selected by the customer, and have the results sent to them by email.

For those eligible to receive more intensive levels of employment and training related services offered

by the WIA adult, dislocated workers and youth 22,024 were assisted on their road to employment by WIA Title I-B programs.

Washington's performance improved in Program Year 2005. Economic conditions continued to improve in calendar year 2004, the period during which most Program Year 2005 performance results occurred. Washington performed at an average of 106 percent of our targets for 17 federal performance measures, 100 percent of our targets for 13 state measures, and 103 percent of the 30 measures overall. Despite negotiated performance levels set at 102 percent of the average targets for other states, Washington exceeded its average federal targets in all program areas; averaging 106 percent of targets for adult programs; 110 percent of targets for dislocated worker programs; 104 percent of targets for youth programs; and 102 percent of targets for customer satisfaction.

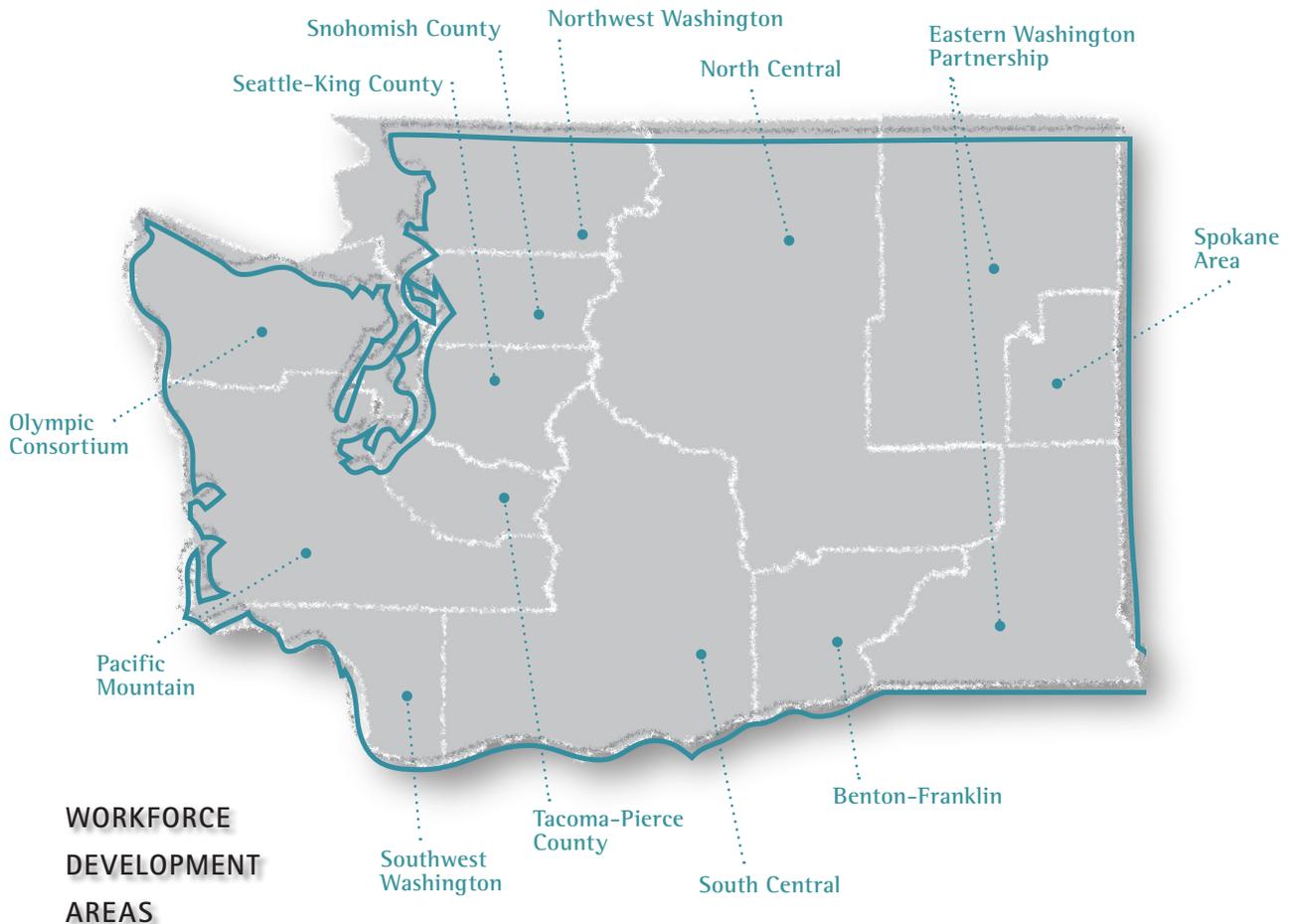
## WHAT IS WORKING WELL

### Workforce Development Council Highlights

#### Introduction

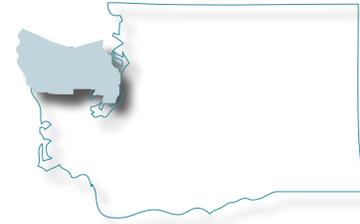
Washington's workforce development system's commitment is to provide the best outcome for all people who are seeking training, employment, job retention or increased earnings, and all employers looking for qualified workers. Washington's twelve Workforce Development Councils (WDCs) and WorkSource partners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

Each of the twelve Workforce Development Councils has provided a short summary of unique workforce development activities in their local communities for the last Program Year. As federal Workforce Investment dollars decline, brokering of innovative ideas among partners in the One-Stop System takes on a higher priority. Just like the makeup of our state, the following summaries represent a wide variety of services offered in local areas and innovative projects aimed at serving the needs of both rural and urban environments. Pages 20 through 28 include highlights of state-level leadership activities and services in Program Year 2005 (July 1, 2005 through June 30, 2006).



## OLYMPIC Workforce Development Council

Serving Clallam, Kitsap, and Jefferson Counties



### WorkSource Enhancement/Local Partnerships

The Olympic Workforce Development Council continues to connect with local businesses and job seekers. Our efforts in two key industry sectors are increasing the number of qualified job applicants and enhancing the skills of incumbent workers. These industry groups are also being served by skill panels, financed and staffed by the WDC.

Our first skills panel, the Olympic Health Care Alliance, was formed in 2001. The Alliance has over 60 members and continues to be dedicated to closing the gap between the need for skilled workers in the high demand health care industry and the number of skilled and trained workers available in our three-county area. Working together, the panel continues to identify issues and solutions related to the gaps in the system.

Our Marine Trades skill panel continues to keep the involvement of our marine industry employers with our training plans. Workers from Safe Boats International were trained in advanced welding and marine mechanical and electrical subjects. This has contributed to the employees' skill sets while enhancing company productivity. This panel covers our three-county area and works with two other regional marine skill panels. The three panels held their second Marine Summit in August 2006.

### WIA Adult and Dislocated Worker Activities

Kitsap Community Resources along with Washington State Employment Security Department continue to provide quality services to Adult and Dislocated Worker job seekers and employers in our area. Increased job seeker service levels and outreach have occurred in Kitsap County due in part to Kitsap Community Resources ability to integrate its operation into the WorkSource system while operating an affiliate site in Port Orchard. Dislocated workers continue to receive personalized service through WorkSource services and Rapid Response events held by Employment Security staff.

### Youth Services

The Olympic Consortium recommended consolidation of WIA youth contractors to address declining

funds and increase program performance. Contract extensions were made with both youth contractors for the purpose of conducting summer programs and developing a smooth transition plan. The transition from two contractors to one for the tri-county region was completed October 2005 with no disruption in customer services.

The Olympic Consortium received ongoing funding for their Academic Intervention Program, which provides intensive academic intervention services to students who have dropped out, or are at risk of dropping out. Services are coordinated to assist the youth in returning to school, recover lost credits, and resolve academic, social, or personal issues that inhibit successful learning.

Partner team members include:

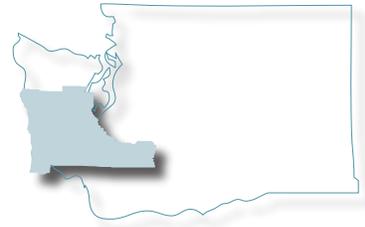
- Olympic Educational Services District 114
- Bremerton School District
- Port Angeles School District
- Chimacum School District

The Consortium received a Best Practice Award for the project's exceptional outcomes. Between October 2004 and June 30, 2005, the program retrieved 15 dropouts, not the 10 expected. Ninety-two (92) credits were earned – way above the 20 projected. Twenty-three (23) students earned a diploma, (only 5 were projected) and 47 are on track to receive a diploma on time (again, we had only projected 15.)

The Consortium in partnership with the Washington Workforce Association established the *In-Demand Scholars Program*, designed to give high school students a straightforward, well-defined route into skilled, high-paying health care careers. Twelve (12) scholarship awards of \$3,600 were made to students from school districts in Kitsap, Jefferson and Clallam Counties. Students were enrolled in local community colleges in health care programs ranging from dental hygiene to nursing. These scholarships may be used for valid educational expenses in a 2-year program including tuition, fees, and books between June 1, 2005 and December 31, 2006.

## PACIFIC MOUNTAIN Workforce Development Council

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



### Local Partnerships

An unprecedented project has begun over the past year that is in keeping with the demand-driven philosophy of the Pacific Mountain Workforce Development Council (PMWDC). In partnership with Industry, Education, Labor, Economic Development and the Satsop Industrial Park, the PMWDC has begun a process to create a Regional Energy Training Center at the unfinished Satsop nuclear power plant site. This innovation was fueled by a number of factors, but none more important than the need of industry to replace 10,000 workers in Washington, Oregon and Idaho over the next five to ten years.

During Program Year 2005, the WDC intensified its focus on serving youth interested in entering demand-driven sectors that require advanced education and training beyond secondary school. Seventeen youth received scholarships that were co-funded by industry partners. Once their education is completed, they are guaranteed a job by their industry partner. These scholarships provided opportunities for many youth to be the first in their families to go on to post-secondary school.

Acting as a catalyst and coordinator, the project partnership between Pacific Mountain, WorkSource and local Transit Authorities developed the Project *Road to Work*, arranging promotional campaigns for all 5 county Transit Authorities. The partnership provided high school transition conferences for over 450 students that focused on life and employment skills. The partnership collaboration has been unique and rewarding and has created a working relationship that everyday helps people with disabilities find work and get to work.

### Youth

It has also been a remarkable year for the youth who participated in the *Dropout Prevention and Intervention Program*. All participating students in this program were either high school dropouts or identified as credit deficient and at-risk of dropping out prior

to graduation. Some were a few credits short, while others were more than a year behind. Intervention specialists worked with the students to provide them the emotional and financial support needed to get them back into the classroom and to catch up on their credits. Whether it was babysitting, transportation or court appearances, the specialists saw them through the situation while keeping them in the classroom. This project not only benefited the youth and their families, it also increased the graduation rates in our local area and provided a supply pipeline for local employers.

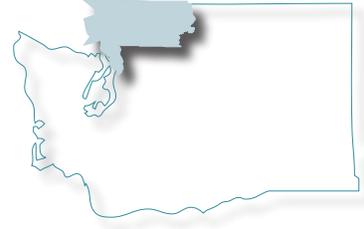
### Incumbent Workers

Through the regional and local Marine Manufacturing and Technology Skill Panel, efforts have continued to build a marine pipeline for new entrants into the industry. Two events were spearheaded by the Panel in Program Year 2005. The first was the development of a Military Marine Manufacturing Crosswalk which serves both veterans and industry. The Crosswalk matches occupational competencies to military training. This is a valuable tool for veterans as they reenter civilian life. In addition to the Crosswalk, a Hiring Event took place for veterans and local employers and served to ease the communication gap between military language and marine manufacturing. Efforts are currently underway to expand the crosswalk to other industries.

Incumbent Worker Training, in partnership with Westport Shipyard, was another Skill Panel project, resulting in development of an on-site DVD training tool that tripled the training capacity. The DVD format visually demonstrates the detailed steps taken in a production process, clearly showing expected outcomes. It is a first step to fill existing skill gaps that meet the industry's demand for on-site specific training, and can be replicated with other industries.

## NORTHWEST Workforce Development Council

*Serving Whatcom, Skagit, Island, and San Juan Counties*



### Building Sustainable Infrastructure

WorkSource Skagit a new, custom built 26,000 square foot career center opened in the region's centrally located city of Mount Vernon, directly adjacent to the Skagit Valley College campus. The center achieves the collocation of seven partners and multiple programs working together to ensure the one-stop is responsive to community needs. The center quickly established itself as the hub for workforce development in the community and region.

### Expanding Partnerships

The council continues to actively engage with regional industry sectors to identify their workforce and related needs and with community stakeholders to provide coordinated responses. Underscoring the council's emphasis on working closely with the region's business interests, two regional economic development summits were held to craft a regional approach and coordination of economic development efforts. Industry panels in health & allied services, marine manufacturing and wood product manufacturing continue to develop local solutions to emerging workforce needs. The council advances its key industry strategies through collaborative engagements and partnerships with other Workforce Councils, training institutions and industry associations, assuring geographic and operational boundaries do not impede effective, industry-based problem resolution.

### WIA Youth, Adult & Dislocated Worker

Activities reflect the Council's targeted approach to key industries. Incumbent worker training projects targeted nine employers, providing customized skill training to 143 employees in the health & allied services, construction, marine manufacturing and wood product manufacturing sectors. Providing career information on high demand, high wage occupations to students and job seekers in multiple venues and formats resulted in appropriate training and employment choices. Over 63% of the individuals in training last year were preparing for careers in health & allied services; 15% were in manufacturing and construction related training programs. With nearly full employment in the region, innovative strategies are required to respond to labor shortages in high demand sectors. Northwest Council staff coordinated with

South Central Workforce Council to match skilled and experienced dislocated mill workers with Northwest businesses currently recruiting for similar skill sets. Participating Northwest businesses included Alcoa-Intalco Works and Pacific Woodtech.

### Long-Term Interventions

Long-term interventions for high school students include services to assist them in completing high school and retention into their 5th year plan. Longer term interventions allow the council to partner with industry leaders in preparing youth for careers in high demand occupations. The council's emphasis on career ladder and pathway initiatives fostered an expansion of career education camps and internships into construction, wood product and marine manufacturing industries, as well as a continuation of health career camps. Students are better prepared to undertake a targeted academic plan and successfully enter careers; over 200 youth participated, 92% continued in high school or entered advanced post-secondary training, on-the-job training, or related employment.

### Youth Service Integration

Youth Services integration is moving forward as a community-wide initiative in Skagit County where youth service providers began a collaborative effort to concentrate their resources and services for at-risk youth to improve school retention rates, annual yearly progress, academic success/WASL preparation, graduation rates, and occupational preparation. This collaboration includes the Mount Vernon Community Service Office of DSHS, Skagit County Youth and Family Services, the Northwest WDC youth service provider, Skagit County school districts including WIA Drop-in Grant recipient school districts, and other WorkSource partners. This collaboration has already supported 40 youth who have completed the "STEPS" program and developed a plan for high school/GED completion and their 5th year transition plan.

WorkSource Skagit hosted its first Teen Summer Job Fair, sponsored by Skagit Teen Resources. Over 400 youth attended, meeting with the 25 participating Skagit County businesses. The Skagit County Health Department conducted on-site Food Handler Permit training and 19 youth earned their certifications.

