

# *Washington State*

ANNUAL REPORT • *Workforce Investment Act / Title IB*



*Submitted by  
Workforce Training and Education Coordinating Board  
and the Washington State Employment Security Department  
December 2003*

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## Workforce Investment Act (WIA) in Washington State

### Introduction

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

For Program Year 2002 (July 2002 through June 2003) the United States Department of Labor (DOL) allocated \$126 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 on May 30, 2002. The plan entitled "High Skills, High Wages: Our Agenda for Action 2002" 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. In order to assure that the state's directions were set and roles were clear, Governor Locke issued Executive Order 99-02 in September 1999.

Vision	Goals
<p><i>Our vision is a workforce development system that offers every Washingtonian access to high quality academic and occupational skills education throughout his or her lifetime, effective help to find work or training when unemployed, and the personalized assistance to make progress in the labor market.</i></p>	<ul style="list-style-type: none"> <li style="margin-bottom: 15px;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">1</div> <div> <p>To close the gap between the need of the employers for skilled workers and the supply of Washington residents prepared to meet the need.</p> </div> </div> </li> <li style="margin-bottom: 15px;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">2</div> <div> <p>To enable workers to make smooth transitions so that they and their employers may fully benefit from the new, changing economy by putting in place a coherent strategy for dislocated and incumbent worker training.</p> </div> </div> </li> <li style="margin-bottom: 15px;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">3</div> <div> <p>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.</p> </div> </div> </li> <li> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">4</div> <div> <p>To integrate workforce development programs to improve customer service.</p> </div> </div> </li> </ul>



### *State Structure*

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

The Washington State Employment Security Department (ESD) has administrative responsibility for WIA Title I-B funds. This administrative responsibility includes stewardship of funds, oversight and monitoring of activities, and the allocation of funds to local Workforce Development Councils for the delivery of services within an integrated service delivery system. ESD is also responsible for the distribution of funds for statewide activities. Additional information regarding WIA statewide activities is located on pages 24 and 25.

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

### *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 12 local area Workforce Development Councils, one for each of the state's 12 workforce development areas (see map on page 5). Each Council, in consultation with chief local elected officials, oversees WIA Title I-B activities, coordinates local area workforce development services, and provides outreach to employers. The Councils use their leadership to ensure a link with local economic development strategies. Each Council has a Governor-approved local Unified Plan that includes a strategic plan that assesses local employment opportunities and skill needs, and sets forth goals, objectives, and strategies for the local workforce development system consistent with the state strategic goals (see page 1). The strategic role of local Workforce Development Councils makes them the counterpart to the state Workforce Board at the local level. Given this responsibility, an entirely new state-to-local and local-to-state set of relationships has been formed.

### *Washington's Economy*

Washington followed the nation into recession during 2001; job growth declined and unemployment rose substantially. The economic downturn was especially strong in Washington because of the impacts of September 11, 2001, on the aerospace industry. The 'dot-com' collapse and the downturn in the construction sector were also exceptionally

severe in our state. Total nonagricultural employment fell by roughly 85,000 between December 2000 and October 2002, with most of the job losses occurring in 2001<sup>1</sup>. The state's unemployment rate rose from 5 percent in 2000 to just over 7 percent in 2002.

Washington's recovery has so far been "jobless." As of the end of the second quarter of 2003, total payroll employment was actually lower (by 0.2 percent) than it was when the recession officially ended in the fourth quarter of 2001<sup>2</sup>. During PY 2002 (July 2002 to June 2003), the (seasonally adjusted) unemployment rate fluctuated above 7 percent. As of June 2003, Washington had the third highest unemployment rate in the nation; only Oregon and Alaska had higher rates.

Total employment in the state changed little from July 2002 to July 2003, as substantial job losses in manufacturing were largely offset by gains in other sectors. Manufacturing employment fell by 21,600 over this year, with job losses in aerospace accounting for about half the decline. (From September 11th of 2001 through July 2003, Boeing cut 39,200 jobs; of these, 23,600 have been in Washington State.) Computer and electronic product manufacturing continued to be weak. There were also substantial declines (2,500) in

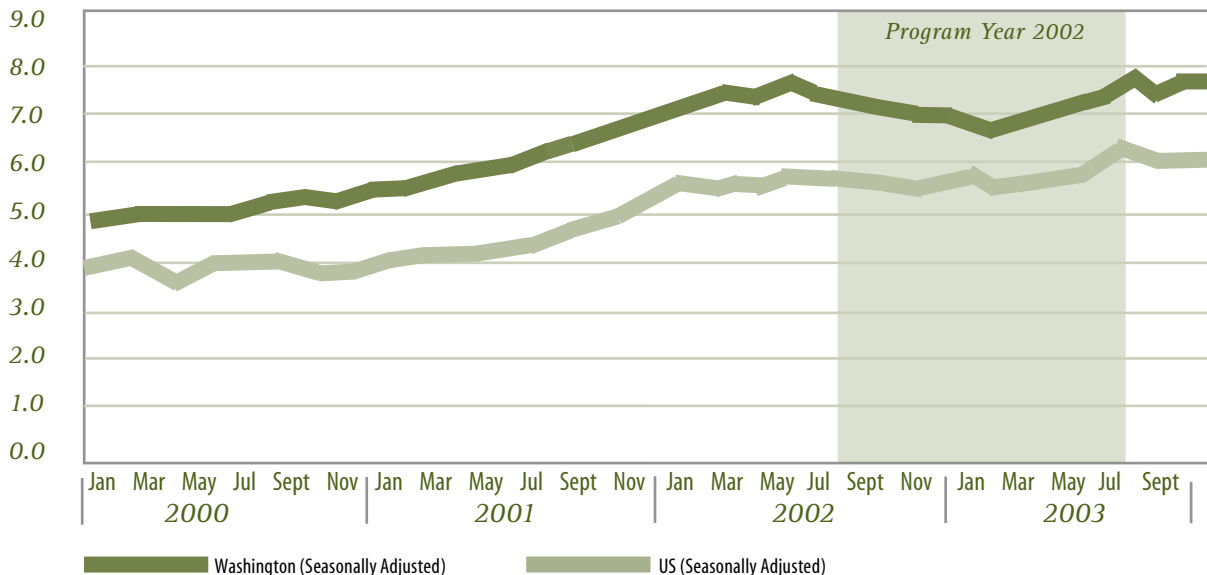
telecommunications. These losses were offset by gains in finance (6,900), business services (3,700), education and health services (5,500), and leisure and hospitality (4,400)<sup>3</sup>.

### Health Care Initiatives in Washington State

Washington State is facing severe shortages of health care workers in nearly all health professions. This shortage threatens the quality and accessibility of health care, the financial stability of the health services industry, and the economic vitality of the state. In 2002, the state Workforce Board convened the Health Care Personnel Shortage Task Force. The Task Force drew from local, state, and national experiences to develop a statewide plan for the Legislature, state and local agencies, educators, labor, employers and workers. The plan was published in the January 2003, Task Force report, *Health Care Personnel Shortage: Crisis or Opportunity?* and is available on line at: [www.wtb.wa.gov](http://www.wtb.wa.gov). In 2003, the Legislature asked the Board to continue to convene health workforce stakeholders to monitor progress on the state plan.

Among the report's recommendations, the Task Force requested that the state Workforce Board provide continuing

Unemployment Rates in Washington State and the US



1 Washington State Employment Security Department, 2002 *Washington State Labor Market and Economic Report*, December 2002.

2 Office of the Forecast Council, *Washington Economic and Revue Forecast*, XXVI (3), Sept. 2003.

3 Employment Security Department, *Washington Labor Market*, 27 (7), Sept. 2003.

support to current health care skill panels and expand the formation of panels to cover all twelve workforce development areas. This ensures that all areas of the state can benefit from collaborations among the health industry and educators. Skill panels, supported with WIA Title I-B statewide activities funds, provide an effective means to identify regional health personnel shortages and develop strategies to address them. The number of partners working on these panels is growing rapidly, and currently includes health care employers such as hospitals and clinics, community and technical colleges, and organized labor. As of August 2003, all twelve Workforce Development Councils have active health care skill panels (see page 23). The newest health care skill panels are in the Workforce Development Areas of Spokane County, North Central (Adams, Chelan, Douglas, Grant, and Okanogan counties), Eastern Washington Partnership (Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Walla Walla, and Whitman counties), and Tri-County (Kittitas, Klickitat, and Yakima counties). The panels report many accomplishments; for example, a health care apprenticeship program was established in Pierce County for Health Unit Coordinator and two other apprenticeship programs, Computed Tomography and Magnetic Resonance Imaging, are being developed. These are the first apprenticeship programs of their kind in the nation and are ideally situated for replication.