## SNOHOMISH COUNTY Workforce Development Council

*Serving Snohomish County*



### WorkSource Enhancements/Local Partnerships

The Snohomish County Workforce Development Council (WDC) convenes skill panels in three local high-growth industries: Health Services, Construction, and Aerospace.

- In its fourth year, the Health Services Careers Partnership provided career information to over 100 current and future nursing students at Nursing Career Advancement Day; trained 25 WorkSource case managers on shortages in the health services workforce; and assessed interest levels in developing processes for clinical site coordination among Washington colleges.
- In its second year, the Construction Careers Partnership partnered with Everett Public Schools to organize a Construction Careers area at the annual career fair; participated in an event targeting women in the construction trades; and assisted the in Renton's Construction Math Initiative.
- In PY05, the Snohomish County WDC received a grant from the Workforce Board to launch, in partnership with the Economic Development Council of Snohomish County, the Puget Sound Regional Aerospace Skill Panel. Recently convened, this skill panel will foster healthy economic and workforce development in this critical industry.

### WIA Adult and Dislocated Worker Activities

For two years, the Snohomish County WDC and the WorkSource Snohomish County system have worked closely with the Workforce Training and Education Coordinating Board, other WDCs, and the Center for Workforce Preparation to develop the nationally portable Work Readiness Credential. The Credential was piloted and field tested in Snohomish County.

The Snohomish County WDC is a member of the TRIAD Partnership: local business, labor, economic development, and education leaders working to expand our workforce development system's capacity to meet the workforce needs of the advanced manufac-

turing industry. The Partnership garnered a capacity-building grant, with which Edmonds and Everett Community Colleges have developed certificate as well as associate and transfer degree programs in advanced manufacturing and materials sciences. WorkSource Snohomish County will be making referrals to these training programs to the benefit of job seekers, industry, and our county's economic vitality.

This year, the Snohomish County WDC received a Partnership Award from the National Coalition of Homeless Veterans for its partnership with the Washington State Employment Security Department in the Snohomish County Homeless Veterans Reintegration Program (HVRP). Additionally, Employment Security awarded HVRP staff with an Extra Mile Award for their dedication to serving homeless veterans.

### WIA Youth Activities

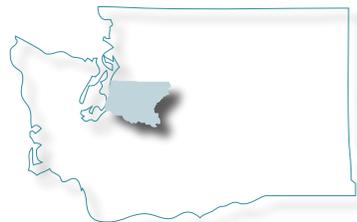
The Snohomish County WDC continues to support youth through a number of efforts, including two new programs: Project STAR (Supporting Teens at Risk), which provides drop-out prevention, intervention, and retrieval for youth enrolled in the Everett School District; and Youth Works, which provides basic skills and job placement support for youth aging out of the foster care system.

The youth in both in- and out-of-school programs continued to receive support from the WDC's AmeriCorps Program, now entering its fourth year. During PY05, eleven AmeriCorps members each completed more than 1,700 hours of service to Snohomish County youth, providing work readiness, leadership, and service learning instruction to more than 1,000 youth.

Program Year 05 marked the first ever What about Tomorrow? Career and College Fair, a joint project of Everett Public Schools and the Snohomish County WDC. Drawing over 1,700 students, parents, and teachers, the Fair provided information about myriad opportunities available after high school including employment, post-secondary training and education, and career pathways.

## SEATTLE-KING COUNTY Workforce Development Council

*Serving King County*



### WorkSource Enhancements/Adult and Dislocated Worker Activities

#### *Microsoft Partnership*

When Microsoft Corp. wanted to test-pilot Unlimited Potential (UP), its free computer training modules, in one-stop centers, the company first approached the Department of Labor in Washington, D.C. The WDC of Seattle-King County heard of it and offered to oversee the testing in Microsoft's own back yard: the WorkSource system in Washington State.

In July 2005, Unlimited Potential debuted in 20 WorkSource sites across the state (at least one in each area), coordinated by the WDC of Seattle-King County. More than 1,000 customers have taken UP classes, which consist of eight courses in various topics, taught either by an instructor or self-study. The software upgrades and UP curricula donated by Microsoft will benefit WorkSource customers for years to come. The curricula are in Word documents that can be customized and duplicated in any way, with no licensing fees or restrictions.

The pilot also had national impact. In February 2006, Microsoft announced donations of \$3.5 million in cash and software over two years to roll out Unlimited Potential in one-stop centers across the U.S. The WDC received an \$110,000 grant to expand UP and the new, very basic curriculum Digital Literacy in Seattle-King County.

#### *Small Business Administration Partnership*

Through the Small Business Administration, a new Business Breakfast Seminar Series is underway at WorkSource Seattle-King County. Four well-received seminars were presented in Program Year 2005, including Assessment of Applicants/Employees (90 attendees) and Exploring our Diverse and Changing Workforce (70 attendees). The SBA has also provided workshops on entrepreneurship at multiple WorkSource sites, including loan options and one-on-one business counseling.

#### *Life Sciences Skill Panel*

To address the workforce needs of growing biotechnology, or life sciences, the WDC convened a panel of business, college, and other stakeholders; funded a six-day training for local high-school science teachers so they could better educate their students about biotech careers; and worked with the Washington Biotechnology Business Association to

co-fund an industry survey of specific jobs in the field and the skills required.

#### *Aging Workforce Report*

In April, the WDC published a four-page report on *The Aging Workforce*, highlighting the challenges to come as the number of workers over age 55 increases dramatically in the next ten years. To publicize the report, the WDC board hosted a press event with speakers King County Executive Ron Sims and Employment Security Commissioner Karen Lee.

#### *Awards and Accolades*

- Based on its resources for customers with disabilities, WorkSource Renton was named *One-Stop Center of the Year* by the International Association of Workforce Professionals.
- The WDC's Literacy Works program received the *Governor's Award for Best Practices* in Workforce Development. These customized English classes in the workplace help workers improve the English they use every day on the job, opening doors to promotions and wage gains.

### WIA Youth Activities

#### *Connecting youth to health care*

The WDC's youth initiatives in the health care sector include Youth Nursing Careers for All, a partnership with the Health Work Force Institute, community colleges and K-12 schools. During their sophomore through senior years of high school, the 16 active participants prepare for health-care careers, become certified nursing assistants, and complete college Licensed Practical Nurse prerequisites. Renton Technical College's LPN program admits all those who complete the prerequisites, enabling students to earn an LPN certificate within one year of high-school graduation.

#### *Youth@Work*

Following its May 2005 *Youth@Work* report, the WDC launched its Youth@Work campaign, highlighting the importance of work experience for young adults and encouraging the community to create work opportunities. In spring 2006, the WDC launched YouthatWork.info, a website where young people and employers alike can find tips and resources-and use Go2WorkSource's powerful statewide database to search and post jobs.

## TACOMA-PIERCE COUNTY Workforce Development Council

*Serving Pierce County*



### WorkSource Enhancements/Local Partnerships

The Tacoma-Pierce County Health Department has identified more than 200 Pierce County Brownfield sites, ecological threats, including a staggering number within the Tacoma Enterprise Community. Funding from the Environmental Protection Agency, Brownfield Job Training Grant, awarded to the City of Tacoma, WorkSource, Metropolitan Development Council, and Clover Park Technical College, addresses both our ecological and economic concerns by providing no-cost Hazardous Materials Removal training to local residents, who could then do cleanup work while earning a living wage.

The overall goal of this project was, over a two year period, to provide training to 60 local, low-income residents who then safely remove hazardous substances from identified Brownfield sites in their neighborhoods. The partnership was previously awarded a Brownfield Job Training grant in 2001 and successfully placed 70% of trainees, and achieved each of its contracted outcomes and deliverables.

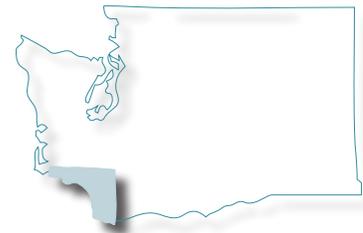
In addition to improving environmental and personal health in the affected areas, trainees will benefit from Hazardous Materials Removal jobs that pay hourly mean wages of \$21.94/hour. The demand for these jobs has been fueled by over \$6 million in scheduled cleanup work, largely focused at the Ruston Superfund site, a former copper smelter along the shores of Commencement Bay. Further, the skills learned will transfer into other high-demand occupations in Pierce County, including construction and sanitation services. Selection, training, and placement will be coordinated among the partners through the Career Development Center. The primary responsibility of WorkSource is to assist program participants in pre-employment training (workshops, individual counseling) and job placement, during and after certification completion at Clover Park Technical College.

### WIA Youth Activities

In 2005, youth program partners collaboratively opened a youth WorkSource Center, a customized one-stop center. It began through cooperation of seven youth training providers and has grown to offer all

youth assistance with job search, resume development, career exploration, educational assistance and access to varied community resources. It is based at one of the partner sites, Tacoma Community House. The center has demonstrated the power of service delivery integration and has become a platform for a more ambitious youth center.

Community-based youth employment and training partners, in partnership with Tacoma Goodwill Industries and other community agencies, are designing a bigger and better Youth Career Development Center with more comprehensive youth employment and training services. A capital campaign will be launched to obtain adequate funds to realize this Youth Center. One of the most important features of this planning process is its youth involvement. Early on, Edward DeJesus, of the Youth Development and Research Fund, was hired to train youth partners on how to engage youth. In response to his work, youth will be involved extensively in focus groups and one-on-one interviews not only throughout the planning phases, but the implementation and day to day management of the center. By 2008, this comprehensive center will be open to our Tacoma-Pierce County youth.



## SOUTHWEST WASHINGTON Workforce Development Council

*Serving Clark, Cowlitz, and Wahkiakum Counties*

### WorkSource Enhancements/Local Partnerships

This past year, partnerships with the Division of Vocational Rehabilitation, Clearview Employment/ Columbia River Mental Health Services, WorkFirst, DSHS, ESD 112 (WIA youth), Community Corrections, and Job Corps were created and/or further strengthened.

### Target Industry/Business Services

The Transportation Skill Panel, which includes trucking, rail, marine, air freight, logistics and warehousing businesses, identified strategies to address workforce needs including the development of a website and a hiring/screening toolkit for WorkSource and companies.

Investment policies were created to guide WorkSource ITAs and related funds to high demand/target industry occupations, resulting in fulfillment of more than 150 jobs in targeted industries and an increase of local annual wages of more than \$3 million.

New employer and industry relationships have resulted in increased placement of individuals from target populations (persons with disabilities, veterans and WorkFirst participants).

Efforts are underway to more effectively link the Southwest Washington workforce system to the Portland, Oregon system to achieve higher levels of collaboration and service throughout the common labor shed.

### WIA Adult/Dislocated Worker

WIA program outcomes continue to out-perform those of previous years and all federal and state performance measurements were exceeded. Significant results were seen in the number of adult placements, training for target industries, and services to individuals with disabilities. Highlights include:

- Nearly 2,500 individuals received services through the WIA adult or dislocated worker programs.
- 1,120 individuals (88% of exits) were placed in unsubsidized employment.
- 159 placements were individuals with a disability.
- 40% of all WIA Adult/Dislocated Worker program contract funds were invested in high demand occupations or on-the-job training opportunities.

Dislocated worker funds were used to serve dislocated workers with a mental health disability and long-term detachment for the workforce. Using an intensive case management and customized service delivery model, 40 individuals were placed in unsubsidized employment. The increased awareness and focus on serving individuals with disabilities has had significant impact on outcomes for this target population. WorkSource Vancouver/ARBOR received the Award for excellence in service to persons with disabilities from the International Association of Workforce Professionals. SWWDC and Columbia River Mental Health Services were jointly nominated for the New Freedom Award.

### WIA Youth

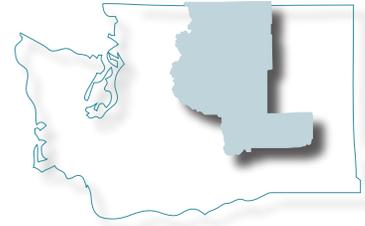
The WIA Youth Program, managed by Educational Service District 112, continues to exceed its performance targets with 94% of positive exits. The program served 412 youth, 61 of whom completed high school.

The WIA funded Drop-Out Prevention and Intervention Program served 59 youth from the Battleground, Longview and Vancouver School Districts. Eighteen drop-outs were returned to high school and 19 students enrolled in the program graduated or obtained their GED.

The Youth Workforce Program received a Governor's Best Practice Award in October 2005 for its Career Academies which provide eight weeks of occupational training and work experience for participating students. Partnerships with more than 30 organizations enabled 90 students to participate in the academies this year.

## NORTH CENTRAL Workforce Development Council

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



### A New WorkSource Center in Moses Lake

Employment Security Department Commissioner Karen Lee arrived in Moses Lake to address about 40 community members on a vacant lot across from City Hall. The occasion was the groundbreaking for the WDC's new WorkSource Career Development Center. When completed, the 21,000 square foot building under construction on a 3.1 acre site will be more accessible to customers than the present cross-town locations of Employment Security, WIA I-B and other one-stop programs. *One Roof* will provide more opportunities for real functional integration such as the effective and efficient delivery of employment and training workshops, and business and employer services.

During the groundbreaking ceremony, Commissioner Lee offered her sincere congratulations for the vision and years of preparation by local elected officials, the North Central Workforce Development Council, SkillSource, the WorkSource Moses Lake Affiliate, other One-Stop partners, the designer and other community partners, in making this step forward in serving the growing community possible.

### Replanting Commitments to Serve Agricultural Growers

Employment Security led in the North Central WDC's renewed commitment to agricultural growers who depend upon sufficient numbers of workers to bring fruit and field crops to processing and market. Agriculture is the baseline for the local economy providing 22%-29% of the jobs ranging by county. Local WorkSource leaders convened several meetings with growers to better understand the workforce needs and devise strategies to address shortages. Initial results going into the crucial cherry harvest were a 17% overall increase in agricultural hires facilitated by WorkSource.

### WIA Adult and Dislocated Worker Services

Low-skilled Adults served numbered 581 during the year. Dislocated Workers enrolled reached 350. The strong economy was favorable for achieving entered employment rates averaging 82% at exit. For comparison, follow up data from Adults in the

previous year picked up 86% entered employments and earnings gains of \$893 per month against a federal target of \$605.

WDA Dislocated Worker credential rates upon follow up were 80%, surpassing the 74% target. More Dislocated Workers having substantial work experience found it easier and often financially necessary to re-enter the workforce before completing training. Low-skilled Adults averaged an 80% credential rate, bettering the 70% target.

Healthcare occupations, especially nursing, and Office Technology continued the preferred vocational training fields. For most WIA vocational trainees, Individual Training Accounts (ITAs) are critical to supplement limited financial aid from standard sources such as PELL grants. Wenatchee Valley and Big Bend Community Colleges graduated 72 WIA participants from healthcare programs; 75 from office technology programs; and 24 with degrees and certificates in industrial and technical occupations.

### WIA Youth: Partners in Dropout Prevention and Retrieval

SkillSource held three Learning Center (LC) graduations during June. Hundreds of family and friends cheered the graduates. The small Main Street Learning Center in Brewster, in league with the Bridgeport School District, assisted students to achieve a record 12 high school diplomas. Dozens of other graduates earned GEDs.