### *Section 503 Performance Incentive Grant*

Washington State received an incentive grant of \$3 million from the U.S. Departments of Education and Labor for exceeding Program Year 2001 performance targets for WIA Title I-B, the Adult Education and Family Literacy Act (AEFLA), and the Carl D. Perkins Vocational and Applied Technology Education Act. Washington State's Strategic Plan for Workforce Development set certain parameters for the allocation process and use of the funds. All twelve Workforce Development Areas qualified for a portion of these incentive funds. The Workforce Development Councils, in coordination with K-12 and community and technical college stakeholders, will use the funds to support education and training projects addressing regional health care personnel shortages.

### *Summary of Results*

During the second year of WIA (July 1, 2002 through June 30, 2003), Washington's performance continued at high levels. WorkSource is on the way to meeting the challenge of providing universal access while serving the workforce development needs of special populations.

From July 2002 through June 2003, over 252,600 job-seekers received labor exchange services through WorkSource. Approximately 172,318 (68%) of these individuals found employment.

Go2WorkSource.com is used for self-service access to labor exchange services by jobseekers and employers. In Program Year 2002, Go2WorkSource.com had an average of 333,630 visits per month. A monthly average of 993,700 job searches and 6,838 resume searches were conducted. Customer usage of Go2WorkSource.com continues to increase, as does the number of available resources.

For those needing a more intensive level of service, 31,308 participants were served in WIA Title I-B programs between July 2002 and June 2003. Washington's high levels of performance under WIA continued upward in Program Year 2002. Washington performed at an average of 104% of our targets for 17 federal performance measures, 122% of our targets for 12 state measures, and 111% of the 29 measures overall. Despite negotiated performance levels set at 107% of the average targets for other states, Washington exceeded its average federal targets in all program areas: Adults- 105%; Dislocated Workers- 101%; Youth- 105%; and Customer Satisfaction-102%.

## What Is Working Well

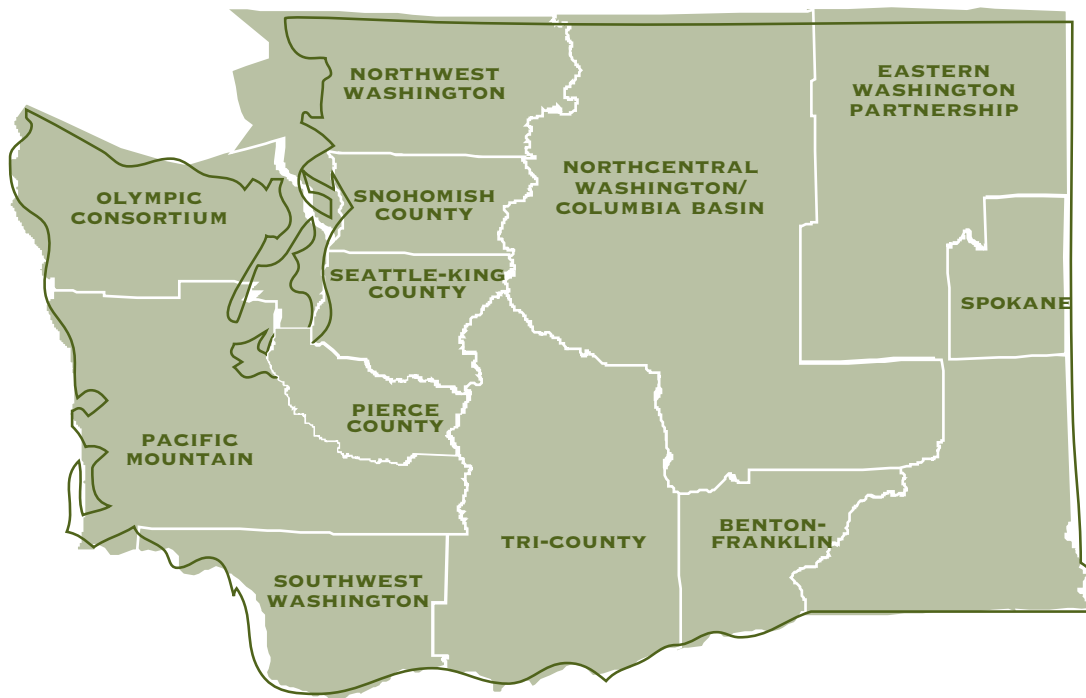
### Introduction

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

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

This section (pages 5 through 25) also includes highlights of state-level leadership activities and services in Program Year 2002 (July 1, 2002 through June 30, 2003).

### *Workforce Development Council Highlights*



Workforce Development Areas



## Olympic Workforce Development Council

*Serving Clallam, Kitsap, and Jefferson counties*

### *Local Partnerships*

During Program Year 2002, the Olympic Workforce Development Council (Olympic Consortium) extended the reach of Workforce Investment Act (WIA) services in the three-county area of Clallam, Jefferson and Kitsap counties. This was accomplished in part by adding WorkSource offices at community-based organizations and collocating staff from Olympic College in Bremerton in the Kitsap WorkSource office. On-site basic computer skills training is now available at Kitsap WorkSource because of this local partnership. These additional locations and services were added in response to customer input through our comment card system.

The Olympic Consortium continues to work with the Olympic Healthcare Alliance to coordinate job training and placement for local healthcare employers. A Marine Trades industry cluster was organized in Clallam County to promote economic vitality in the ship and boat building and repair business. Two employers, Platypus Marine and Washington Marine, along with Peninsula College, the Economic Development Council of Clallam County and the Port of Port Angeles have combined forces to train incumbent workers for higher-level jobs and responsibilities.

### *WorkSource Implementation*

The Olympic Consortium added enhanced job search and computer skills training workshops at all WorkSource locations this past year. These workshops address customer needs shown in Consortium satisfaction surveys.

In addition to enhancing specific job seeker services, the Consortium has implemented an overall upgrade to WorkSource core services through the WorkSource Membership System. This system, commonly called the "swipe card" system, tracks the use of core services including Internet access, self-directed research, Unemployment Insurance information, self-employment information and an array of business services. The WorkSource Membership System is the product of a cooperative effort of Washington State's Workforce Development Councils to devise a common mechanism to track self-service activities provided through the State's one-stop service delivery system.

The Membership System allows WIA managers to better allocate limited staff resources to various core and intensive activities during peak usage periods promoting high

customer satisfaction. Also, we can now show the public and its' policymakers a more complete picture of the WIA services being provided in their communities.

### *Employer Services*

The Olympic Consortium business outreach efforts have included:

- Co-sponsoring job fair events in Clallam, Kitsap and Jefferson counties.
- Conducting a business information survey with Jefferson and Clallam Chambers of Commerce and Economic Development Councils.
- Furnishing WorkSource Center business and employer resource rooms, which provide interviewing, space, assessment equipment, brochures, and Chamber of Commerce and Small Business Administration information. Customized assessment for local businesses has also been provided.
- Initiating and staffing the Marine Trades Industry skills panel.
- Partnering with Washington Marine, Platypus Marine, the Port of Port Angeles, the EDC of Clallam County, and Peninsula College to develop advanced training for 120 incumbent workers.

### *Youth Services*

The Certified Nursing Assistant training has become very popular with local area youth. This training combines on-the-job training with classroom training and takes place at local Assisted Living facilities.

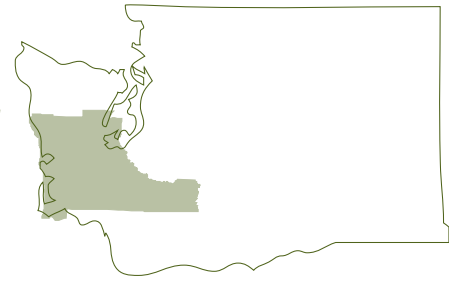
A WorkSource staff, now co-located at Kitsap County's Youth Detention Center, is providing more opportunities for youth to easily access WIA services.

The 12th edition of the Lincoln School project in Port Angeles resulted in ten successful WIA youth graduates (8 males and 2 females). They are now listed at the Carpenter's Hall as Apprenticeship Carpenters. Five of the Lincoln School crewmembers were high school dropouts at the time of enrollment. Four successfully completed the GED testing and the fifth obtained his high school diploma by the end of the project. As of June 30, 2003, two of the graduates were employed in the industry. The remaining graduates are now employed in related businesses.



## Pacific Mountain Workforce Development Council

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



### *Employer Services*

The Pacific Mountain Workforce Development Council (Pacific Mountain) has built upon its' previous successes and has expanded services to local employers.

The Health Care SKILLS Panel formed the previous year has continued activities in Program Year 2002. This effort, funded by the Workforce Training and Education Coordinating Board, consists of hospital administrators, technical practitioners, educators (both secondary and post-secondary), labor, economic development and other interested parties. Through the direction of the panel, over one million dollars has been secured to increase the capacity of health care occupations within local community colleges and to provide incumbent worker training. One project was funded by Employment Security (Industries for the Future) and provided incumbent workers a career ladder from Certified Nursing Assistants (CNAs) to Licensed Practical Nurses (LPNs) and from LPNs to Registered Nurses (RNs). This project was extremely successful and resulted in 79% completion rate and a 28.36% increase in wages. The partnership is extremely pleased with these outcomes considering the workers who participated both worked and went to school full-time. This was an exciting project, which met the needs of the workforce while addressing a critical shortage in the industry.

### *Youth Services*

In a continuing effort to respond to the medical skills crisis that faces our communities' hospitals, a project was developed with the New Market Skills Center. Supported by Governor's Discretionary Funds, New Market and Pacific Mountain developed a Professional Medical Careers Program in Program Year 2002. A total of 64 students (primarily sophomores and juniors) were enrolled in the program with the goal of completing the Nursing Assistant Certification exam. Completion of this program will provide these high school students a competitive edge when entering the job market or continuing their education in a medically related field.

### *Local Partnerships*

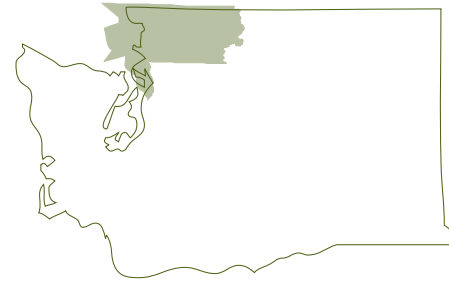
During Program Year 2002, a pilot project was developed between Pacific Mountain and the Department of Vocational Rehabilitation (DVR). A variety of pre-employment services

were offered to DVR clients at WorkSource offices throughout our WDA. These services successfully prepared the customers to enter employment or education in a demand occupation. The project served 327 DVR customers and dramatically increased the ability of local WorkSource offices to serve people with disabilities. The program components developed for this project continue to be utilized by DVR customers and other youth and adult job seekers with similar needs.

An exciting new partnership has been formed between WorkSource Grays Harbor and the Grays Harbor Transition Council. The goal of this partnership is to assist students transitioning from high school to use WorkSource services to obtain meaningful employment that matches their knowledge, skills and abilities. This partnership has improved and expanded the workforce system's relationship with the K-12 system throughout the county. This partnership includes parents, students, teachers, school administrators, business, county health and human services, community agencies, and WorkSource professionals. The understanding of the systems involved and of the issues faced by transitioning students has dramatically increased. This "can do" relationship includes a variety of services to transitioning youth including bussing these students to the local WorkSource office for orientation, tours and instruction. This partnership is committed to the youth population and will continue to find ways to expand student access to resources, training and employment.

## Northwest Workforce Development Council

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



The Council established a web presence at [www.nwboard.org](http://www.nwboard.org) to provide enhanced community access to workforce information and an additional venue to solicit input and comment on Council initiatives from local stakeholders. The Council renewed its strategic focus on a systemic approach to serving business and encompassing the Council's role in economic development.

### *One-Stop Operations/Enhancements*

The WDC certified the Skagit One-Stop as the area's third WorkSource Center. Three new technological products were developed which substantially enhance customer access to services and resources in the One Stops: 1) a multi-media *Tour of Services* introduces customers to the full array of programs and services, and through an instructional approach, can provide referral using a real-time, customer-driven delivery method; 2) the *Menu of Services*, a navigational aid which assists customers in finding resources targeted to their specific needs, and; 3) a swipe card *Membership System* to capture real-time customer activity and flow data to better inform policy and resource decisions.

### *Local Partnerships*

Partnership achievements this year include the integrated and outcome focused redesign of dislocated worker programs, including interagency management and service delivery strategies. The innovative approach incorporates common customer processes and outcomes across agencies and funding sources. Also integral to the redesign is a strengthened focus on job search assistance through intensive and specialized approaches.

Partnerships with community and technical colleges (C&TC) were strengthened as the system integration of dislocated worker programs and a targeted industry focus on high-wage, high-demand occupations guided realignments in WIA and C&TC training dollars, skill-based curriculum, and expanded classroom capacity.

Advancing the NW region's initiative to achieve a fully integrated system through investment in staff competency, four partner organizations participated in an on-line learning and professional competency assessment pilot program. Sixteen partner staff successfully completed the DynamicWorks pilot program and 100% achieved scores in the 90<sup>th</sup> percentile

to achieve national certification as Workforce Development Professionals.

### *Business Services*

The Council's sectoral skills panel, the Northwest Alliance for Health Care Skills, continued to achieve industry goals to attract, train, and place skilled health professionals in local employment. With support from the Council's HIB Skill Training Grant, the NW Radiologic Technology Consortium of six Community and Technical Colleges initiated its first cohort of 32 students. The Council and the Alliance's business and training partners developed a plan to expand local registered nurse training capacity by 75% using employer contributions, Council's WIA training funds, and college resources. With over one third of WIA funded individuals training for health occupations, the sectoral focus of the Council on high-wage, high-demand health and allied services jobs is apparent. Additionally, the Alliance launched a K-12 health careers marketing initiative - pairing Alliance members with high schools and conducting two successful summer health career camps for students to attract young people to health careers.

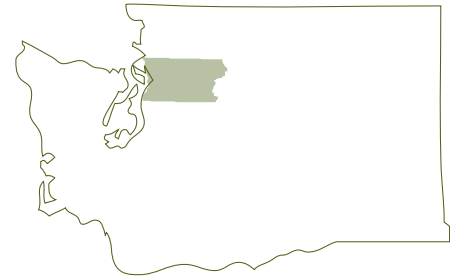
Other, new, sectoral initiatives include manufacturing, construction, and information technology industries. A Targeted Industry Partnership with a large boat manufacturer is engaged in training incumbent workers in a new, more efficient, and environmentally-friendly fiberglass fabrication process.

### *Youth Services*

The Council was selected for a best practice study by the National Collaboration on Workforce and Disability. The Council was one of only six One-Stops and WIA Youth service providers chosen nationally for serving youth with disabilities using an integrated model. The Council completed a Community Audit and Resource Mapping to improve integration of the youth service delivery system. This resulted in a new community youth portal website ([www.youthworksnw.org](http://www.youthworksnw.org)), targeted to young people and their parents, case managers, school counselors, and agencies that work with young people.

## Snohomish County Workforce Development Council

### *Serving Snohomish County*



### *Local Partnerships/WorkSource Enhancements*

The WDC secured a \$200,000 DOL Homeless Veterans' Reintegration Program grant to launch the *Veterans Employment through Training and Services (VETS) Initiative* in partnership with Washington State ESD and the Snohomish County Human Services Department, and with the support of the Snohomish County Homeless Policy Task Force. This Initiative will serve at least 200 homeless veterans, placing 100 into unsubsidized employment.

PY02 saw the launch of *Advancement through Customized Comprehensive Employment Services in Snohomish County (ACCESS) Initiative*. Through a two-year \$300,000 Work Incentive Grant secured on behalf of the WorkSource Snohomish County Partnership, a new transition center will be established in WorkSource Everett and managed by a disabilities program Navigator working for the Washington State DSHS Division of VocRehab. Over the next two years, the number of disabled individuals served will increase by at least 30%.

The WorkSource Snohomish County system added the *WorkSource Aerospace Center* at Paine Field. The Aerospace Center is providing reemployment services to nearly 2,000 dislocated industry workers.

### *Youth Services*

PY02 saw the certification of the *WorkSource Youth Center* to meet the employability and developmental needs of youth in eleven life domains. The Center provides a positive and effective entry point into the WorkSource system for Snohomish County youth.

The Youth Council engineered the co-investment of secondary education and WIA funds to create a highly effective drop out prevention program, STEP UP. Partnering the WDC and Lakewood and Arlington School Districts, with the support of AmeriCorps\*State Program Members, STEP UP is designed to engage youth during the transition from 8th to 9th grade and support academic achievement and employability development through high school completion into a 13th year.