Learning Centers focus on dropout prevention and retrieving high school dropouts (373 retrieved this program year). Learning Centers also serve WIA Adults deficient in basic skills. Developing individualized education and employment plans, basic skills instruction, mentoring and workforce preparation are the primary services. The WDC's five community Learning Centers are staffed with counselors and certificated teachers who are specialists with challenged learners. Many youth are re-enrolled in their local school districts, making it possible to leverage Basic Education Act (BEA) funding needed to partially underwrite the operational costs.

## SOUTH CENTRAL Workforce Development Council

*Serving Yakima, Kittitas, Klickitat, and Skamania Counties*



### Kittitas Rural Education Service & Training (KREST) Center

The combination of Youth Workforce Investment Act (WIA) and Basic Education dollars (BEA) addressed education needs and improved the quality of life for a number of Upper Kittitas County youth. Until KREST (now named Swiftwater School) was created in 2004, youth of upper Kittitas County had little second chance options if they failed in the regular school system. The KREST project was the first real option for young people in this rural area to complete their education in an alternative setting. As a result of the KREST project over 36 youth have been served with WIA and/ or BEA funds; 122 credits have been attained; and 11 High School Diplomas have been earned.

### Addressing Labor Shortages

WIA adult service providers continue to concentrate efforts on critical occupational shortages in the area. They are addressing our healthcare shortage by implementing a staff person to serve as a Health Careers Specialist. The specialist works intensively with both participants and the healthcare community to ensure that a broad range of training and employment opportunities are accessed. Over 44% of adults who received training this past year received training in various healthcare occupations.

Whether in healthcare or other careers that meet local labor market demands, eligible adults are presented with a menu of choices that are customized to meet their individual interests, skills, and abilities to pursue lifetime careers.

### Customized Employment Grant

As part of a regional approach, the South Central Workforce Council is working with the Benton Franklin and Eastern Washington Workforce Councils to increase access and opportunities for people with disabilities. The project is funded by the U.S. Department of Labor through the Office of Disability Employment Policy and administered by the Benton-Franklin WDC.

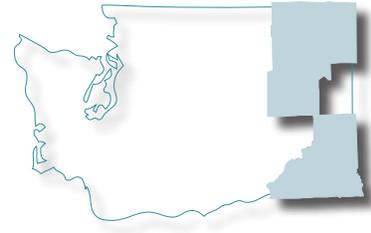
As a result of the grant, new policies and practices have been implemented in Eastern Washington WorkSource Centers that are making services more customer-friendly and accommodating to individuals with disabilities. WorkSource Centers and customers have seen a direct benefit through updating of assistive technology equipment and staff training that has led to better practices in serving this population.

WorkSource staff and disability service partners have formed strong partnerships to inform the community of the services available and have jointly developed a marketing program that includes brochures designed with this specific target audience in mind. A CD program was also developed and is intended to assist the customer in making solid, realistic, life and career choices by helping them assess current abilities and strengths and the steps necessary to obtain them. Both projects are easily replicable and customizable for other WDAs.

### "End of an Era"

The recent closures of the Yakima Valley's two long-standing lumber mills, Layman Lumber Co (50 years) and Yakima Resources (103 years), signaled the end of an era. As the final shifts wound down, 400 workers said goodbye to a piece of Yakima history. A partnership representing management, labor, the WDC, WorkSource and others, has started efforts to help the 400 workers and their families with finding new jobs, retraining and other services. In many ways, the services will be a "life raft" for a period of time until people get back on their feet.

As a new innovative strategy, the South Central Workforce Council is working cooperatively with the Northwest Workforce Development Council to match laid off mill workers to job opportunities in the Bellingham area with companies such as Alcoa and Pacific Woodtech.

**EASTERN WASHINGTON PARTNERSHIP Workforce Development Council***Serving Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla, and Whitman Counties*

Eastern Washington Partnership Workforce Development Council (EWP WDC) continues to collaborate with local business and industry. Two healthcare skill panels have completed formal meetings, but the partnerships have continued. Each one is working on further grant options to pursue distance learning and incumbent worker training. The cohort of LPN nurses, sponsored by the skill panel, has now graduated, and members are now in the work force or they are enrolled in additional RN training. Light manufacturing employers have formally convened both north and south, into formal skill panels. Goals include generating interest in manufacturing careers by increasing outreach to secondary schools, marketing occupations through the use of DVDs and on line, building collaboration with community colleges, and the pilot testing of work readiness credentials. Three EWP-sponsored incumbent worker projects (advanced nurse training, lean manufacturing, corrections officers) were completed in the current year. A new project was begun that is designed to train clerical hospital staff for clinical positions.

Rapid Response services were provided to 65 mine workers who were laid off from the Kinross Gold Mine. WorkSource partnered with the local community college to assist customers with career exploration, counseling for training options and job hunting strategies. Customers built basic computer skills and gained knowledge of available resources on the Internet. WorkSource staff assisted 31 laid-off workers with career aptitude and self-assessment as a result of the downsizing of a large long-term healthcare facility. Food processing plant closures that occurred in 2004, continued to impact the workforce in Program Year 2005 in the agricultural counties. A study of unemployment benefit claimant profiles indicated that the lack of basic skills kept unemployed workers from acquiring jobs. In response to that need WorkSource Walla Walla offered Spanish GED

classes in the evenings at the center.

Two healthcare career fairs were again conducted for youth. Both were successful events that provided opportunities for students to meet with healthcare professionals in hands-on situations. As a result of work experience placements in healthcare facilities, sixty percent of the students were offered unsubsidized employment in this high demand sector. Dropout prevention and retrieval was a focus at two school districts within the Workforce Development Area that did not meet state requirements for adequate yearly progress to graduation.

The Customized Employment Grant is nearing completion. Fifty persons with disabilities were served at WorkSource sites in the course of four-years. To date, 24 people have been placed in competitive employment. In addition to actual enrollees, core services for persons with disabilities have been enhanced with the addition of assistive technology equipment in WorkSource resource rooms.

WorkSource continues to improve services for job seekers and employers alike. Eastern Washington Partnership is participating in the "Agricultural Initiative" to enhance services for employers in that industry. Priorities include redefining needs of area growers and linking them to WorkSource and agricultural workers. Eastern Washington Partnership collaborated with the healthcare skills panel to conduct a Healthcare Summit. The event featured an overview of the healthcare workforce, the state of rural healthcare, training issues and a healthcare labor market summary.

## BENTON-FRANKLIN Workforce Development Council

*Serving Benton and Franklin Counties*



### Local Partnerships

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

Workforce development partners continue the relationships in the community that will allow us to make effective improvements in the local workforce. The WDC works together in partnership with economic development organizations to attract new and emerging businesses to our area. This past year Amazon.com scouted our area for a new inbound call center and we worked with economic development partners to seal the deal that brings over 400 jobs to our community that have good wages and benefits for the workers.

#### *WorkSource Columbia Basin*

We continue to serve over 10,000 customers each month averaging in excess of 525 customers daily on site. Services are fully integrated and include all incoming funding streams. All staff in our facility enjoys a full complement of training and staff development activities regardless of the organization that employs them. We engage job seekers and employers in defining needs through a survey and discussion around the services they have received. Customer feedback results are utilized to develop improved services and staff training opportunities. We market job seekers with skills instead of “programs” at WorkSource Columbia Basin based on our employer feedback.

The Business Services Team participates with the Tri-City Industrial Council to conduct a survey of area businesses to assess skills needs by industry sector. The team is staffed by multiple funding streams and allows us to approach the employer with a full array of services. We led the state in the number of job orders received for the fourth year in a row, even though we are a midsized office with a total labor force of 104,000. We provide WorkKeys assessments for job seekers endorsed by the Tri-City Area Chamber and the Tri-City Industrial Development Council who lend their logo to the skills certificate issued to job seekers. The WDC Business Linkage Committee

assists WorkSource staff by identifying ways to improve services and explore innovations that we can apply to our quality improvement processes. We hosted several employers who conducted hiring events in our facility and continued to hold hiring events according to industry sector as well as our annual Job Fair co-sponsored with the Tri-City Herald. Over one hundred incumbent workers were trained this past year from the manufacturing, agricultural, technology, and healthcare industries.

### WIA Adult and Dislocated Worker Activities

Activities and services are delivered at WorkSource Columbia Basin for all WIA enrollees. Staff were busy this year providing rapid response services to workers laid off from both Hanford area employers and the Welch’s company in Kennewick. Labor management committees were formed to assist affected workers and a Peer Worker from Welch’s joined our staff for three months to further assist with outplacement services. Both programs have met their cost per participant and cost per entered employment goals to demonstrate they continue the efficient use of WIA funds.

### Youth Activities

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

Twenty two youth at risk of dropping out from two participating school districts were successfully served and received their diploma or are on track to receive their GED.

## SPOKANE Area Workforce Development Council

*Serving Spokane County*



### WorkSource Enhancements/Local Partnerships

The Spokane Workforce Development Council continued to maintain strong partnerships with Workforce Investment Act (WIA) service providers to deliver high quality core, intensive, and training services. Career Path Services, Educational Services District 101, Goodwill Industries of the Inland Northwest, and the Washington State Employment Security Department (WorkSource) served approximately 3,000 WIA adults, youth, and dislocated workers.

Stronger linkages between our business community and the workforce investment system have been established including increased collaboration with the Economic Development Council and the local chambers of commerce. Improved communication and better alignment of our resources has resulted in more rapid and comprehensive responses to meet the needs of area businesses.

Our partnership with local employers and Community Colleges of Spokane resulted in training incumbent healthcare and engineering/technical workers under our Local Demand Side Training (LDST) grant programs. At-risk youth received remedial and reentry services under our youth development projects led by our education partners Educational Service District 101 and Goodwill Industries of the Inland Northwest. Service providers and community partners formed a business solutions team within the WorkSource system, designed to better coordinate and deliver effective services to our business customers. The Workforce Development Council and its local education partner, Educational Service District 101, implemented the Dropout Prevention and Retrieval project in cooperation with twelve school districts in the County to support the Governor's targeting of 10% discretionary funding. Work continued by local partnerships on the three Skill Panels focused on the manufacturing, construction, and healthcare clusters.

The local emphasis on cluster-based workforce development was further underscored by targeting investment of WIA funds in the critical clusters identified by the WDC, the Economic Development Council, the Chambers of Commerce, and the Community Colleges of Spokane.

### Adult/Dislocated Worker Activities

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

The Rapid Response Team continued to provide on-site services to affected employers. The Rapid Response Team includes: WorkSource, WIA providers, Spokane Community Colleges, Washington State Employment Security Department's Unemployment Insurance Division, Washington Basic Health, United Way, and other community partners.

### Youth Activities

The Youth Council and youth providers served over 660 at-risk and dropout youth. Over two hundred at-risk students were served by Educational Service District 101's NET Alternatives for Education and Training program. Career Path Services held its graduation ceremony to recognize those successfully completing their GED requirements. This annual event attracts hundreds of program alumni, family, and friends of graduates, and community partners to celebrate this significant event for the graduates.

## STATE HIGHLIGHTS

### Introduction

Included below are descriptions of some major activities carried out in Program Year 2005. These activities support the Governor's goals for the workforce development system as described in Washington State's Strategic Plan for Workforce Development System *High Skills, High Wages 2004*. Services and activities described below were supported, in part, by WIA Title I-B statewide activities funds.

### WorkSource



WorkSource is the One-Stop Career Development System in Washington State. The WorkSource system is the interface connecting employers and job seekers with workforce development partners at the community level. This service delivery system offers employers and job seekers quick and efficient access to a wide range of workforce services and related information.

Twenty five (25) full-service WorkSource Centers across the state provide employers and job seekers access to the full range of workforce services in person as well as electronically. There are also forty (40) WorkSource Affiliate sites offering more specialized services. In response to local needs and interests, the local Workforce Development Councils partner with private and non-profit organizations to fully realize their areas' inclusion of employment, training, economic development, and community-based interests in the local WorkSource network.

At WorkSource Centers, job seekers have access to self-service through the free use of computers, copiers, faxes, and other tools for career planning and job search. Citizens also have access to facilitated self-help service and staff assisted services. WorkSource partners, representing many types of community organizations, provide information and access to services available through federal, state and private employment and training programs.

In addition to services for job seekers, WorkSource is designed to help businesses with their employment and workforce development needs. WorkSource has identified ten core services for business which include job listings, applicant referrals, access to training program resources, labor market information, use of facilities, assistance with downsizing, access to tax credits, assistance with UI tax statements, general business services and business needs assessment. WorkSource also provides self-serve access to these services via [Go2WorkSource.biz](http://Go2WorkSource.biz).

As a primary WorkSource partner, the Employment Security Department provides Labor Exchange services, a key component of WorkSource. Labor Exchange services are generally defined as facilitating the match between job seekers and employers. Employment Security's emphasis for labor exchange services last year was to increase and improve reemployment for unemployment insurance claimants, job seeker services and business community services.

### WorkFirst/WorkSource Integration Update

WorkFirst related employment services have been further integrated into WorkSource. Of the original 56 offices established throughout the state at WorkFirst's inception, 28 were already located in WorkSource offices. Between June 2005 and June 2006, twenty additional WorkFirst offices integrated into WorkSource offices, with plans to integrate 5 more within the next 18 months. Principles of this integration:

- Maintain the service delivery elements of WorkFirst and WorkSource as defined by program guidelines and legislative statute.
- Decisions for the location of service delivery should be made by the local areas to ensure that quality customer service is provided and the outcomes of service delivery plans are met.
- All job seekers are provided with the services and

information they need to find jobs, to identify skills to succeed in the labor market, and to connect to services that provide them with wage progression and job retention opportunities.

### Reemployment Services for Unemployment Insurance Claimants

In Program Year 2005, quality improvement in reemployment services continued to be a high priority for WorkSource. Last year 61,858 of Unemployment Insurance (UI) claimants attended Job Hunter orientations. An on-line tool enhanced results by enabling staff to quickly identify and target current UI claimants in their area and connect workers with available work opportunities.

### Job Seeker Services

Job seeker services were continuously improved and refined in a variety of ways to enhance access to WorkSource universal core services. Membership cards are now offered in some WorkSource offices for customers who utilize available services. New tools have been developed to assist staff and customers to meet the job search requirements for receiving Unemployment Insurance benefits. Further integration of dislocated worker services has resulted in a more cohesive approach to assisting individuals and employers impacted by mass layoffs or plant closures.

A statewide, integrated management data information system tracks and accounts for customers using services, outcomes and, for case management, involving a wide range of resources and program coordination. This system continues to be refined and improved. Also, [www.Go2worksource.com](http://www.Go2worksource.com) is a critical component to provide public awareness of service options. Along with other tools identifying job seeker qualifications, there are improved matches and referrals of individuals to employer posted job openings. This site's connection to the case management system also provides staff in WorkSource

facilities on-line access to a wider range of job listings. Planning for a major upgrade to this website in 2006 is underway.

Labor market information and linkages to training program information is available through the Employment Security Department's [www.workforceexplorer.com](http://www.workforceexplorer.com). This website was designed for, and is used by, a variety of customers; employers, job seekers, students and adults wanting to enhance skills and develop careers. Individuals access the website for labor market and career development information from their offices, homes, schools or libraries.

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

- ♦ *Jobs for the Sidewalk Economist* is a work book that helps job seekers with step-by-step methods for using labor market information strategically to find a job that matches their skills and for further career exploration. Over 25,000 of these booklets have been distributed to job seekers, counselors and other customers.
- ♦ *The Job Vacancy Report* reports on a survey sent to over 18,000 employers across the state to identify current job vacancies. The latest survey had a response rate of over 69% and will be repeated every April and October.
- ♦ *The Employee Benefits Report* is based on a separate employer survey conducted every September. This study reports the proportion of employers offering paid employee benefits by WDC, industry and employer size for full-time and part-time workers. The report will be published annually. The benefits report for 2005 was based on a sample of the 17,702 employers and a 57 percent response rate.

## Business Services

The concept of a single point of contact for businesses seeking to hire or obtain other employment-related services is a strong focus of Washington WorkSource. Local Workforce Development Areas are taking a targeted industry approach to serving local business customers. This approach coincides with a national initiative assisting employers to identify and train individuals in skills for high-growth, high-demand occupations.

The Washington Workforce Association chartered the statewide Business Services Team to achieve its vision of a demand driven workforce system. The design of such a system allows for the unique characteristics of each workforce development area and its associated economic and labor markets. The goal is to ensure that each WorkSource location offers consistent quality services and is able to capture and track services in a consistent manner for reporting our performance outcomes. The work of the team has produced the first of many policies to standardize our work that has been disseminated statewide for local implementation.

The Business Services Team also seeks to provide continued training and skill building opportunities for local representatives that result in the delivery of quality services to our business customers. By expanding the capacity of our WorkSource staff, we are able to deliver the customer value added service and products throughout the workforce system. Representatives from all twelve workforce areas ensure a dynamic team that is committed to providing relevant solutions for meeting the needs of employers in Washington State.

## Improving WorkSource Services for People with Disabilities

Nine local area “Disability Navigators” assisted individuals with disabilities to maximize their access to WorkSource services. Serving as community co-

ordinators Navigators recruited and trained Disability Access Teams (DATs) in each WorkSource Center and most affiliate sites. They played a role in developing Training Manual and Resource Guides used for outreach to employers, school districts, and disability organizations/service providers.

Disability Navigators and DATs oversaw the development and implementation of: 1) local Disability Access Plans; 2) reasonable accommodation policies and practices; and 3) assistive technology packages. Using additional resources through a Medicaid Infrastructure Grant, the state’s WorkSource Disability Network has nearly completed a series of regional focus forums where job seekers with disabilities (who used WorkSource as a part of their job search activities) were asked to provide feedback about their experiences and outcomes. This information will be used to help improve WorkSource access and effectiveness.

## WIA Adult and Dislocated Worker Activities

For two years, the Snohomish County WDC and the WorkSource Snohomish County system have worked closely with the Workforce Training and Education Coordinating Board, other WDCs, and the Center for Workforce Preparation to develop the nationally portable Work Readiness Credential. The Credential was piloted and field tested in Snohomish County.

The Snohomish County WDC is a member of the TRIAD Partnership: local business, labor, economic development, and education leaders working to expand our workforce development

## SKIES

The Services, Knowledge and Information Exchange System (SKIES), an Internet-based case management automated system, was implemented in April 2002. SKIES supports employment and training case management and assists staff with matching job seekers to employers. SKIES also supports the work of

the state's twelve Workforce Development Councils and the case management and labor exchange activities of all WorkSource partners. Since all partners in the WorkSource Centers and Affiliates use SKIES for case management and labor exchange, customer information is accessible through SKIES by all partners.

In 2004, a total of 71 enhancements to SKIES were identified for the next version, version 3 and an implementation date of June 2006 was established. SKIES Version 3 was successfully implemented in June 2006.

Work to eliminate the Trade Adjustment Assistance (TAA) management information system by modifying SKIES to perform the TAA programs financial obligation and deobligation functions is in progress and will be completed in March 2007. Moving these functions into SKIES will (1) assist case managers of the TAA program by providing more customer information, (2) automate business practices that will reduce the amount of paperwork to be completed, and (3) decommission the archaic TAA management information system.

In September 2006, a streamlined report development process was implemented in SKIES. This new process uses reports previously developed by local experts as templates that can be rapidly modified for statewide use. This new process is expected to double the number of reports available through SKIES. These reports will increase the quality and type of information available, which will result in better service to WorkSource customers.

### Statewide Rapid Response

Washington State continues to be successful in the implementation and coordination of statewide rapid response activities to employers and workers who are facing layoffs. On notice of a layoff, the State contacts the local area to ensure layoff services will be available. Each of the 12 local Workforce Development Areas have established effective rapid

response teams comprised of local workforce development partners including economic development councils, chambers of commerce, community colleges, unemployment insurance, WorkSource, and other community based organizations who come together to provide the necessary services for local employers and their employees who are facing layoffs. This comprehensive approach to quality service delivery by all partners in the workforce development system ensures the success of the local rapid response teams and demonstrates the effectiveness of collaboration between local and state resources.

The State Dislocated Worker Unit (DWU) and local rapid response teams responded to 61 Worker Adjustment and Retraining Notification (WARN) Act notices impacting 5,945 workers during PY 2005. During this time period the State DWU also initiated rapid response activity to 1,924 workers as a result of the filing of 30 Trade Adjustment Act (TAA) petitions. Thirteen transition or labor management committees were formed to design activities and services to help displaced workers make a successful transition to a satisfactory job in the shortest possible time. Additionally, three peer workers reached out to nearly 380 fellow impacted co-workers to encourage their participation in available employment and training programs.

The Washington State Labor Council (WSLC) plays a key role in the initial rapid response activities ensuring that worker needs are addressed and that the appropriate support systems are in place for the workers. Key state agencies and stakeholders are kept informed about worker dislocations across the state through the *Red Flag and Early Warning Report*, a quarterly publication issued by the State DWU.

Two years ago, Washington State received a Health Coverage Tax Credit (HCTC), Gap Filler, National Emergency Grant which provides assistance to Trade eligible workers by paying 65% of their medical insurance premiums while they are enrolled in training or seeking employment. The state and local rapid response system is instrumental in disseminating information to

those who are potentially eligible for HCTC. The grant will cover eligible impacted workers through June 30, 2007.

### Eligible Training Provider (ETP) List

More than 3,000 training programs are on Washington State's Eligible Training Provider (ETP) list, approximately 20 percent in private vocational schools, colleges and universities; 2 percent in registered apprenticeships; and 78 percent in public institutions, schools, and colleges. The training programs identified on this statewide list qualify to receive WIA Title I-B Individual Training Accounts (training vouchers). All 34 public community and technical colleges and the majority of public universities in Washington are participating in the ETP process.

Washington State's years of work in developing common performance indicators across the state and federal workforce programs have made it possible to reach agreement on ETP performance criteria and on the review process to meet performance requirements. To be included on the state ETP list, a training program must meet performance floors and targets for completion rate, employment rate, and earnings level. Procedures used to determine these rates are calculated in the same manner for all training programs. This assures consistency and equitability. On March 16, 2006, the Workforce Board, on behalf of the Governor, adopted seventh year Eligible Training Provider performance levels and procedures that were used to identify occupational skills training programs qualifying for WIA Title I-B training vouchers in Program Year 2006.

Washington State's Eligible Training Provider (ETP) list is on-line at: [www.wtb.wa.gov/etp](http://www.wtb.wa.gov/etp) and is linked to the national site at: [www.careeronestop.org](http://www.careeronestop.org). The web site is designed to help customers and staff search the list by geographic regions, by train-

ing provider, and by training program. Also, training providers can apply, using the web site, to have training programs placed on the list. The ETP web site links to [www.jobtrainingresults.org](http://www.jobtrainingresults.org). This customer-oriented site provides training program performance and school information including student characteristics, employment, and earnings of past students. [Jobtrainingresults.org](http://Jobtrainingresults.org) is being used by students as a career planning tool.

### Industry Skill Panel

Since 2000, the Workforce Board has provided funding to establish 41 industry skill panels. Industry skill panels are public-private partnerships of business, labor, and education working together to improve the skills of workers in industries vital to Washington. The targeted industries include health care, construction, homeland security, information technology, energy technology, aerospace, and manufacturing. Skill panels convene around a common interest – closing the skills gap. Skill panels determine an industry's future skill and training needs; enlist education to revise and/or develop training programs; expand the use of skill standards to meet industry needs; and support on-the-job learning strategies. Industries see the skill panels approach as a successful model, providing leadership, innovation, and solutions to grow and keep a competitive workforce. For background on existing Industry Skill Panels, go to [www.wtb.wa.gov/pubs.html](http://www.wtb.wa.gov/pubs.html) and select the publication entitled: *Industry Skill Panels 2005*.

### Statewide Apprenticeship Training

In coordination with the Department of Labor and Industries, the state awarded six Statewide Apprenticeship Training (SAT) contracts using \$1 million in Governor's WIA Statewide Activities resources. These projects trained incumbent workers in apprenticeship for demand occupations. The purpose of the training was to expand the use of registered

apprenticeship training throughout the state in the agriculture and food processing, high technology, biotechnology, communications, education, retail, health-care, construction and manufacturing industries.

Project goals were to achieve any of the following outcomes: Employment in Registered Apprenticeship; certificate completion, completion of pre-apprenticeship requirements and entry into registered apprenticeship. The project enrolled 815 individuals in various type of apprenticeship or pre-apprenticeship training, with one area also planning on training for some journey-level add-ons. At project completion, over 500 entered an apprenticeship. Another 200 completed pre-apprenticeship training and moved toward full apprenticeship training. There were 310 journey-level add-ons received as well as almost 400 certificates awarded. The statewide average project outcome was 93% of planned outcome.

### Local Demand Side Training

The state awarded twelve Local Demand Side Training (LDST) grants using \$700,000 in Governor's WIA Statewide Activities resources in Program Year 2005. The LDST funds were used to train incumbent workers where skill shortages were prevalent in the industry cluster or business. The purpose of this funding is to close the gap between the employers' need for skilled workers and the supply of prepared workers, to avert layoffs and to link workforce development with employers, education and economic development. Outcomes were planned to be skill enhancement and/or receipt of a certificate from the specific industry for which the training is provided. A total of 713 incumbent workers received training, with 373 being issued certificates in their industry and an additional 340 upgrading their current skill level. This project exceeded planned outcomes at 116% of plan. The project to serve incumbent workers continues into Program Year 2006. Employer satisfaction on these projects is high as they are able to determine at the outset of the project what type(s)

of training is needed right now and provide that training usually in collaboration with community colleges, to meet immediate industry demands.

### Drop out Prevention and Intervention (DPI)

The Office of Superintendent of Public Instruction (OSPI), the Workforce Board, and Employment Security are working together to reduce Washington's high dropout rate. This state-level partnership supports local collaboration between Workforce Development Councils and participating school districts that leveraged \$1.3 million in Program Years 2003 and 2004 WIA funds with Basic Education Act (BEA) funds and in Program Year 2005 continues with \$670,000 in WIA funds. The Dropout Prevention and Intervention (DPI) is helping students finish school and receive their high school diploma on time with their fellow classmates. In Program Year 2005 a research and demonstration component was added to this WIA 10% pilot (CFR 665.210(c)) providing additional opportunities to serve at-risk youth who do not meet WIA income guidelines. A report on project outcomes to date and evaluation of project results will be published by the Workforce Training and Education Coordinating Board later in 2006.

### Workforce Strategies 2005 Conference

More than 450 workforce development leaders met in late October 2005 to attend the *Workforce Strategies 2005* conference in Spokane, Washington. Coordinated by the Workforce Board and sponsored with many partners, Workforce Strategies attracted leaders from the Legislature, business, labor, community and technical colleges, and the K-12 system.

The conference's theme, *Partnering for Strong Communities*, allowed us to bring together several strands of policy and practice, including economic development, wage progression, self sufficiency, and state and national policy.

A pre-conference session entitled *Building Partnerships: Workforce and Economic Development* was filled to

capacity. The plenary slate began with an “instant poll,” *Workforce Development System Issues: Let’s Hear from You!*, jointly offered by the Association of Washington Business and the Workforce Board. Leaders from government, industry, and the advocacy community shared their perspectives on workforce development during an “armchair plenary.”

Breakout sessions covered an array of provocative topics, including workforce and economic development, welfare reform, economic cluster strategies, the Work Readiness Credential, industry skill panels, rural economic development, career guidance, and more. Experts from Washington, DC, shared their views on issues facing states related to congressional action at the popular *Emerging Policy on the Horizon* sessions. The Workforce Development Council Chairs had a productive early morning meeting during the conference.

As every year, the highlight of the conference was the presentation of the Workforce Best Practices awards. Governor Christine Gregoire presented awards to:

*Literacy Works*, a Seattle-based consortium that designed and implemented a customized program for limited-English workers in small and medium-sized companies. Since 2002, more than 31 companies and 400 workers have participated.

*Olympic Academic Intervention Project*, an Olympic Workforce Development Council and local school districts project in which trained specialists build relationships with “at-risk” youth and assist them in reconnecting with school.

*Youth Career Academies*, a Vancouver-area program which significantly improved the work experience opportunities for low-income youth and their employers.

*EAGER Program*, a Snohomish project in which partner agencies were able to substitute the TANF 30-hour per week job requirement with a 30-hour per week intensive GED preparation program.

*Welding Rodeo/Boot Camp*, a multi-tiered approach at Bellingham Technical College to recruit more students into welding. The Welding Boot Camp improves welding teachers’ skills, and the Welding Rodeo includes a welding contest that attracts more than 1500 youth, college students, and professional welders from all over the state.

*Rural Nursing*, a partnership developed by the Northeast Health Occupations Skill Panel, which developed a program to provide nurse training close to home, reasoning that “home-grown nurses” would result in an expanded and more stable labor pool.

### Dislocated Worker Symposium 2005

Employment Security hosted their fifth Annual Dislocated Worker Symposium at the Seattle Airport Hilton and Convention Center on October 12, 2005. Nearly 300 employment and training professionals representing Employment Security, local Workforce Development Councils, WorkSource Centers, Community and Technical Colleges, other state agencies, and labor organizations attended the symposium. These annual symposiums are designed to bring employment and training partners together to learn about local, state, and national dislocated worker trends and programs.

This year’s keynote speaker was David Bradley, CEO of the National Workforce Association. In his presentation “The Other Washington”, Mr. Bradley discussed national workforce development legislation and related challenges and opportunities for national, state, and local partnerships. Rick Kaglic and Cristina Gonzalez, Labor market and Economic Analysis Branch, delivered a State-of-Economy and Across-the-State Economy address. Other symposium highlights included a presentation on a national dislocated workers project conducted by the John J. Heldrich Center for Workforce Development and a panel presentation featuring best practices from two local workforce development systems in serving limited English speaking dislocated workers.

## The Workforce Investment Act and Economic Development

In June of 2005 the Employment Security Department hosted a statewide workshop on how those with Workforce Investment Act funds could participate more fully in community economic development efforts and still maintain the integrity of the federal funds. The session was led by Mark Troppe from the National Center on Education and the Economy. Opening remarks were provided by business outreach staff at the Department of Labor Region 6 office in San Francisco. The Workforce Investment Act and Regulations as written offer windows of opportunity to participate in community economic development, but interpreting when and how WIA funds may be safely used is a challenge. Washington State has an integrated One-Stop Delivery System (WorkSource) and is constantly seeking innovative strategies to work with partners to help communities prosper. Over 100 individuals from partner organizations such as Workforce Development Councils, the Workforce Board, Community Colleges, and Community Trade and Economic Development as well as local Economic Development Councils attended the workshop. Learning of ways to use the current law and regulations as well as optional waiver choices adopted by other states were valued outcomes of this workshop.