The *Snohomish County Teen Yellow Pages*, originally conceived by the Edmonds Policy Department, was expanded, reissued, and widely distributed throughout Snohom-

ish County. This pocket-sized publication includes local resources, life skills instructions, and employment tips to aid in becoming responsible members of the community.

The Snohomish County WDC Youth Account Executive developed an updated *Pocket Résumé*. This tool is being used by several WDAs throughout Washington. It will serve as the prototype for a statewide version to be released in PY03.

### *Employer Services*

In PY03, the WDC joined forces with the Tulalip Tribes, the Carpenter's Union, Apprenticeship and Nontraditional Employment for Women and Men, Washington State ESD, and Everett and Edmonds Community Colleges to develop a construction trades pre-apprenticeship training program providing skills training and adding much-needed transitional housing. Upon completion of training, participants were employed by the Tribes and/or local unions.

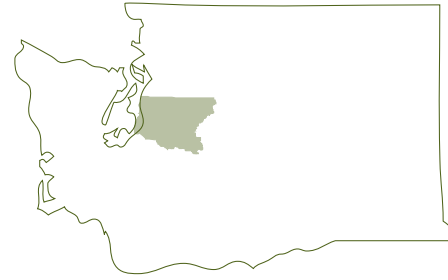
The WDC launched the *Health Skills Panel and Health Services Careers Partnership*, which is achieving key outcomes, designed to address the need for skilled workers in the healthcare industry. These long-term outcomes are being supported by the WDC's involvement in regional efforts to increase the skills of health care workers through a United States DOL H1-B grant for Snohomish, King, and Pierce Counties.

The WDC and the Everett Area Chamber of Commerce developed a stakeholders group which held focus group meetings with hospitality and tourism industry representatives, completed a community assessment, and prepared a report on this growing industry.

The Snohomish County WDC and the EDC collaborated to form an *Aerospace Advisory Group*. This group engages local aerospace suppliers to assist with State and local efforts to retain production of the Boeing 7E7 within the Puget Sound Region. This group has increased awareness of major structural changes within the industry, as well as added opportunities for customized training and new business development.

## Seattle-King County Workforce Development Council

*Serving King County*



### *Employer Services: 2003 Sector Strategy*

Thanks to a new board strategy, the Workforce Development Council of Seattle-King County can now thoughtfully prioritize its efforts on behalf of local industry sectors.

Under the new sector strategy, WDC staff analyzed each of King County's six major industries according to its importance to the economy, the importance of workforce issues to the industry, the demand for workers and the ability of the WDC to help alleviate the workforce issues. Recognizing that time and resources are limited, the board used these and other criteria to set an appropriate level of WDC engagement for each industry in the next year.

These levels of engagement were defined as *Lead*, in which the WDC actively devotes staff time and resources and convenes stakeholders; *Partner*, in which the WDC plays a supporting role with other stakeholders; and *Monitor*, in which the WDC monitors existing efforts and participates to a limited degree.

For health care and information technology, the WDC will continue to play a lead role. Plans include a new information technology industry panel in conjunction with the Regional Advanced Technology Education Consortium. The WDC will also continue efforts that have already expanded college health care training programs by 180 slots.

The WDC will act as a partner in construction and manufacturing (aerospace and related high-tech), and will monitor current workforce efforts in the finance and biotechnology fields.

### *WorkSource Enhancements: Disability Initiatives*

In the past year, the WDC pursued competitive funding opportunities that brought in over \$1 million to our local system from a variety of sources to improve employment and training services for people with disabilities. These funds have been targeted beyond accessibility toward both individual customized services and stronger connections among WorkSource partners.

Some of the new initiatives include a "disability navigator" position at WorkSource to act as a resource for staff who help disabled adults navigate the system of benefits and

programs designed to support them in finding and retaining employment. Similarly, the WDC has applied its nationally recognized expertise in learning disabilities by ensuring the availability of screening, diagnosis and accommodations for WIA-enrolled customers.

For disabled youth, the WDC is strengthening the link between special education and WorkSource so disabled students have a bridge to employment after high school. Also, a new project focuses on identifying and serving youth with "hidden disabilities" such as mental health disorders, personality disorders and learning disabilities.

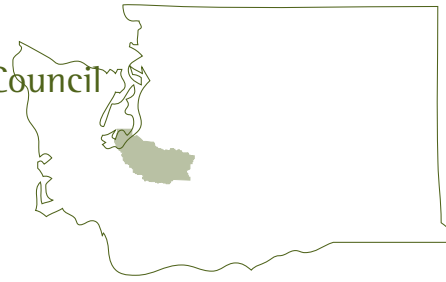
### *Youth Services: Project Start-Out for Bilingual Youth*

As an expansion of a successful WDC pilot project that builds career pathways to health professions for youth of color, Project Start-Out targets WIA-eligible, bilingual juniors and seniors from six inner-city public high schools in Seattle. The program has seven components: certified nurse assistant (CNA) training, including computer skills training; subsidized work-based learning in the health care field; college preparation; career and life planning; tutoring; mentoring; and employer-paid internships. Project partners include the City of Seattle Youth Employment Program, South Seattle Community College, SeaMar Community Health Center, and the University of Washington School of Nursing.

After intensive recruitment at local high schools this spring, Project Start-Out staff received applications from 79 students, 52 of whom were offered admission to Start-Out. All 52 students accepted these offers of admission, and began the summer CNA training program on June 29, 2003. Forty-nine students successfully completed the training course, and 45 took the state CNA certification exam early this fall (results pending). All program participants will continue to receive intensive case management, academic support, and job/career counseling for the remainder of this program year.

## Tacoma–Pierce County Workforce Development Council

### *Serving Pierce County*



### *WorkSource Enhancements*

The WorkSource delivery system in Pierce County has expanded to include nine affiliate sites. The downtown Tacoma Career Development Center provides a full array of services. The affiliates are located throughout the county and include four community and technical colleges (Bates, Clover Park (Lakewood), Pierce–Ft. Steilacoom, Tacoma). Other affiliates focus on the needs of specific target groups as well as provide core services to the general public. Tacoma Community House specializes in ESL training, Goodwill and Vadis (Sumner) serve persons with disabilities and the Community Justice Center affiliate serves offenders. The WorkSource Lakewood affiliate has a special connection with the military community.

### *Employer Services*

The WorkSource Business Connection is a multi-agency initiative developing long-term relationships with major businesses such as USCO, Louisiana Pacific, Simpson Timber as well as with many small businesses to meet their hiring needs. The top two priorities are to serve as a single point of contact for employers and to improve the match between customers referred and the jobs listed.

Our Ladders 2 Success Career Fair with 92 exhibitors and 56 employers with 800 job openings also offered workshops to the 6500 registered jobseekers in networking, career planning, business planning, communication skills and marketing yourself to employers. One of the most popular features was a resume review service offered by WorkSource partner staff.

While the Career Fair is one single important event, the work of the Business Connection staff will be to follow up consistently with all employers. It is one method to open up the potential of WorkSource to the business customer and manage the pipeline linking qualified jobseekers to high wage, high demand jobs.

### *Local Partnerships*

During PY 2002, the WDC focused on efforts that integrate workforce and economic development. Strategies deployed were innovative, partnership based, and industry specific that expand economic opportunities for workers and job seekers and increased the competitiveness of key industries.

Below are two examples that exemplify the WDC's efforts:

1. *Public and private leverage for WorkSource Career Specialists and incumbent worker training* – Healthcare industry partners leverage with the WDC to have WorkSource Career Specialists co-located at participating health systems' hospitals. The WorkSource Career Specialists act as the single point of contact for all incumbent workers seeking training and support needed for advancement into high demand occupations. *To date, over 1,500 incumbent workers have received services. Of those who have completed training, 96% have received an average wage gain of \$6.50 per hour.*

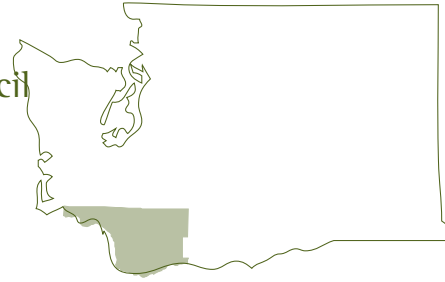
2. *Healthcare apprenticeship training* - The WDC in partnership with its industry and labor partners, Department of Labor & Industries, and the WTECB has successfully developed the first healthcare apprenticeship training. Apprenticeship training is viewed as a viable training option for addressing the industry's workforce needs. The WA State Apprenticeship Training Council (WSATC) approved the Health Unit Coordinator (HUC) apprenticeship program. *Eighty HUC apprentices will complete training annually, earning between \$10.31 to \$14.00 per hour.* The partnership has also received WSATC approval for standards for two high-demand imaging training programs.