### Statewide Activities Summary

The Employment Security Department has management and oversight responsibility for WIA Title I-B Statewide activities. In Program Year 2005, these workforce development activities supported key initiatives including:

- Addressing critical health care personnel shortages
- Developing strategies to keep youth in school and engaged in learning opportunities that

will enable them to enter careers or continue their education

- Improving access to services for persons with disabilities
- Linking workforce development to economic development

Washington State invested in the required statewide employment and training activities and several optional activities consistent with WIA Title I-B Section 134(a)(2)(B). These included:

- **Supporting and disseminating a state Eligible Training Provider (ETP) List** (See page 24.)
- **Conducting Research and Evaluations** (See pages 32 through 37 in Section III of this Report)
- **Providing Incentive Grants to local areas for exemplary performance**

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

- **Providing Technical Assistance to Local Areas Failing to Meet Local Performance Measures**

Employment Security and Workforce Board staff with expertise in WIA performance issues conducted an analysis of each of the workforce development area's performance patterns and provided consultations to local areas where deemed necessary.

- **Assisting in the Establishment and Operation of the One-Stop Career Development System** (See a description of WorkSource services available on pages 20 through 22)

- **Operating a Statewide Information Technology System** (See a description of SKIES activities on page 22)
- **Providing additional assistance to local areas that have high concentrations of eligible youth** (See a description of the Dropout Prevention and Intervention on page 25).
- **Providing support for training a skilled workforce and building a strong economy**  
Incumbent Worker Training programs focused on apprenticeship and high-demand activities (See page 25 for details)

#### *Boeing 787*

In 2002 The Boeing Company announced that final assembly for the 787 Dreamliner, an all-new airplane design with new materials and manufacturing techniques would be in Everett. The State of Washington and The Boeing Company have partnered to create a new model for workforce selection and development that will set the standard for excellence within the aerospace industry.

In Program Year 2005 the 787 project completed its final phases of program development. The recruitment and web-based application and assessment processes were completed and tested. The tracking and assessment curriculum, methodologies, tools, equipment and materials were finalized and identified for the assessment component. In the spring, the program moved into implementation. Employment Security/WorkSource and Edmonds and Everett Community Colleges moved into the Employment Resource Center (ERC) in late spring to set up the facility for recruitment and assessment activities scheduled to begin in July of 2006. The 787 Project remains on goal. The partners, including The Boeing Company, the Employment Security Department and Edmonds and Everett Community Colleges will continue to work together during the 2006 and 2007 Program Years as the first year of the recruitment and assessment phase of this public-private sector partnership begins.

## WIA TITLE I-B RESULTS

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

- Analysis of adjustments made to (WIA) performance measures due to changes in economic conditions and participant characteristics.
- A narrative discussing the costs of workforce investment activities relative to their effect on the performance of participants.
- An evaluation of workforce investment activities, including early results from our biennial Workforce Training Results and Net-Impact research.
- Tables that include negotiated performance levels and actual performance on 17 federal and 13 state measures of program performance.

### Analysis

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

Federal and state performance measures have precise definitions. Employment and earnings measures are based on wage records collected by state Unemployment Insurance (UI) systems for use in assessing employer payroll taxes and determining UI benefit eligibility. Washington State's federal and state measures use UI wage records from the state's Employment Security Department (ESD). Washington State participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 48 other states and the District of Columbia. Wage records available from this system cover more than 99.5 percent of civilian non-institutional employment in the United States (excluding self-employment). Federal and military payroll records are also collected (including records of the US Postal Service).

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

Washington State's performance targets (called "negotiated performance levels" by WIA) are the 16th highest in the country (out of the 52 jurisdictions reported by the Department of Labor). Performance levels for this sixth year of WIA activity were based on performance baselines derived from WIA performance in years two through five. Washington State's target levels were 102 percent of the average targets for other states before final adjustments.<sup>1</sup> The Workforce Investment Act provides an opportunity to revise negotiated targets in the face of changes in participant demographics or economic conditions. Washington State requested and received adjustments to its negotiated performance targets for PY 2005, based on regression analyses showing the relationship between economic and demographic conditions and performance. The Workforce Training and Education Coordinating

<sup>1</sup> The Dislocated Worker Earnings Gain measure is excluded from this calculation, due to the difficulty in comparing states with positive and negative earnings gain targets. Washington State's target was tied for 42nd in the nation at -\$2,750, well below the national average of -\$1,408.

Board (Workforce Board) developed new regression models in the spring of 2005 for 14 of the 17 federal performance measures based on WIA performance between 2001 and 2004. Prior to this, the Workforce Board had used models developed in 2002 which were based in part on Job Training Partnership Act (JTPA) results.

Washington State plugged up-to-date information on participant demographics and economic conditions into these models and proposed revisions for 11 measures. Washington State requested increases to its four adult targets, four dislocated worker targets, one older youth target and one younger youth target, based on improved economic and demographic conditions. Washington State proposed a reduction in its target for younger youth diploma attainment rate. The Department of Labor (DOL) agreed to all 11 of the proposed changes. The revised targets for PY 2005 are set at 103.5 percent of the average targets for other states.

Work on the regression models is ongoing, and they will be published after further review with Washington State’s local Workforce Development Councils. The negotiated performance levels displayed in this report for the state as a whole are the revised targets resulting from these adjustments. The negotiated performance levels shown in Table “O” showing local targets are regression-adjusted

using the regression models developed in 2005.

Washington State continued to exceed negotiated levels of performance in PY 2005. Washington performed at an average of 106 percent of the 17 federal measures, 100 percent of thirteen state measures, and 103 percent of the 30 measures overall (after target adjustments).

### Cost Effectiveness

Normally, discussion of the impacts of workforce development activities would be based on a net-impact analysis designed to measure the costs and long-range results of services. Results for participants would be compared with estimates of the results for participants in the absence of the programs. Washington State’s “Workforce Training Results 2006” report shows such information based on results from WIA exiters from 2001-02 and 2003-04. To supplement such studies and to meet federal reporting requirements, we also produce a rough annual estimate of possible results based on cost and service figures from the last two years of WIA.

Washington State’s 12 Workforce Development areas spent \$66.5 million on intensive and training services during PY 2005 (July 2005-June 2006) down from \$70.8 million in the prior year. The programs served 22,024 participants (down from 25,553 the year before) at an average cost of \$3,020 (up from \$2,769 the year before). Data for PY 2005 are shown in *Figure 1*.

**Figure 1 • Participants and Expenditures in PY 2005**

Target Population	PY 2005 Participants	PY 2005 Expenditures	Cost per Participant
Adults	7,256	\$ 18,846,799	\$ 2,597
Dislocated Workers	9,094	\$ 27,750,211	\$ 3,051
Youth	5,674	\$ 19,812,501	\$ 3,492
<b>Total</b>	<b>22,024</b>	<b>\$ 66,509,511</b>	<b>\$ 3,020</b>

PY 2005 is the second consecutive year in which participant counts have dropped faster than expenditures. Between PY 2003 and PY 2004, expenditures shrank by less than 3 percent, but the number of participant served dropped by 16 percent. Expenditures dropped by 6 percent between PY 2004 and PY 2005, while the number of participants served dropped by 14 percent. Much of the drop in participation counts stems from reductions in the number of Dislocated Workers served. Total cost per participant has increased by 27 percent since PY 2003, when costs per participant were at their lowest.

Many participants have not yet finished participation in WIA services. However, it is possible to show the potential magnitude of WIA benefits by examining results for participants exiting WIA during calendar year 2004 (January-December 2004).

Services to adults and dislocated workers are geared primarily to help participants find employment or to improve their employment and earnings. Often the participant's skills and marketability are improved through the use of classroom or on-the-job skills training. During calendar year 2004, some 11,910 participants in the adult and dislocated worker populations completed participation in WIA programs (Figure 2). Eighty-nine percent of the participants found employment dur-

ing the four quarters following their exit (up from 85 percent for calendar year 2003).

Assuming this year's WIA adult and dislocated worker participants earn the same average amount in the year following their program exits, the \$ 46.6 million spent on this population could be followed by almost \$364 million in participant earnings. Projected participant earnings are lower than in past years because there are fewer participants. However, earnings per participant increased by 9 percent between calendar years 2003 and 2004.

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

Forty-six percent of the 3,663 youth participants in WIA programs who exited during calendar year 2004 remained in school, returned to school, or enrolled in post-secondary vocational education during the following year. Eighty percent of all youth worked during the year following exit, including 76 percent of the continuing students and 84 percent of those who did not continue their educations. Some 91 percent of WIA youth either

**Figure 2 • Employment and Earnings for Participants who Exited in 2004**

Target Population	Calendar Year 2004 WIA Exiters	Percent Employed	Average Annual Earnings	Projected First Year Earnings of PY 2005 WIA Participants
Adults	4,347	87%	\$ 15,701	\$ 113,973,559
Dislocated Workers	7,563	90%	\$ 27,290	\$ 249,976,400
<b>Total</b>	<b>11,910</b>	<b>89%</b>		<b>\$ 363,949,959</b>

worked or continued their schooling during the year following exit. All of these figures reflect improvements over results from calendar year 2003.

WIA youth who left the program in calendar year 2004 earned an average of \$7,470 during the year following exit. Projected to PY 2005 youth participants, the earnings available during the first year after exit (\$42.3 million) exceed the annual program costs (\$19.8 million). It is worth remembering that youth work hours are reduced by their participation in further education and that participation in further vocational education should produce long-run benefits.

### Evaluation Activities

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

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

Publications resulting from the most recent round of research can be found at [http://www.wtb.wa.gov/Pubs\\_Publications.asp](http://www.wtb.wa.gov/Pubs_Publications.asp)

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

"Workforce Training Results 2006" covers participants exiting between July 2003 and June 2004 and will be the second to cover Workforce Investment Act populations. Employment and earnings results from "Workforce Training Results" are excerpted below. Readers are invited to look for the full report on our website at [www.wtb.wa.gov/Documents/WTR06final\\_000.doc](http://www.wtb.wa.gov/Documents/WTR06final_000.doc). Readers can also download the 2004 report. The executive summary can be found at [www.wtb.wa.gov/Pubs/2004\\_Pubs\\_wtrex04.pdf](http://www.wtb.wa.gov/Pubs/2004_Pubs_wtrex04.pdf) and the full report at [www.wtb.wa.gov/Pubs/2004\\_Pubs\\_wtr04.pdf](http://www.wtb.wa.gov/Pubs/2004_Pubs_wtr04.pdf)

### Results for WIA Adults

We evaluate the labor market outcomes of program participants by examining their employment and earnings during the third quarter after leaving a program. When considering these outcomes, please note that those who left programs during the latter part of the 2003-04 program year encountered a

labor market that had improved since the 2001-02 period.

We used UI wage files to examine employment rates and earnings among participants who left programs during the 1997-98, 1999-2000, 2001-02 and 2003-04 program years.<sup>2</sup> Data were collected from Employment Security Departments in Washington, Alaska, Idaho, Montana, and Oregon. Federal and military employment records were also included. We also used surveys to gather employment rates and information about medical and pension benefits. Results are shown in *Figure 3*.

The Workforce Investment Act replaced JTPA on July 1, 2000, and the results through program year 1999-2000 are for JTPA. The labor market outcomes for participants leaving WIA compare favorably to JTPA results. Labor market conditions for those leaving WIA during 2003-04 are comparable to those experienced by those leaving JTPA

in 1999-2000. Some of the improved performance by WIA participants resulted from welfare reform and changes in program eligibility criteria. WIA participants tend to have more labor market experience and higher pre-program earnings than did the earlier JTPA participants.

Participants in the WIA Adult Program were more likely to be a member of a racial or ethnic minority group, female, and have less education than the general state population. Among those leaving the program during 2003-04, 31 percent were people of color, compared with 32 percent in the last year of JTPA. Fifty-seven percent were women during 2003-04, down from 62 percent in the last year of JTPA. The typical (median) age when leaving the program was 38; one quarter were over 48 years of age. Sixteen percent had neither a high school diploma nor GED, and 10 percent received public assistance while enrolled in the program.

**Figure 3 • Employment and Earnings of WIA Adult Participants in the Third Quarter After Leaving the Program**

	1997-98*	1999-00*	2001-02	2003-04
Percentage self-reporting employment during third quarter after leaving program	79%	83%	81%	82%
Percentage with employment reported by employers to ESD the third quarter after leaving program	71%	67%	66%	69%
Median quarterly hours worked, of those working	429	424	430	440
Percentage employed full-time of those working (averaging 30 or more hours/week)	54%	53%	57%	58%
Median annualized earnings of those working	\$16,475	\$16,672	\$17,630	\$18,352
Size of household which median earnings would support at poverty level	3.1	3.2	3.5	3.7
Size of household which median earnings would support at twice poverty level	0.9	0.9	0.9	1.0
Median hourly wage of those working	\$9.93	\$10.44	\$10.77	\$10.93
Percentage self-reporting receipt of medical benefits from employer	53%	65%	59%	56%
Percentage self-reporting receipt of pension benefits from employer	29%	31%	34%	31%

**Notes:** Earnings and wages are expressed in first quarter 2005 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2005.

\* Figures from 1997 through 2000 are for the JTPA II-A Adult Program

### Results for WIA Dislocated Workers

Results for dislocated workers can also vary with economic conditions and the characteristics of participants. This can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs. Among the participants leaving the program during 2003-04, 38 percent of the participants were dislocated from manufacturing jobs—including 10 percent from aerospace. These figures are lower than for 1999-00 when 52 percent of dislocated workers came from manufacturing (11 percent aerospace) and for 2001-02 when 59 percent of participants were dislocated from manufacturing (13 percent aerospace). The reduced number of workers dislocated from manufacturing stems from a drop in the number of exiters dislocated from the lumber and wood products industry and from primary metals (aluminum).

After leaving the program, only 17 percent of dislocated workers found jobs in the manufacturing

sector - and only about 3 percent found employment in the aircraft industry. During the third quarter after leaving the program, 43 percent were employed in services and 9 percent in retail trade. The large number of aerospace workers dislocated in the 2000-02 period had not yet left the program by June 2004. By and large, the results for these workers are not reflected in these results. *Figure 4* displays results for the WIA Dislocated Worker program.

According to survey responses, 85 percent of the 2001-02 WIA Dislocated Worker participants had a job six to nine months following their program. Seventy-six percent were found to have employment reported to ESD during the third quarter after they left the program; their median hourly wage was \$14.82. The typical (median) participant had sufficient earnings to support 6.6 persons above the poverty level.