### *Youth Services*

The National Electrical Contractors Association (NECA) and the Southwest Washington Electrical Joint Apprenticeship Council in partnership with the WDC initiated a school to the electrical apprenticeship program to identify and develop young talent from Pierce County high schools. Selected high school students will be hired by NECA businesses as electrician's helpers during the summer of 2003 and their senior year. Selected youth will receive occupation specific training as well as employability skills training on the job and in a classroom setting. After successful graduation from high school, these youth will be *offered full-time employment and be given special consideration* for entry into the electrical apprenticeship program.

## Southwest Washington Workforce Development Council

*Serving Clark, Cowlitz, Wahkiakum, and Skamania counties*



### *Local Partnerships*

The past year was full of change for the Southwest Washington Workforce Development Council (SWWDC). SWWDC completed its first year of operation with a goal of establishing itself as the leader for workforce and economic development in Southwest Washington. Early in the year, focus was on the development of a five-year Strategic Plan using demographic data, economic forecasts, and identified training and skills gaps. The plan includes input from employers, educational institutions, elected officials, organized labor, and job seekers. The plan takes a huge leap forward to focus on improving the region's economic fabric by centering on four goals: Goal 1: Supply qualified workers to support business recruitment, expansion, and retention; Goal 2: Develop worker skills for target industries and occupations; Goal 3: Increase educational and training outcomes for Southwest Washington residents; and Goal 4: Develop a responsive workforce system guided by the strategic plan.

The newly formed Southwest Washington Health Care Skills Panel identified three core challenges: expanding student capacity of regional post-secondary institutions; increasing incumbent worker training and retention; and enhancing the preparedness of high school students to enter health care careers. The panel also developed a liaison position for health care employers as they utilize the WorkSource system and address region-wide training needs across the health care system.

### *WorkSource Enhancements*

Services for Adult and Dislocated Workers are being redesigned to directly align with the goals of the Strategic Plan. The WorkSource Tracking System was implemented at all WorkSource centers and affiliates and work continues with Employment Security in realizing the potential of the SKIES system.

### *Employer Services*

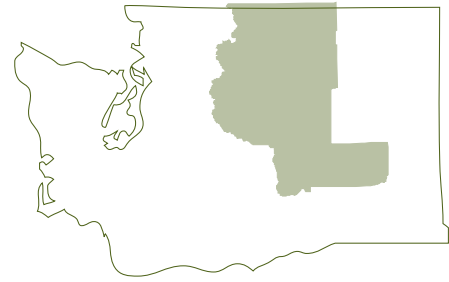
Plans were made for two new positions to work on enhancing employer connections to the WorkSource system, assuring timely and successful results for the region's businesses.

### *Youth Services*

Southwest Washington's WIA youth programs continue to work on dropout prevention and innovative solutions to engage youth in high demand, high wage training and employment opportunities. Programs focused on; intensive year round solutions; academic achievement; alignment with state educational requirements; post-secondary readiness; and long-term outcomes. This year marked the creation of the Summer Youth Academy Program providing training, education, and hands-on experience to youth in 10 industry sectors. Over 150 young people and 70 businesses, community partners, and other organizations participated in the program. School year programs included: *Homework Help* supported by a room equipped with computers serving approximately 100 youth; *Family Nights*, monthly meetings providing an opportunity for staff, parents, and youth to hear community speakers, recruit siblings, enhance parental support, teach problem solving and provide community resource opportunities; *The Technology Bus* providing computer access, classes, and services in locations not readily served by WorkSource centers; and *Cool Beans*, a coffee cart enterprise run by youth in workforce programs.

## North Central Workforce Development Council

*Serving Chelan, Okanogan, Grant, Douglas, and Adams counties*



### *Local Partnerships*

#### *Industries for the Future*

Partnerships between Columbia Basin Education and Business continued to develop as workers in the manufacturing industry enhanced their skills for career advancement in food processing technology. Approximately fifty entry level and beginning mechanics benefited from skills training in machine maintenance. Training included electrical safety and systems, process control systems, fabrication and power transmission.

#### *Disabled Accessibility Partnership*

Under a Workforce Innovation Grant (WIG) in Omak, a Disabled Customers' Accessibility Partnership (DCAP) representing disabled customers, special education, DSHS, Employment Security, Workforce Investment Title I-B, and DVR was established to create a plan to increase accessibility to one-stop services. The new Partnership intends to be a model for other One Stops to improve physical and programmatic access for persons with disabilities.

#### *Building the One Stop Partnership*

Over 125 staff from Chelan, Douglas, Grant, Adams and Okanogan counties attended the Area's 3rd Annual One Stop Conference titled, "Building the Partnership." A total of sixteen local partners were represented at the conference. A variety of workshops benefited attendees by addressing relevant topics in the changing world of workforce development.

### *Youth Services*

#### *Youth Services Integration*

The North Central Youth Council made access to integrated information about youth agencies and services a top priority for 2002. Youth Integration grant funds are training over 60 youth agencies to maintain their service information in a directory called [www.4people.org](http://www.4people.org). This directory is web based, standardized and universally accessible allowing information to be easily obtained and updated. Several communities have taken the work of this project and begun planning to ensure its sustainability for future information sharing capacity.

### *Business Services*

#### *Enhanced On-the-Job Training (OJT)*

One of the Area's primary goals is to work with the busi-

ness community to develop people's full potential in the workforce. OJT is one of our best tools to facilitate training, helping to move the economy forward. This year, the Area improved on-the-job training to enhance services to business. Revisions include a modified length of training calculation, a revised monthly payment method as well as a bonus payment for businesses who train workers and provide a credential for occupational skills attainment as a result. The total employer payment does not exceed 50 percent of the worker's wages.

### *Other Improvements*

#### *Transition of Office Skills Training*

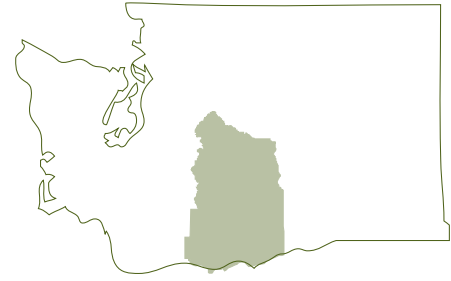
SkillSource transferred delivery of Office Skills Training to Wenatchee Valley and Big Bend Community Colleges, enabling some 90 participants to continue their vocational education. These off campus programs continue to provide individualized, hands-on instruction enabling students to graduate as a Computer Applications Specialist, Accounting Clerk or Administrative Assistant. Students benefit from the advantages of a post-secondary institution and community based organization.

#### *Internet and Computing Core Certification (IC3)*

For businesses faced with a slew of job applicants claiming to be "computer literate", the latest IC3 certification can take the guesswork out of finding those who really are. IC3 demonstrates that applicants really can use a computer effectively. While many claim to have the skills, verifying those abilities was difficult, until now. Instead of relying on an applicant's assertion, IC3 lets employers validate knowledge and skills in Computing Fundamentals, Living Online and Key Applications. IC3 is recognized in over 60 countries worldwide as the standard in basic computing and Internet skills. It is the first computer certification recognized by the National Skill Standards Board to meet the highest professional and technical standards of quality. SkillSource is now an Authorized Testing Center and soon most Learning Center graduates will be IC3 certified.

## Tri-County Workforce Development Council

*Serving Yakima, Kittitas, and Klickitat counties*



### *Local Partnerships*

The Tri-County Workforce Council in partnership with multiple organizations, agencies, community groups, and businesses elevated the significance of local workforce issues in Kittitas, Yakima, and Klickitat Counties through a variety of events scheduled during the April 21-26th WORKFORCE WEEK. Activities included motivational futurist Ed Barlow, Job Fairs in each county, a Youth Career Fair, open houses and tours of WorkSource Centers, colleges, and private training providers, business seminars, and 17 other workforce-related events. The events were highlighted by official proclamations from Governor Gary Locke, Klickitat/Yakima/Kittitas County Commissioners and 25 City Mayors across the Tri-County region. Rotary clubs, Chambers of Commerce, Employment Security, Economic Development organizations and Business Education Partners were among the sponsors promoting and participating in the week's events throughout the region.