**Figure 4 • Employment and Earnings of WIA Dislocated Worker Program Participants in the Third Quarter After Leaving the Program**

	1997-98*	1999-00*	2001-02	2003-04
Percentage self-reporting employment during third quarter after leaving program	83%	83%	82%	85%
Percentage with employment reported by employers to ESD the third quarter after leaving program	74%	75%	74%	76%
Median quarterly hours worked, of those working	484	495	494	486
Percentage employed full-time of those working (averaging 30 or more hours/week)	67%	70%	74%	73%
Median annualized earnings of those working	\$25,537	\$25,857	\$27,373	\$27,929
Size of household which median earnings would support at poverty level	5.9	6.0	6.5	6.6
Size of household which median earnings would support at twice poverty level	2.0	2.0	2.3	2.3
Median hourly wage of those working	\$13.65	\$13.83	\$14.41	\$14.82
Percentage self-reporting receipt of medical benefits from employer	68%	72%	75%	66%
Percentage self-reporting receipt of pension benefits from employer	42%	40%	43%	36%

Notes: Earnings and wages are expressed in first quarter 2005 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2005.

\* Figures from 1997 through 2000 are for the JTPA III Dislocated Worker Program

Forty-three percent of the dislocated workers were women, up from 37 percent two years ago but down from 47 percent four years ago. The median age at program registration was 42; one quarter were over 50 years of age and one quarter were under 34. Participants roughly mirrored the state's racial and ethnic distribution. Twenty-three percent were people of color.

The labor market outcomes for participants leaving the WIA Dislocated Worker Program during 2003-04 compare favorably to those for the last year of JTPA. Some of this improvement probably resulted from differences in participant characteristics. When they enrolled, 56 percent of dislocated workers who exited in 2003-04 had previously attended college, up from 43 percent in 1999-00 and 2001-02. Nineteen percent had obtained a bachelor's degree before entering the program, up from 15 percent in 1999-00 and 12 percent in 2001-02. Median pre-program wage rates were highest among recent exiters, \$18.32 per hour for the 2003-04 cohort, as compared with \$16.71 per hour for 2001-02 and \$14.49 for 1999-00. As a result, wage replacement rates have declined considerably since the last year of JTPA.

### Results for WIA Youth

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

This shift in focus to younger youth can also be seen in the educational backgrounds of participants. Fifty-seven percent of exiters in 1999-00 were registered after they had already dropped out of school. Thirty-one percent were involved in the juvenile justice system. By contrast, only 30 percent of the 2003-04 exit cohort were high school dropouts at registration, and only 18 percent were involved in the juvenile justice system.

Figure 5 (see next page) displays results for the WIA Youth programs. Figures for JTPA are taken from the JTPA year-round program (Title II-C). The WIA figures include both older and younger youth. WIA results for 2003-04 are presented for all participants and for those who were not in secondary education at exit.

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

### Net Impact and Cost-Benefit Evaluation

"Workforce Training Results" include net impact and cost-benefit evaluations, which are updated every four years. These evaluations attempt to estimate what happens to program participants as compared to what would have happened if they had not participated in a workforce development program. The objective is to determine the difference that the program made for the participant.

Net Impact and Cost-Benefit Evaluations were updated for this year's publication. This year's estimates are for WIA program participants who exited during 2001-02. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research to conduct the last two net impact and cost-benefit evaluations.<sup>3</sup> Results are published in "Workforce Training Results 2006."<sup>4</sup>

<sup>3</sup> Dr. Kevin Hollenbeck headed the team. Results for participants who exited in 1997-98 may be found in Workforce Training Results 2004. Upjohn's publications on these results may be found at <http://www.upjohninst.org/publications/wp/03-92.pdf>. Technical details of that study are supplied in <http://www.upjohninst.org/publications/tr/tr03-18.pdf>

<sup>4</sup> "Workforce Training Results 2006" contains analyses for 11 workforce development programs in Washington State. This report shows results for WIA funded, Carl Perkins-funded, and Adult Family Education Act funded programs only.

Individuals who participated in these workforce development programs were compared to similar individuals who did not. For most of the programs, the comparison group was selected from registrants with the state's Employment Service. A different source of data was used for the comparison group for secondary career and technical education. For the cost-benefit analyses, Upjohn calculated the value of the net impacts on participant earnings, employee benefits, social welfare benefits, unemployment insurance benefits, and taxes.<sup>5</sup> Benefits

and costs were estimated for both the observed post-program period and out to the age of 65.<sup>6</sup>

Upjohn found that during the third year after program participation, the payoffs to education and training are strong and pervasive (*Figure 6, next page*). The employment impacts for all programs are positive. All programs, with the exception of Adult Basic Education, increased the average lifetime earnings of participants. The combined effects on average earnings and employment rates result in sizable impacts on total lifetime earnings.

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

	1997-98* All Participants	1999-00* All Participants	2001-02 All Participants	2003-04 All Participants	2003-04 Not in High School
Percentage self-reporting employment during third quarter after leaving program	76%	74%	66%	67%	N/A
Percentage with employment reported by employers to ESD the third quarter after leaving program	59%	55%	47%	52%	56%
Median quarterly hours worked, of those working	250	247	234	250	281
Percentage employed full-time of those working (averaging 30 or more hours/week)	27%	28%	27%	29%	32%
Median annualized earnings of those working (not in higher education)	\$7,225	\$7,909	\$7,858	\$8,521	\$9,775
Size of household which median earnings would support at poverty level	0.8	0.8	0.8	0.9	1.1
Size of household which median earnings would support at twice poverty level	0.4	0.4	0.4	0.4	0.5
Median hourly wage of those working (not in higher education)	\$7.32	\$8.22	\$8.22	\$8.25	\$8.41
Percentage self-reporting receipt of medical benefits from employer	35%	40%	38%	31%	N/A
Percentage self-reporting receipt of pension benefits from employer	18%	18%	17%	14%	N/A

**Notes:** Earnings and wages are expressed in first quarter 2005 dollars. Poverty levels are based on federal poverty guidelines identified by the Department of Health and Human Services for 2005.

\* Figures from 1997 through 2000 are for the JTPA II-C Youth Program

<sup>5</sup> Upjohn estimated the impact of the net change in earnings on social security, Medicare, federal income, and state sales taxes.

<sup>6</sup> In order to compare benefits and costs in terms of net present values, postprogram benefits and costs are discounted by 3 percent per year and all figures are stated in first quarter 2005 dollars.

**Figure 6 • Longer-Term Employment and Earnings Net Impacts**

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

Note: Longer-term refers to impacts observed 9 to 12 quarters after leaving the program. Earnings are expressed in first quarter 2005 dollars.

\* Not statistically significant at the 0.05 level.

\*\*This is the increase in earnings (above that of the comparison group) projected to age 65 and discounted at 3 percent. Includes effects from increased employment and increased earnings among those employed.

Figure 7 compares lifetime participant benefits to public costs. For example, during the course of working life to age 65, the average community and technical college job preparatory student will gain about \$106,000 in net earnings (earnings minus foregone earnings while in training) and employee benefits. These are net gains compared to the earnings of similar individuals who did not receive training (discounted at 3 percent and expressed in first quarter 2005 dollars). For CTC job prepara-

tory participants, the ratio of participant benefits to program costs, not considering impacts on social welfare benefits or taxes, is \$106,237 to \$7,560, or about 14 to 1. Lifetime participant benefits far exceed public costs for each of the programs, with the exception of Adult Basic Skills Education.

Tax revenues are affected by the change in participant earnings (Figure 7). For example, during the entire post-training period to age 65, the public gains an estimated \$15,603 in tax revenues for each CTC job preparatory participant.

**Figure 7 • Participant Benefits, Increases in Tax Receipts and Public Costs to Age 65**

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

Notes: Benefits, receipts, costs are expressed in first quarter 2005 dollars.

\*Present value of the additional lifetime earnings and employee benefits less foregone earnings during program participation.

\*\*Present value of additional social security, Medicare, federal income, and state sales taxes generated by increased participant earnings to age 65.

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

## Tables

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

Federal entered employment rates and employment and credential rates are calculated for participants who exited between October 2004 and September 2005. Federal retention rates and earnings gain measures are calculated for participants who exited between April 2004 and March 2005. The 12-month retention rates and 12-month earnings change measures on Table L are for participants who exited between April 2003 and March 2004.

Federal real-time measures: customer satisfaction measures (Table A) are based on a year running between January and December 2005. Younger youth skill attainment rates and diploma attainment rates (portions of Tables J and K), and number of exits (Table M) are based on a year running from April 2005 through March 2006. Participant counts (Table M) are based on a year running from July 2005 through June 2006.

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. DOL uses these numbers to aggregate state results into statistics for performance nationwide. These numbers are smaller than some readers may expect. By definition, Title I-B performance measures apply only to a small fraction of WorkSource participants whose services are funded by Title I-B and who receive case management and are eligible for intensive or training services.

Denominators shown for a given population also change from measure to measure. Some of this occurs because of the different time periods covered by the measures. However, most measures also exclude at least some participants by design. Using adult program measures as an example, federal entered employment rates do not include participants who were employed at registration. Federal retention and earnings gain measures do not include participants unless they were employed during the quarter after exit. Federal employment and credential rates do not include participants unless they received training services.

Washington State has 13 additional measures of performance. Statewide performance on these measures is shown in a set of tables located between Tables M and N. Most of these are for WIA participants who exited between April 2004 and March 2005. Two of the measures, employment rates and median annualized earnings are based on results in the third quarter after exit. State credential rates are based on the percent of participants who receive credentials within three quarters after exit regardless of whether they received training. This provides incentives for program operators to increase the supply of occupational training in order to increase the percent of participants who obtain credentials. Federal credential rates for adults and dislocated workers are calculated only for those who receive training. Program operators have less incentive to increase the supply of training under the federal performance definitions. State satisfaction results are measured for the same period as federal satisfaction, for those who exited between January and December 2005.

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

Workforce Development Council, WIA or Private Industry Council training program. If the employer answers yes, he or she is asked to report their satisfaction with the skills of these new employees on 12 dimensions, including reading, writing, math, occupation-specific skills, and problem solving. Satisfaction on these measures is averaged across the dimensions. This measure is calculated at the state level only, and is not calculated separately for workforce areas or for adults, youth or dislocated workers. The results shown in this report are from our 2005 employer survey.

Table O, attached to this report, has 12 pages, one for each of Washington State's 12 local workforce investment areas. A 13th Table O describes results for dislocated workers who did not receive assistance from any of the local programs. Participants who were co-enrolled in local programs are shown in the appropriate workforce investment area.

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

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

are "exceeded" are those where performance is at or above 100 percent of the negotiated performance level. Standards that are "met" are those where performance ranges from 80 to 99.99 percent of the levels. As indicated earlier, the local area targets in Table O are regression-adjusted versions of targets negotiated in 2005. The regression adjustments raised or lowered the negotiated targets, based on the predicted impact of changes in economic and demographic characteristics in each local area.

Performance "exceeded" 254 (71 percent) of the 357 local area targets shown in Table O. Another 95 local area targets were "met". Only 8 (2 percent) of the local area targets were not met. Two adult targets, two dislocated worker targets, four youth targets were not met at the local area level. Four unmet targets involved federal performance levels and four involved state performance levels. Four of the eight unmet targets involved state credential rates.

Since PY02, the DOL has required that information supplied in annual reports be validated through the use of validation software, and that data elements in the files used to generate these reports be validated as well. From October 2005 to January 2006, Washington State conducted a data element validation and report validation process in accordance with federal policy.

Data element validation covered a universe of 76,045 records, and involved a sampling of 1,075 WIA records and 133 Trade Adjustment Assistance records located in 40 local offices throughout Washington. Data elements were validated using a combination of administrative and onsite record review. The results were electronically submitted to DOL's Employment and Training Office on February 1st, 2006. Washington State used the 2005 version of this software to validate the current report, and will complete data element validation again this year.

**Table A – Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for the Survey	# of Customers Included in the Sample	Response Rate
	American Customer Satisfaction Index					
Participants	75.0	78.0	3,202	11,861	4,972	64.4%
Employers	69.0	69.2	2,197	24,249	3,016	72.8%

**Table B – Adult Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	81.3%	82.7%	$\frac{2,547}{3,081}$
Employment Retention Rate	82.9%	85.5%	$\frac{2,908}{3,401}$
Earnings Change in Six Months	\$3,836	\$4,289	$\frac{\$14,576,477}{3,399}$
Credential Rate	70.1%	76.3%	$\frac{1,359}{1,782}$

**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	82.2%	$\frac{258}{314}$	86.3%	$\frac{220}{255}$	73.4%	$\frac{215}{293}$	78.2%	$\frac{176}{225}$
Employment Retention Rate	79.9%	$\frac{219}{274}$	84.7%	$\frac{221}{261}$	78.8%	$\frac{189}{240}$	84.7%	$\frac{194}{229}$
Earnings Change in Six Months	\$5,291	$\frac{\$1,449,702}{274}$	\$4,335	$\frac{\$1,131,489}{261}$	\$2,963	$\frac{\$711,114}{240}$	\$2,637	$\frac{\$603,904}{229}$
Credential Rate	77.5%	$\frac{138}{178}$	82.7%	$\frac{124}{150}$	69.0%	$\frac{78}{113}$	80.4%	$\frac{74}{92}$
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

**Table D – Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
		numerator denominator		numerator denominator
Entered Employment Rate	84.9%	$\frac{1,106}{1,303}$	81.0%	$\frac{1,441}{1,778}$
Employment Retention Rate	86.6%	$\frac{1,393}{1,608}$	84.5%	$\frac{1,515}{1,793}$
Earnings Change in Six Months	\$4,922	$\frac{\$7,915,162}{1,608}$	\$3,719	$\frac{\$6,661,315}{1,791}$

**Table E – Dislocated Worker Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	83.9%	86.4%	$\frac{5,342}{6,183}$
Employment Retention Rate	90.2%	91.8%	$\frac{5,765}{6,281}$
Earnings Change in Six Months	-\$2,637	-\$1,785	$\frac{-\$11,196,366}{6,271}$
Credential Rate	72.3%	74.6%	$\frac{3,298}{4,419}$

**Table F – Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
		numerator denominator		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	83.6%	$\frac{803}{960}$	75.8%	$\frac{150}{198}$	76.9%	$\frac{574}{746}$	75.6%	$\frac{96}{127}$
Employment Retention Rate	91.5%	$\frac{863}{943}$	88.9%	$\frac{136}{153}$	88.2%	$\frac{548}{621}$	83.5%	$\frac{76}{91}$
Earnings Change in Six Months	-\$3,314	$\frac{-\$3,114,716}{940}$	-\$723	$\frac{-\$110,601}{153}$	-\$3,895	$\frac{-\$2,407,348}{618}$	\$6,207	$\frac{\$558,588}{90}$
Credential Rate	72.9%	$\frac{541}{742}$	60.2%	$\frac{74}{123}$	62.7%	$\frac{283}{451}$	71.4%	$\frac{50}{70}$

**Table G – Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
		numerator denominator		numerator denominator
Entered Employment Rate	85.6%	$\frac{3,782}{4,419}$	88.4%	$\frac{1,560}{1,764}$
Employment Retention Rate	92.6%	$\frac{4,301}{4,646}$	89.5%	$\frac{1,464}{1,635}$
Earnings Change in Six Months	-\$2,389	$\frac{-\$11,083,070}{4,639}$	-\$69	$\frac{-\$113,296}{1,632}$

**Table H1 – Youth (14-21) Program Results**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Placement in Employment or Education	N/A	66.3%	$\frac{1,906}{2,876}$
Attainment of Degree or Certificate	N/A	49.5%	$\frac{1,128}{2,279}$
Literacy and Numeracy Gains	N/A	N/A	$\frac{N/A}{N/A}$