### *WorkSource*

Many older youth would benefit from WorkSource services but are not sure how to access those resources. This is especially true in small and rural communities where resources are limited. To address this issue, Tri-County Youth Programs took measures to connect these youth with local WorkSource centers. Beginning in Kittitas County schools, WorkSource staff and partners took presentations to the High School Counselors with the goal to have all seniors familiar with WorkSource before graduation 2004. The initiative has expanded to alternative schools, which have agreed to partner with WorkSource and write the Job Hunter Workshops Series into their curriculum. Upon completion of all 7 workshops the students will receive 1 graduation credit. This is an important link for young people by providing valuable resources and alternative paths to careers for those students who are not college bound.

### *Employer Services*

The Tri-County Workforce Council has adopted a cluster-based strategy to establish competitive advantages in key business and industry sectors across the region. Using a mix of public and private funds, new projects have focused on up-grading incumbent worker skills to keep companies healthy

and to avoid lay-offs. A partnership between the Yakima County Development Association (EDC) and the Tri-County Workforce Council is an example of these projects. Working with 34 manufacturing companies from the woods, metals, plastics, and fiberglass industries, the project provided "Lean Manufacturing" training to essential personnel. Training was provided to 139 incumbent workers and one business outreach liaison from each WorkSource Center throughout the Tri-County region. The training provides employees with skills and techniques needed to assess their efficiency, output, minimize waste, maximize customer value, and reduce waste with an eye for continuous improvement. Outcomes include layoff aversion, improved quality of product, reductions in cycle time and business retention.

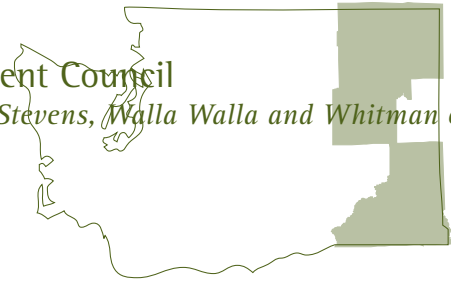
### *Youth Services*

To promote the understanding of career opportunities and occupations, Tri-County Youth Programs, Community Jobs, local schools, and WorkSource sponsored "Roads to Success", a youth conference providing over 150 young people real information about jobs, training, colleges and apprenticeship programs. Over 52 unions, apprenticeship programs, colleges, employers, military divisions, and entrepreneurs participated in the conference providing workshops on medical, construction, heavy equipment operation, and entrepreneurship. Young people saw first hand real apparatus such as backhoes, ambulances, road graders, loaders, 18-wheel trucks and an Ariel fire truck. In the construction workshop, youth sawed, drilled, and hammered their own bookends into a final project. During the EMT session selected youth from the audience participated in a complete triage, putting patients on the backboard and bandaging wounds - imitating a "real emergency call." One young female participant commented that she never thought of this as a career option, but now she is very interested in pursuing a career as an EMT or a firefighter.



## Eastern Washington Partnership Workforce Development Council

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



A number of important developments occurred in the Eastern Washington Partnership's workforce development area during the past year. Walla Walla Community College provided training to over two hundred incumbent workers at Broetje Orchards and Iowa Beef Products in Walla Walla County. The training targeted workers who were primarily Hispanics in need of English as a Second Language and GED training. In addition to receiving this training, many of them also received technical skills training that is allowing more of the workers to advance beyond the entry-level positions. Spanish classes were provided for supervisors who had minimal or no knowledge of conversational Spanish. The intent of the entire project is to provide better communication amongst the workforce and to improve the worker retention rate by offering upward mobility opportunities to entry-level workers. This project has continued beyond the grant period and is now being funded solely with corporate training funds.

In December, the Vaagen's lumber mill in Republic announced that it was closing its doors and laying off over 75 workers. This mill has been an extremely important employer in this small rural community. WorkSource staff immediately responded to the announcement and began to provide a variety of services to assist the dislocated workers.

The business liaisons have increased their impact significantly during the past year. Together with the other members of the business services teams, they have been responsible for hosting successful job fairs and for greatly expanding the base of employers who are now using WorkSource services.

In the spring, the Workforce Development Council (WDC) became the recipient of a Customized Employment Grant in conjunction with the WDCs in the Tri-Cities and Tri-Counties (Yakima area). This grant is being used to provide better workforce development services through the WorkSource sites to individuals with significant disabilities. Some of the individuals being served include high school graduates ages 18-21 that are developmentally disabled and are not able to be fully served by the Department of Vocational Rehabilitation due to their program restrictions. The goal of this project is to move more disabled people into unsubsidized employment through the WorkSource system.

In June the WDC became a partner with several other WDCs in the state in receiving funding through the Seattle-King County WDC to offer the Senior Community Services Employ-

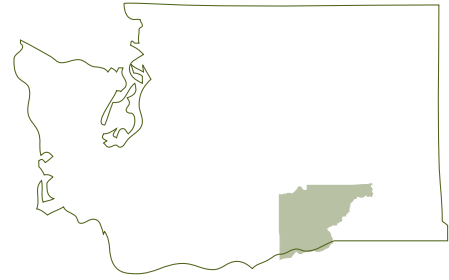
ment Program. This program provides work experience opportunities for low-income seniors (55 and older) that will lead to employment opportunities. The Department of Labor engaged the Workforce Development Council system for this program because of its mandate to move more of the senior participants into unsubsidized employment. It is proving to be a good fit with the WorkSource system.

In June the WDC also learned that it would be the recipient of a federal incentive grant from the Department of Labor as a result of the high performance level it achieved in three workforce development programs. Funds are being targeted to expand local healthcare training opportunities.

Walla Walla Community College is partnering with four other community colleges in eastern Washington to expand local healthcare training opportunities. The colleges have agreed to specialize in various programs such as surgical technology, radiation technology, etc. and develop distance learning classes so students from the various college districts can take most of the program requirements without having to leave their local areas. This will not only expand the student base for the colleges, but it will also reduce the necessity to offer duplicate programs at each of the colleges.

## Benton-Franklin Workforce Development Council

*Serving Benton and Franklin Counties*



### *Local Partnerships*

Partnerships developed over the past three 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 have made considerable progress towards developing the relationships in the community that will allow us to make effective improvements in the workforce.

The WDC, in partnership with economic development organizations, participated in the successful recruitment of a plumbing distribution warehouse for our area that resulted in 70 new jobs in the initial phase. The recruitment package included workforce availability, cost, skills, and the level of quality workforce that this employer could expect in the Tri-Cities region. The WDC has been successful in efforts to leverage formula funds with grant funds. Two state grants help us to continue to address the labor shortage in the health and allied services industry sector. The WDC in partnership with the Tri-County WDC and the Eastern Washington Partnership, continue a DOL Customized Employment Grant. The grant provides access for people with disabilities through the One-Stop delivery system.

### *WorkSource Columbia Basin*

WorkSource Columbia Basin, through its 12 partner organizations, offers integrated service delivery to over 13,000 customers each month averaging in excess of 500 customers daily on site. Our services are fully integrated and include all incoming funding streams. Unbeknownst to the job seeker or business customer, staff continue to perform functions and duties traditionally performed by only one organization prior to implementation of a One Stop service delivery design. All staff in our facility enjoy 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. Mystery Shopper results are utilized to

develop improved services and staff training opportunities. Business Customers identify ways to improve services and explore innovations we can apply in our quality improvement processes. During the past year Business Service Team staff participated with the Tri-City Industrial Development Council to conduct a survey of area businesses in the IT industry sector to assess their labor force need.

### *Business Services*

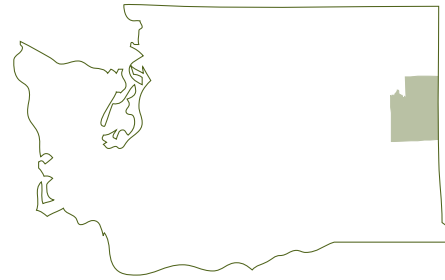
The Business Services Team has made considerable progress in the last year in their approach to the business customer. The Unit is staffed by individuals from multiple funding streams and allows us to approach the employer with a full array of services. The WDC has implemented the *WorkKeys* employability skills assessment tool. *WorkKeys* is designed to describe job skill requirements, measure an individual's skills, and match people to jobs in the industry clusters targeted by local economic development partners for our local area and is endorsed by the Tri-City Area Chamber and the Tri-City Industrial Development Council who lend their logo to the skills certificate issued to the job seeker.

### *Youth Activities*

Summer activities for youth are connected to the career pathway they are exploring in school. Qualifying youth can gain school credit for summer activities funded by the Workforce Investment Act. MOU's are in place with all area school districts that allows us to share the responsibility for delivering the ten required service elements for youth programs. The Business Services Team certifies employer work sites according to the OSPI work-based learning standards and maintain a database for local schools to utilize in developing work-based learning sites during the school year for all area students.