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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	72.5%	78.0%	$\frac{487}{624}$
Employment Retention Rate	83.2%	83.5%	$\frac{419}{502}$
Earnings Change in Six Months	\$3,538	\$3,706	$\frac{\$1,856,808}{501}$
Credential Rate	59.0%	61.0%	$\frac{456}{748}$

**Table I – Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans *		Individuals with Disabilities		Out-of-School Youth	
		numerator denominator		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	72.9%	$\frac{70}{96}$	66.7%	$\frac{2}{3}$	72.8%	$\frac{59}{81}$	78.3%	$\frac{405}{517}$
Employment Retention Rate	74.1%	$\frac{40}{54}$	100.0%	$\frac{4}{4}$	74.5%	$\frac{35}{47}$	84.8%	$\frac{347}{409}$
Earnings Change in Six Months	\$3,106	$\frac{\$167,719}{54}$	\$2,823	$\frac{\$11,291}{4}$	\$2,649	$\frac{\$124,506}{47}$	\$3,737	$\frac{\$1,524,725}{408}$
Credential Rate	51.8%	$\frac{58}{112}$	33.3%	$\frac{1}{3}$	52.6%	$\frac{51}{97}$	61.7%	$\frac{374}{606}$

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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skill Attainment Rate	86.0%	88.8%	$\frac{4,564}{5,141}$
Diploma or Equivalent Rate	62.1%	62.3%	$\frac{932}{1,495}$
Retention Rate	73.5%	73.9%	$\frac{1,179}{1,595}$

**Table K – Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
		numerator denominator		numerator denominator		numerator denominator
Skill Attainment Rate	88.9%	$\frac{668}{751}$	88.5%	$\frac{799}{903}$	86.6%	$\frac{1,693}{1,956}$
Diploma or Equivalent Attainment Rate	52.7%	$\frac{98}{186}$	62.8%	$\frac{152}{242}$	55.4%	$\frac{359}{648}$
Retention Rate	70.6%	$\frac{149}{211}$	70.2%	$\frac{153}{218}$	71.6%	$\frac{493}{689}$

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

**Table L – Other Reported Information**

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	85.2%	<u>2,939</u> 3,448	\$4,228	<u>\$14,565,288</u> 3,445	9.1%	<u>231</u> 2,547	\$5,025	<u>\$12,789,886</u> 2,545	61.4%	<u>678</u> 1,105
Dislocated Workers	92.8%	<u>5,912</u> 6,372	90.8%	<u>\$103,349,415</u> \$113,805,893	9.9%	<u>528</u> 5,341	\$8,023	<u>\$42,812,714</u> 5,336	52.9%	<u>1,998</u> 3,779
Older Youth	81.5%	<u>400</u> 491	\$3,628	<u>\$1,777,768</u> 490	7.8%	<u>38</u> 487	\$3,049	<u>\$1,484,911</u> 487		

**Table M – Participation Levels**

	Total Participants Served	Total Exiters
Total Adult Customers	195,986	77,325
Total Adult Self-Service	179,862	68,041
WIA Adult	187,118	71,952
WIA Dislocated Worker	9,095	5,299
Total Youth (14-21)	5,675	3,317
Younger Youth (14-18)	4,317	2,460
Older Youth (19-21)	1,358	857
Out-of-School Youth	2,986	1,614
In-School Youth	2,689	1,703

\* Adult Customer, Adult Self-Service, and WIA Adult totals include users of Go2WorkSource, Washington State's on-line self-service job match system. Without Go2WorkSource customers there were 7,256 WIA Adult participants and 3,911 WIA Adult exiters during the report period.

**Washington State Additional Measures of Performance****Adult Program**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	76.5%	73.9%	$\frac{2,894}{3,648}$
Median Annualized Earnings	\$18,535	\$18,861	2,893 *
Credential Rate	64.4%	59.6%	$\frac{2,314}{4,067}$
Participant Satisfaction	90.0%	88.9%	$\frac{769}{865}$

**Dislocated Worker Program**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	83.0%	85.0%	$\frac{5,738}{6,748}$
Median Annualized Earnings	\$27,857	\$28,742	5,731 *
Credential Rate	72.4%	71.8%	$\frac{5,203}{7,251}$
Participant Satisfaction	89.5%	91.0%	$\frac{1,298}{1,427}$

**Youth Program**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate or Further Education	77.6%	81.6%	$\frac{2,527}{3,095}$
Median Annualized Earnings	\$9,704	\$10,630	1,225 *
Credential Rate	75.0%	74.1%	$\frac{2,019}{2,724}$
Participant Satisfaction	95.0%	93.1%	$\frac{661}{710}$

**Employer Satisfaction**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Percent Satisfied with Skills	84.5%	83.5%	$\frac{124}{148}$

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

**Table N – Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	\$ 18,846,779
Local Dislocated Workers	\$ 24,941,114
Local Youth	\$ 19,912,501
Rapid Response (up to 25%) WIA Sec.134 (a) (2) (A)	\$ 2,809,097
Statewide Required Activities (up to 25%) WIA Sec.134 (a) (2) (A)	\$ 8,278,720
<b>Total of all Federal Spending Listed Above</b>	<b>\$ 74,788,211 *</b>

\* Refer to page 27, Section Two of this report for an overview of the statewide mandatory and optional activities.

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

Local Area Name	Total Participants Served			
Southwest ETA Assigned #53005	Adults	1,554		
	Dislocated Workers	1,012		
	Older Youth	54		
	Younger Youth	361		
	<b>Total Exiters</b>			
	Adults	690		
	Dislocated Workers	663		
	Older Youth	31		
	Younger Youth	179		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	75.0	77.6	
	Employers	69.0	68.7	
Entered Employment Rate	Adults	81.6%	82.8%	
	Dislocated Workers	83.6%	85.5%	
	Older Youth	71.5%	100.0%	
Retention Rate	Adults	83.6%	89.1%	
	Dislocated Workers	89.5%	94.7%	
	Older Youth	82.0%	90.0%	
	Younger Youth	68.6%	78.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,566	\$3,945	
	Dislocated Workers	-\$1,110	\$631	
	Older Youth	\$2,786	\$4,663	
Credential/Diploma Rate	Adults	70.4%	72.2%	
	Dislocated Workers	72.6%	70.5%	
	Older Youth	57.2%	100.0%	
	Younger Youth	62.6%	73.4%	
Skill Attainment Rate	Younger Youth	86.0%	87.9%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	60.0%	
	Youth (ages 14-21)	N/A	77.1%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	91.2%	
	Dislocated Workers	89.5%	92.7%	
	Youth	95.0%	78.2%	
Employment in Q3	Adults	76.8%	84.4%	
	Dislocated Workers	82.7%	88.6%	
	Youth	79.5%	87.6%	
Median Annualized Earnings	Adults	\$20,544	\$20,397	
	Dislocated Workers	\$26,260	\$26,865	
	Youth	\$9,120	\$10,654	
Credential Rate	Adults	65.8%	32.2%	
	Dislocated Workers	68.0%	64.8%	
	Youth	77.6%	93.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 5</b> <b>Exceeded - 23</b>	

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served		
Olympic ETA Assigned #53010	Adults	309	
	Dislocated Workers	389	
	Older Youth	86	
	Younger Youth	153	
	<b>Total Exiters</b>		
	Adults	248	
	Dislocated Workers	248	
	Older Youth	66	
	Younger Youth	114	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	82.1
	Employers	69.0	67.3
<b>Entered Employment Rate</b>	Adults	81.5%	85.4%
	Dislocated Workers	83.8%	85.1%
	Older Youth	70.2%	66.0%
<b>Retention Rate</b>	Adults	82.7%	85.1%
	Dislocated Workers	89.8%	87.2%
	Older Youth	81.2%	89.1%
	Younger Youth	68.0%	67.5%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,392	\$3,839
	Dislocated Workers	-\$1,410	\$23
	Older Youth	\$3,472	\$3,735
<b>Credential/Diploma Rate</b>	Adults	71.6%	76.3%
	Dislocated Workers	72.8%	70.1%
	Older Youth	56.9%	50.0%
	Younger Youth	63.5%	66.7%
<b>Skill Attainment Rate</b>	Younger Youth	86.0%	91.1%
<b>Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains</b>	Youth (ages 14-21)	N/A	59.6%
	Youth (ages 14-21)	N/A	66.7%
	Youth (ages 14-21)	N/A	N/A
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	90.0%	91.0%
	Dislocated Workers	89.5%	96.5%
	Youth	95.0%	95.3%
<b>Employment in Q3</b>	Adults	76.2%	79.0%
	Dislocated Workers	81.8%	78.3%
	Youth	75.5%	80.3%
<b>Median Annualized Earnings</b>	Adults	\$18,892	\$18,960
	Dislocated Workers	\$27,923	\$25,127
	Youth	\$9,334	\$12,809
<b>Credential Rate</b>	Adults	65.5%	65.8%
	Dislocated Workers	67.9%	72.0%
	Youth	74.3%	81.0%
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 8</b>
		<b>Exceeded - 21</b>	

**Table O – Local Performance (Continued)**

Local Area Name	Total Participants Served			
Pacific Mountain ETA Assigned #53015	Adults	414		
	Dislocated Workers	657		
	Older Youth	77		
	Younger Youth	305		
	<b>Total Exitters</b>			
	Adults	202		
	Dislocated Workers	269		
	Older Youth	23		
	Younger Youth	161		
			Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	75.0	82.2	
	Employers	69.0	66.4	
<b>Entered Employment Rate</b>	Adults	79.8%	86.1%	
	Dislocated Workers	83.0%	88.7%	
	Older Youth	76.7%	92.3%	
<b>Retention Rate</b>	Adults	81.5%	86.2%	
	Dislocated Workers	89.5%	92.3%	
	Older Youth	80.4%	100.0%	
	Younger Youth	68.5%	86.0%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,061	\$4,859	
	Dislocated Workers	-\$1,694	\$834	
	Older Youth	\$3,447	\$7,297	
<b>Credential/Diploma Rate</b>	Adults	69.3%	72.1%	
	Dislocated Workers	73.1%	70.8%	
	Older Youth	59.3%	76.5%	
	Younger Youth	63.1%	82.0%	
<b>Skill Attainment Rate</b>	Younger Youth	86.0%	96.1%	
<b>Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains</b>	Youth (ages 14-21)	N/A	84.8%	
	Youth (ages 14-21)	N/A	74.4%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	90.0%	94.5%	
	Dislocated Workers	89.5%	94.7%	
	Youth	95.0%	100.0%	
<b>Employment in Q3</b>	Adults	74.5%	80.4%	
	Dislocated Workers	81.2%	84.4%	
	Youth	75.9%	88.9%	
<b>Median Annualized Earnings</b>	Adults	\$17,341	\$16,963	
	Dislocated Workers	\$25,875	\$27,385	
	Youth	\$9,627	\$12,320	
<b>Credential Rate</b>	Adults	65.8%	51.4%	
	Dislocated Workers	68.3%	59.9%	
	Youth	75.3%	78.8%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 4</b>	
			<b>Exceeded - 24</b>	

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
Northwest ETA Assigned #53020	Adults	304		
	Dislocated Workers	244		
	Older Youth	79		
	Younger Youth	243		
	<b>Total Exitters</b>			
	Adults	117		
	Dislocated Workers	176		
	Older Youth	44		
	Younger Youth	88		
			<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	84.9	
	Employers	69.0	73.7	
Entered Employment Rate	Adults	81.7%	82.0%	
	Dislocated Workers	83.9%	90.9%	
	Older Youth	70.6%	78.9%	
Retention Rate	Adults	84.7%	85.2%	
	Dislocated Workers	90.4%	95.9%	
	Older Youth	84.0%	84.2%	
	Younger Youth	72.8%	81.8%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,099	\$6,975	
	Dislocated Workers	-\$2,347	-\$2,297	
	Older Youth	\$3,731	\$7,085	
Credential/Diploma Rate	Adults	72.2%	80.7%	
	Dislocated Workers	73.2%	84.1%	
	Older Youth	61.4%	66.7%	
	Younger Youth	60.9%	66.7%	
Skill Attainment Rate	Younger Youth	86.0%	87.6%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	69.7%	
	Youth (ages 14-21)	N/A	69.8%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	88.9%	
	Dislocated Workers	89.5%	97.0%	
	Youth	95.0%	95.2%	
Employment in Q3	Adults	77.3%	78.4%	
	Dislocated Workers	82.9%	89.1%	
	Youth	79.2%	90.1%	
Median Annualized Earnings	Adults	\$18,826	\$25,983	
	Dislocated Workers	\$28,035	\$26,585	
	Youth	\$9,345	\$13,602	
Credential Rate	Adults	68.3%	87.9%	
	Dislocated Workers	69.1%	86.2%	
	Youth	75.5%	91.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 2</b>	
			<b>Exceeded - 27</b>	

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
King ETA Assigned #53025	Adults	1,726		
	Dislocated Workers	2,634		
	Older Youth	256		
	Younger Youth	844		
	<b>Total Exiters</b>			
	Adults	1001		
	Dislocated Workers	1068		
	Older Youth	170		
	Younger Youth	534		
			<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	76.7	
	Employers	69.0	65.6	
<b>Entered Employment Rate</b>	Adults	77.9%	79.7%	
	Dislocated Workers	82.0%	84.3%	
	Older Youth	62.7%	71.8%	
<b>Retention Rate</b>	Adults	83.3%	86.5%	
	Dislocated Workers	89.9%	91.7%	
	Older Youth	79.2%	74.4%	
	Younger Youth	65.4%	69.5%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,499	\$4,140	
	Dislocated Workers	-\$337	\$464	
	Older Youth	\$2,781	\$3,287	
<b>Credential/Diploma Rate</b>	Adults	64.8%	77.6%	
	Dislocated Workers	72.4%	74.7%	
	Older Youth	42.8%	55.8%	
	Younger Youth	57.3%	51.8%	
<b>Skill Attainment Rate</b>	Younger Youth	86.0%	91.1%	
<b>Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains</b>	Youth (ages 14-21)	N/A	57.8%	
	Youth (ages 14-21)	N/A	32.4%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	90.0%	79.7%	
	Dislocated Workers	89.5%	92.6%	
	Youth	95.0%	95.7%	
<b>Employment in Q3</b>	Adults	76.0%	77.7%	
	Dislocated Workers	81.3%	83.4%	
	Youth	77.5%	85.4%	
<b>Median Annualized Earnings</b>	Adults	\$19,328	\$20,458	
	Dislocated Workers	\$30,226	\$29,392	
	Youth	\$8,463	\$7,641	
<b>Credential Rate</b>	Adults	57.4%	51.5%	
	Dislocated Workers	68.3%	60.3%	
	Youth	72.6%	85.7%	
<b>Overall Status of Local Performance</b>		<b>Not Met – 0</b>	<b>Met – 8</b>	
			<b>Exceeded – 21</b>	