## Spokane Area Workforce Development Council

### *Serving Spokane County*



### *Local Partnerships*

Strong partnerships continued with WIA service providers to deliver high quality core, intensive and training services. Almost 2500 disadvantaged adults, youth and dislocated workers were served by Career Path Services, Educational Services District 101, Goodwill Industries of the Inland Northwest, and the Washington State Employment Security Department. Allocated resources were utilized effectively.

During this period, two important community planning events occurred. First, the Workforce Development Council (WDC) undertook an expansive and inclusive process to update the strategic plan. Community stakeholders and partners were invited to participate in the review and development of strategies to address state and local workforce development system goals. Where ever possible, local lead agencies were identified for the locally developed strategies and work began on methods to track and report progress. A June WDC retreat further identified the importance of developing enhanced partnerships with K-12 education, economic development and others.

Paralleling this activity, the Spokane Area Economic Development Council led a similarly inclusive process to update its Comprehensive Economic Development Strategy for Spokane County. The WDC's Director and several representatives of the WDC were members of the Steering Committee that developed the plan. Many mutual themes became apparent stressing the importance of linkages between workforce development and economic development. The WDC Director joined the Economic Development Council's Board of Trustees.

Following up on the Occupational Demand and Supply by Industry Cluster and Region report, a regional partners' meeting resulted in identification of important local clusters and a successful Targeted Industry Partnership grant application with Community Colleges of Spokane.

The Healthcare Personnel Shortage Taskforce established by the Northeast Washington Hospital Association and the Workforce Development Council was further developed and became the foundation for our formal SKILLS Panel application.

### *WorkSource Enhancements*

The WorkSource Center and five affiliate sites continued to

work through its Operations Committee to enhance service delivery throughout the system. The Center invited the Division of Vocational Assessment in for an accessibility review. The review was extremely beneficial and results were shared with all sites. Closer ties were developed with the WDC. Quarterly Operator reports are distributed to the entire Council. The Committee served as a focus group during the Strategic Plan update and committed to creating a plan to address the local WorkSource system integration strategies developed for the plan.

### *Employer Services*

The WorkSource Operations Committee partnership conducted several job fairs, bringing employers with job openings together with job seekers. Over 35 different employers participated in the job fairs, which attracted as many as 700 job seekers at a single event.

In addition to ongoing incumbent worker training projects, other employer services were expanded, such as, expanding the Continuous Quality Improvement (CQI) process to include business customers.

In partnership with WIA providers, WorkSource, Community Colleges, the UI division, Washington Basic Health, the Rapid Response Team and other community partners provided on-site rapid response services to smaller employers as well as WARN/TAA triggered events. Multiple sessions were held at employer sites to provide information

### *Youth Services*

After intense planning, Spokane hosted the Eastern Washington Summit 2002-Rethinking Workforce Services for Youth. Building upon this successful event, (which attracted 200 participants), the Youth Council developed a Youth Service Integration Plan (The Summit project was Spokane's nominee for a Governor's Best Practice award).

Continuing its emphasis on youth service system development, Spokane received a state grant award for Educational Service District 101's NET, alternatives for education and training project to serve high concentrations of WIA Title I-B eligible youth.

## State Highlights

### *Introduction*

Included below are descriptions of some major activities carried out in Program Year 2002. These activities support the Governor's goals for the workforce development system as described in Washington State's Unified Plan for Workforce Development. Services and activities described below were supported, in part, by WIA Title I-B statewide activities funds.

### *Updating Local Area Unified Plans for Workforce Development*

Governor Executive Order 99-02 directs Workforce Development Councils (WDCs), in partnership with Chief Local Elected Officials (CLEOs) to develop and maintain a local unified plan. The local unified plan includes:

1. a strategic plan for the workforce development system, and
2. an operations plan for Title I-B employment and training programs funded under the Workforce Investment Act (WIA)

Executive Order 99-02 directs that local strategic plans be consistent with the State Strategic Plan for Workforce Development. Following the state Workforce Board's adoption of the 2002 edition of "High Skills, High Wages – Washington's Strategic Plan for Workforce Development: Our Agenda for Action," each of the twelve Workforce Development Councils organized local processes to update their local area's strategic workforce development plan.

WDC Directors reported that their Council members found this plan update process to be very a positive experience. WDC Directors said that it was an invigorating activity for long-time Council members and served as a meaningful orientation for newer members. Discussions about workforce needs and strategies helped new members better understand the scope of the Council's work and leadership. Some Chief Local Elected Officials (CLEOs) took an active part in Council meetings and plan update committees. The process acquainted newly elected officials to workforce strategies important to the economy, the Council and to the stakeholder groups it represents. Styles for updating the plans varied. Some Councils choose to write an entirely new

plan while others used the 2003 update to add or amend their Unified Plan originally approved by the Governor in 2000. All twelve updated local area Strategic Plans for Workforce Development were approved by the Governor Gary Locke by September 18, 2003.

In addition to updating local strategic plans, each of the twelve WDCs updated their Workforce Investment Act and Wagner Peyser five-year operations plans. New local initiatives and changes in One-Stop partners, as well as specific changes in applicable laws, regulations, and directives were the focus of the local operational plan updates. The Employment Security Department provided specifications and technical assistance to the WDCs on the local operational plan updates. The finalized local Workforce Investment Act and Wagner Peyser five-year operations plans were effective July 1, 2003.

### *WorkSource*



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

Twenty-seven full-service WorkSource Career Development Centers across the state provide employers and job seekers access to the full range of workforce services, either in person or electronically. There are also 42 affiliate locations offering more specialized services. At WorkSource Centers, jobseekers have free use of computers, copiers, faxes, and other tools for career planning and job search. They also have access to self-service and staff assisted job search and workshops on how to obtain and keep a job.

WorkSource "partners" (representing multiple organizations) provide information and access to services for over 20 federal and state employment and training programs. In addition to services for jobseekers, WorkSource is designed to help businesses take advantage of computer job matching services, assistance with recruitment and layoffs, access to electronic resume banks, labor market information, and retraining resources.

In response to local needs and interests, the local Workforce Development Councils continue to add private and non-profit partner organizations to their areas' WorkSource service network.

As a primary WorkSource partner, the Employment Security Department (ESD) provides labor exchange services, a key component of WorkSource. Labor exchange services are generally defined as facilitating the match between jobseekers and employers. ESD's emphasis for labor exchange services in Program Year 2002 was to increase and improve reemployment services for unemployment insurance claimants, job seeker services and business community services.

### **Reemployment Services for Unemployment Insurance Claimants**

Improving reemployment services was a primary focus for WorkSource due to the high number of unemployed persons in Washington State. An ongoing weak economy and numerous plant closures followed by mass layoffs caused these high levels of unemployment. Services to unemployment insurance (UI) claimants were enhanced as evidenced by an increased number of UI claimants attending the Job Hunter orientations (from 64,000 to over 82,000) this past year.

A new on-line tool has been developed to enable local field staff to quickly identify and target current UI claimants in their area. Once identified, these UI claimants are offered additional employment services. This on-line tool is proving to be a valuable resource in matching local UI claimants with jobs.

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

### **Job Seeker Services**

Job seeker services were continuously improved and refined in a variety of ways to enhance access to WorkSource

universal core services. New labor market information publications, outreach efforts for persons with barriers to employment, and the WorkSource website are examples of improvements to job seeker services in Program Year 2002.

*The new labor market information publications, which provide current and quality labor market information to job seekers, include:*

- Job Vacancy Report which compiles the results of over 10,000 employer surveys from across the state and identifies current job vacancies;
- Employee Benefits Report that identifies employer paid job benefits information by industry; and
- Occupational Outlook Report (Spanish version) that is published annually for our Spanish speaking customers.

*Outreach efforts for persons with barriers to employment were improved by:*

- Providing mobile workshops for the local tribal center and various centers for literacy and disabilities; and
- Designing and implementing a four-month program of study for customers struggling with English proficiency and basic computer skills. This program is delivered during evening hours and provides job search skill development during the process.

Outreach to individuals with disabilities and increasing their access to WorkSource Center services is a major statewide focus for all One-Stop partners. For additional information refer to page xx and to the Memorial 8014 report.

The WorkSource website, [www.Go2worksource.com](http://www.Go2worksource.com) was enhanced to improve customer usage. Go2worksource.com had 302,967 visits to the website during the month of July 2002 and 373,778 visits during the month of June 2003. This represents a 23% increase in customer usage during Program Year 2002.