**Table O – Local Performance (Continued)**

Local Area Name	Total Participants Served				
Snohomish ETA Assigned #53030	Adults	323			
	Dislocated Workers	688			
	Older Youth	20			
	Younger Youth	212			
	<b>Total Exitters</b>				
	Adults	147			
	Dislocated Workers	397			
	Older Youth	16			
	Younger Youth	94			
				<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0		69.7	
	Employers	69.0		65.7	
Entered Employment Rate	Adults	81.1%		85.9%	
	Dislocated Workers	83.5%		89.1%	
	Older Youth	69.0%		88.9%	
Retention Rate	Adults	83.5%		87.7%	
	Dislocated Workers	90.8%		94.8%	
	Older Youth	83.6%		100.0%	
	Younger Youth	59.4%		67.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,212		\$3,835	
	Dislocated Workers	-\$8,277		-\$5,028	
	Older Youth	\$3,050		\$2,264	
Credential/Diploma Rate	Adults	69.9%		76.1%	
	Dislocated Workers	72.5%		76.1%	
	Older Youth	54.3%		70.0%	
	Younger Youth	52.6%		73.2%	
Skill Attainment Rate	Younger Youth	86.0%		92.7%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A		64.8%	
	Youth (ages 14-21)	N/A		50.8%	
	Youth (ages 14-21)	N/A		N/A	
<b>Other State Indicators of Performance</b>					
Customer Satisfaction	Adults	90.0%		85.3%	
	Dislocated Workers	89.5%		83.2%	
	Youth	95.0%		97.8%	
Employment in Q3	Adults	77.8%		82.7%	
	Dislocated Workers	84.6%		90.6%	
	Youth	74.9%		73.3%	
Median Annualized Earnings	Adults	\$18,955		\$19,792	
	Dislocated Workers	\$28,561		\$35,098	
	Youth	\$7,893		\$8,546	
Credential Rate	Adults	63.3%		78.9%	
	Dislocated Workers	80.2%		82.5%	
	Youth	71.2%		85.9%	
<b>Overall Status of Local Performance</b>			<b>Not Met - 1</b>	<b>Met - 5</b>	<b>Exceeded - 23</b>

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
Spokane ETA Assigned #53035	Adults	696		
	Dislocated Workers	979		
	Older Youth	215		
	Younger Youth	460		
	<b>Total Exitters</b>			
	Adults	429		
	Dislocated Workers	585		
	Older Youth	184		
	Younger Youth	283		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	75.0	73.5	
	Employers	69.0	65.8	
Entered Employment Rate	Adults	81.9%	84.2%	
	Dislocated Workers	83.8%	89.6%	
	Older Youth	71.6%	80.0%	
Retention Rate	Adults	81.8%	82.5%	
	Dislocated Workers	90.1%	92.2%	
	Older Youth	82.4%	86.7%	
	Younger Youth	69.4%	72.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,607	\$3,108	
	Dislocated Workers	-\$994	\$142	
	Older Youth	\$3,328	\$3,511	
Credential/Diploma Rate	Adults	70.0%	76.2%	
	Dislocated Workers	71.8%	86.6%	
	Older Youth	59.2%	65.1%	
	Younger Youth	65.7%	58.0%	
Skill Attainment Rate	Younger Youth	86.0%	66.8%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	74.5%	
	Youth (ages 14-21)	N/A	40.2%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	87.4%	
	Dislocated Workers	89.5%	90.0%	
	Youth	95.0%	84.3%	
Employment in Q3	Adults	76.8%	80.7%	
	Dislocated Workers	82.6%	86.3%	
	Youth	76.2%	80.1%	
Median Annualized Earnings	Adults	\$18,036	\$15,958	
	Dislocated Workers	\$26,970	\$24,124	
	Youth	\$9,873	\$10,269	
Credential Rate	Adults	66.2%	77.5%	
	Dislocated Workers	67.7%	84.1%	
	Youth	75.7%	68.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 9</b>	
			<b>Exceeded - 19</b>	

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
Pierce ETA Assigned #53040	Adults	518		
	Dislocated Workers	498		
	Older Youth	187		
	Younger Youth	475		
	<b>Total Exitters</b>			
	Adults	218		
	Dislocated Workers	249		
	Older Youth	93		
	Younger Youth	209		
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	72.8	
	Employers	69.0	66.2	
Entered Employment Rate	Adults	78.7%	80.6%	
	Dislocated Workers	83.6%	88.8%	
	Older Youth	72.1%	76.8%	
Retention Rate	Adults	82.7%	88.3%	
	Dislocated Workers	89.7%	94.2%	
	Older Youth	81.6%	83.1%	
	Younger Youth	67.9%	75.5%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,357	\$5,598	
	Dislocated Workers	-\$3,462	-\$444	
	Older Youth	\$3,771	\$3,712	
Credential/Diploma Rate	Adults	69.4%	72.1%	
	Dislocated Workers	72.0%	79.5%	
	Older Youth	56.8%	61.0%	
	Younger Youth	58.9%	58.8%	
Skill Attainment Rate	Younger Youth	86.0%	95.4%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	75.6%	
	Youth (ages 14-21)	N/A	55.1%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	94.9%	
	Dislocated Workers	89.5%	80.6%	
	Youth	95.0%	93.7%	
Employment in Q3	Adults	74.9%	79.9%	
	Dislocated Workers	83.5%	89.8%	
	Youth	77.6%	79.2%	
Median Annualized Earnings	Adults	\$18,197	\$22,926	
	Dislocated Workers	\$28,978	\$31,640	
	Youth	\$9,901	\$9,849	
Credential Rate	Adults	64.2%	54.0%	
	Dislocated Workers	71.0%	83.2%	
	Youth	74.1%	64.7%	
<b>Overall Status of Local Performance</b>		<b>Not Met – 0</b>	<b>Met – 9</b>	<b>Exceeded – 20</b>

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
North Central ETA Assigned #53045	Adults	548		
	Dislocated Workers	356		
	Older Youth	105		
	Younger Youth	490		
	<b>Total Exitters</b>			
	Adults	337		
	Dislocated Workers	219		
	Older Youth	81		
	Younger Youth	375		
			<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	82.5	
	Employers	69.0	71.7	
<b>Entered Employment Rate</b>	Adults	82.0%	82.4%	
	Dislocated Workers	83.0%	88.0%	
	Older Youth	72.5%	82.6%	
<b>Retention Rate</b>	Adults	83.2%	85.4%	
	Dislocated Workers	86.6%	87.6%	
	Older Youth	83.9%	77.4%	
	Younger Youth	69.0%	77.3%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,554	\$5,021	
	Dislocated Workers	-\$467	\$1,366	
	Older Youth	\$2,994	\$2,653	
<b>Credential/Diploma Rate</b>	Adults	71.1%	77.5%	
	Dislocated Workers	73.7%	78.6%	
	Older Youth	61.6%	61.0%	
	Younger Youth	60.6%	57.5%	
<b>Skill Attainment Rate</b>	Younger Youth	86.0%	85.3%	
<b>Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains</b>	Youth (ages 14-21)	N/A	58.9%	
	Youth (ages 14-21)	N/A	27.4%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	90.0%	97.1%	
	Dislocated Workers	89.5%	93.2%	
	Youth	95.0%	93.4%	
<b>Employment in Q3</b>	Adults	77.9%	78.5%	
	Dislocated Workers	78.9%	83.5%	
	Youth	75.9%	83.0%	
<b>Median Annualized Earnings</b>	Adults	\$17,743	\$18,273	
	Dislocated Workers	\$21,608	\$20,680	
	Youth	\$10,412	\$9,226	
<b>Credential Rate</b>	Adults	66.6%	67.4%	
	Dislocated Workers	67.0%	74.0%	
	Youth	75.1%	56.2%	
<b>Overall Status of Local Performance</b>		<b>Not Met – 1</b>	<b>Met – 8</b>	<b>Exceeded – 20</b>

**Table O – Local Performance (Continued)**

Local Area Name	Total Participants Served		
South Central ETA Assigned #53050	Adults	395	
	Dislocated Workers	521	
	Older Youth	123	
	Younger Youth	314	
	<b>Total Exiters</b>		
	Adults	205	
	Dislocated Workers	223	
	Older Youth	66	
	Younger Youth	139	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	80.5
	Employers	69.0	69.8
Entered Employment Rate	Adults	81.3%	84.7%
	Dislocated Workers	82.7%	90.5%
	Older Youth	75.6%	71.7%
Retention Rate	Adults	81.3%	78.1%
	Dislocated Workers	88.5%	90.9%
	Older Youth	83.6%	82.1%
	Younger Youth	68.9%	75.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,230	\$4,717
	Dislocated Workers	-\$439	\$453
	Older Youth	\$3,260	\$6,129
Credential/Diploma Rate	Adults	69.2%	77.2%
	Dislocated Workers	72.4%	78.7%
	Older Youth	61.3%	64.9%
	Younger Youth	59.1%	73.1%
Skill Attainment Rate	Younger Youth	86.0%	86.8%
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	64.7%
	Youth (ages 14-21)	N/A	65.3%
	Youth (ages 14-21)	N/A	N/A
<b>Other State Indicators of Performance</b>			
Customer Satisfaction	Adults	90.0%	92.8%
	Dislocated Workers	89.5%	90.3%
	Youth	95.0%	98.1%
Employment in Q3	Adults	76.5%	72.4%
	Dislocated Workers	80.6%	83.5%
	Youth	76.2%	79.7%
Median Annualized Earnings	Adults	\$15,679	\$15,458
	Dislocated Workers	\$25,046	\$25,136
	Youth	\$10,830	\$12,221
Credential Rate	Adults	64.2%	58.4%
	Dislocated Workers	67.5%	73.3%
	Youth	72.6%	67.6%
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 7</b>
			<b>Exceeded - 22</b>

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
Eastern Washington ETA Assigned #53055	Adults	243		
	Dislocated Workers	235		
	Older Youth	86		
	Younger Youth	331		
<b>Total Exitters</b>				
	Adults	139		
	Dislocated Workers	164		
	Older Youth	53		
	Younger Youth	177		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	80.3	
	Employers	69.0	76.2	
Entered Employment Rate	Adults	80.1%	87.5%	
	Dislocated Workers	83.5%	93.2%	
	Older Youth	71.4%	85.0%	
Retention Rate	Adults	82.8%	75.2%	
	Dislocated Workers	88.6%	88.3%	
	Older Youth	82.3%	75.0%	
	Younger Youth	69.2%	67.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,369	\$5,232	
	Dislocated Workers	\$522	\$2,436	
	Older Youth	\$3,353	\$2,873	
Credential/Diploma Rate	Adults	68.1%	76.2%	
	Dislocated Workers	73.8%	81.8%	
	Older Youth	58.6%	51.2%	
	Younger Youth	63.4%	56.9%	
Skill Attainment Rate	Younger Youth	86.0%	90.3%	
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	71.4%	
	Youth (ages 14-21)	N/A	58.9%	
	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	99.4%	
	Dislocated Workers	89.5%	88.3%	
	Youth	95.0%	95.2%	
Employment in Q3	Adults	76.6%	74.3%	
	Dislocated Workers	80.0%	84.7%	
	Youth	75.5%	68.3%	
Median Annualized Earnings	Adults	\$18,211	\$16,515	
	Dislocated Workers	\$22,708	\$22,393	
	Youth	\$10,276	\$9,266	
Credential Rate	Adults	68.4%	58.7%	
	Dislocated Workers	67.7%	57.7%	
	Youth	75.8%	64.4%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 16</b>	<b>Exceeded - 13</b>

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served			
Benton-Franklin ETA Assigned #53060	Adults	190		
	Dislocated Workers	234		
	Older Youth	68		
	Younger Youth	129		
	<b>Total Exitters</b>			
	Adults	178		
	Dislocated Workers	194		
	Older Youth	30		
	Younger Youth	107		
			<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	78.8	
	Employers	69.0	74.2	
Entered Employment Rate	Adults	82.8%	79.8%	
	Dislocated Workers	84.6%	92.6%	
	Older Youth	75.5%	88.5%	
Retention Rate	Adults	82.6%	85.8%	
	Dislocated Workers	88.5%	80.7%	
	Older Youth	83.0%	90.6%	
	Younger Youth	68.8%	69.9%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,811	\$3,940	
	Dislocated Workers	-\$487	-\$808	
	Older Youth	\$2,524	\$2,013	
Credential/Diploma Rate	Adults	70.9%	82.1%	
	Dislocated Workers	73.3%	75.0%	
	Older Youth	59.3%	53.8%	
	Younger Youth	53.9%	61.8%	
Skill Attainment Rate	Younger Youth	86.0%	78.6%	
Youth Placement Rate	Youth (ages 14-21)	N/A	71.7%	
Attainment Of Certificate	Youth (ages 14-21)	N/A	67.0%	
Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	N/A	
<b>Other State Indicators of Performance</b>				
Customer Satisfaction	Adults	90.0%	91.2%	
	Dislocated Workers	89.5%	93.2%	
	Youth	95.0%	97.4%	
Employment in Q3	Adults	77.6%	75.1%	
	Dislocated Workers	81.3%	80.2%	
	Youth	80.1%	74.5%	
Median Annualized Earnings	Adults	\$17,265	\$15,744	
	Dislocated Workers	\$23,307	\$22,398	
	Youth	\$10,791	\$11,354	
Credential Rate	Adults	65.5%	56.6%	
	Dislocated Workers	63.2%	37.3%	
	Youth	76.9%	78.8%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 3</b>	<b>Met - 10</b>	<b>Exceeded - 16</b>

**Table O – Local Performance** (Continued)

Local Area Name	Total Participants Served		
Statewide	Adults	N/A	
	Dislocated Workers	721	
ETA Assigned #53888	Older Youth	N/A	
	Younger Youth	N/A	
<b>Total Exitters</b>			
	Adults	N/A	
	Dislocated Workers	1,057	
	Older Youth	N/A	
	Younger Youth	N/A	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	75.0	76.5
	Employers	N/A	N/A
Entered Employment Rate	Adults	N/A	N/A
	Dislocated Workers	82.5%	82.3%
	Older Youth	N/A	N/A
Retention Rate	Adults	N/A	N/A
	Dislocated Workers	90.4%	93.1%
	Older Youth	N/A	N/A
Younger Youth		N/A	N/A
Earnings Change/Earnings Replacement in Six Months	Adults	N/A	N/A
	Dislocated Workers	-\$6,439	-\$6,675
	Older Youth	N/A	N/A
Credential/Diploma Rate	Adults	N/A	N/A
	Dislocated Workers	71.9%	70.1%
	Older Youth	N/A	N/A
	Younger Youth	N/A	N/A
Skill Attainment Rate	Younger Youth	N/A	N/A
Youth Placement Rate Attainment Of Certificate Literacy/Numeracy Gains	Youth (ages 14-21)	N/A	N/A
	Youth (ages 14-21)	N/A	N/A
	Youth (ages 14-21)	N/A	N/A
<b>Other State Indicators of Performance</b>			
Customer Satisfaction	Adults	N/A	N/A
	Dislocated Workers	89.5%	89.4%
	Youth	N/A	N/A
Employment in Q3	Adults	N/A	N/A
	Dislocated Workers	83.4%	84.7%
	Youth	N/A	N/A
Median Annualized Earnings	Adults	N/A	N/A
	Dislocated Workers	\$29,377	\$34,441
	Youth	N/A	N/A
Credential Rate	Adults	N/A	N/A
	Dislocated Workers	81.3%	83.0%
	Youth	N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met – 0</b>	<b>Met – 4</b> <b>Exceeded – 5</b>

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