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

The Employment Security Department maintains a nationally recognized website, [www.workforceexplorer.com](http://www.workforceexplorer.com), providing economic and labor market information and career planning tools to help WorkSource customers make informed career decisions. This site is linked to [www.jobtrainingresults.org](http://www.jobtrainingresults.org) providing career planning information, including employment and earnings of former students in occupational training programs in Washington State. The state Workforce Board publishes *Where Are You Going?* a career guide providing information on more than 320 occupations in Washington State, and on various schools and training programs, financial aid, and related services. The state Workforce Board also publishes the *Workforce Development Directory* describing workforce preparation programs and related services available to youth and adults in Washington State.

### **Business Community Services**

The concept of a single point of contact for businesses seeking to hire individuals or obtain other employment-related services remains a focus for the local WorkSource systems.

A federal Department of Labor grant supported the development of a marketing campaign to enhance employer awareness and usage of state one-stop business services available through WorkSource. The campaign incorporated business representative training, business lead management, public relations strategies, website application improvement, newspaper and trade journal ads and direct mail-based mass marketing into one integrated campaign. Each element supported the others to produce remarkable and very positive results with 6,000 employers in seven test areas of Washington State.

In the test areas, total awareness of WorkSource services increased from 55 percent to 81 percent among targeted employers, employer contact with a WorkSource center increased from 18 percent to 29 percent, and the number of employers that said they would use WorkSource in the future more than doubled from 21 percent to 51 percent. WorkSource rose from sixth to second as the resource of choice for hiring assistance (only behind classified newspapers). A "how to guide" based on the campaign is being developed for states and other areas of Washington that want to use this model to improve their employer outreach efforts.

Also, an educational video was distributed statewide to UI TeleCenters, WorkSource Centers and partner organizations. This video was designed to increase staff knowledge of programs and services that are available through the WorkSource system.

### **Improving WorkSource Services and Outcomes For People With Disabilities**

Over \$5 million in federal grant resources were raised by the Workforce Development Councils to improve services to WorkSource customers with disabilities (see pages 6 to 17). The Memorial 8014 report provides a comprehensive overview of these WDC initiatives and of the statewide activities of the WorkSource Disability Network.

The WorkSource Disability Network is a steering committee made up of six state workforce development and education agencies and the Washington Workforce Association (WWA). The agencies and WWA are committed to a long-term partnership focusing on resource coordination and ensuring that Washington's WorkSource Centers are welcoming and effective to people with disabilities. The following are examples of accomplishments in Program Year 2002:

- Expert staff from the Division of Vocational Rehabilitation (DVR) conducted a comprehensive assessment of 26 WorkSource Centers to determine areas of strength and need around accessibility. These assessments included an evaluation of physical accessibility, programmatic accessibility, staff training levels and policies and procedures. Additionally, funds from the Washington Workforce Association's Work Incentive Grant (WIG) were used by the Washington Assistive Technology Alliance (WATA) to conduct a review of assistive technology needs of WorkSource Centers. The recommendations from the on-site assessments are now being used by WDCs and WorkSource Center partner organizations to revise WorkSource policies, write access improvement plans, decide on appropriate equipment purchases, and design training and operational guides to better serve WorkSource customers with disabilities.

- A work group led by DVR reviewed existing materials on serving people with disabilities under WIA; selected the best products; developed new materials as needed; and employed a professional developer to create the finished curriculum. The Employment Security Department (ESD) incorporated this material into its customer service training. The Governor's Committee on Disability and Employment (GCDE) and ESD offered training to multi-agency staff to help them to better assist individuals receiving disability related Social Security resources. DVR supported two information conferences on the new Ticket to Work program attracting over 400 people. ESD conducted over 50 outreach events for people with disabilities seeking to obtain work. GCDE and the Puyallup, Mukelshoot, Lummi, and Yakima tribes partnered to sponsor a series of Native American Disability conferences, drawing over 700 participants. GCDE created a statewide clearinghouse to offer technical assistance and additional resources for WorkSource Centers.

### SKIES

The Services, Knowledge, and Information Exchange System (SKIES), an internet-based management technology system, was implemented on April 8, 2002. This system supports employment and training case management and job matching functionality. The statewide implementation was the culmination of a project that spanned four years of planning, analysis, software development and business preparation. This long-term investment of resources has resulted in Washington State being recognized as a national leader in implementing an integrated WIA and Labor Exchange information technology system.

SKIES provides a single statewide information repository supporting the employment and training business operations of twelve Workforce Development Councils and labor exchange activities of all WorkSource (One-Stop) partners. It also supports the reporting requirements of both the Wagner-Peyser Act and the Workforce Investment Act. Since all partners in the WorkSource Centers and Affiliates use SKIES for case management and labor exchange, customer information is accessible by all partners.

One customer service aspect of SKIES is the elimination of the need for the customer to provide the same information over and over. The customer only needs to provide his or her information once to have it recorded in SKIES thereby establishing a common record for all programs throughout the One-Stop Centers or Affiliates. SKIES also can produce cross-program reports. These reports are rolled up into a single report allowing a comprehensive view of the entire delivery system. Program Year 2002 activities for SKIES included ongoing system enhancement and the fine-tuning of WorkSource Center business processes to take advantage of SKIES capabilities.

SKIES launched version 2 of the application on September 22, 2003. This version was developed to support assistive technology such as JAWS, Zoom Text, and other applications for use by WorkSource staff.

The Employment Security Department is gathering recommendations for SKIES version 3. The process being utilized includes focus groups, local office visits and suggestions provided through a link on the SKIES application itself. Version 3 is expected to be implemented near the end of 2004.

### Statewide Rapid Response

Washington State built upon its past success in the development of rapid response activities and the coordination of those activities to maximize the benefits to dislocated workers and employers. During Program Year 2002, the state's Dislocated Worker Unit (DWU) had two primary goals: to fully support a flexible statewide rapid response system and to successfully integrate Trade Act and WIA rapid response processes. Major layoffs in aerospace and other industries, as well as, increased layoffs due to production shifts to foreign countries, were primary drivers in the State's effort to better respond to dislocation events.

In Program Year 2002, the state DWU and local rapid response teams responded to 86 Worker Adjustment and Retraining Notification (WARN) Act notices impacting 20,095 workers. The state DWU also initiated rapid response activities on 55 Trade Act Petitions filed during Program Year 2002. Additionally, 27 transition or labor management committees

were formed to help guide thousands of dislocated workers through the reemployment process.

The following successful rapid response best practices were also continued in Program Year 2002: (1) partnering with the Washington State Labor Council, ensuring technical assistance from labor in support of statewide delivery of rapid response activities; (2) contracting with peer workers to ensure that workers are aware and take full advantage of the wide range of reemployment services available; and (3) producing a monthly publication of the *Red Flag and Early Warning Report* which provides information about worker dislocations across the state to key state agencies and stakeholders.

### *Eligible Training Provider (ETP) List*

More than 2000 training programs are on Washington State's Eligible Training Provider (ETP) list, approximately 30 percent in private vocational schools and colleges and universities and 70 percent in public institutions, schools, and colleges. The training programs identified on this statewide list qualify to receive WIA Title I-B Individual Training Accounts (training vouchers). All 34 public community and technical colleges and the majority of public universities are participating in the ETP process.

Washington state's years of work in developing common performance indicators across the state and federal workforce programs have made it possible to reach agreement on ETP performance criteria and on the review process to meet performance requirements. To be included on the state ETP list, a training program must meet performance floors and targets for completion rate, employment rate, and earnings level. Procedures used to determine these rates are calculated in the same manner for all training programs. This assures consistency and equitability. On March 27, 2003, the state Workforce Board, on behalf of the Governor, adopted fourth 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 2003.

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

### *Targeting Workforce Development Resources for Economic Vitality*

In order to target state resources strategically for workforce development, the Employment Security Department (ESD), the State Board for Community and Technical Colleges (SBCTC), and the Workforce Training and Education Coordinating Board coordinated the allocation of certain funds for workforce development. Priority for these funds was given to key sectors of the economy and the cluster of firms and suppliers that support them. By targeting key sectors of the economy, workforce development investments can promote economic vitality and ensure that students and workers find good jobs at the end of their training in industries key to local communities. The agencies coordinated four Requests for Proposals (RFPs). The four RFPs were: the state Workforce Board's *Securing Key Industry Leadership for Learning Skills (SKILLS)*; SBCTC's *Skills Standards* RFP and an RFP for *High Demand Programs*; and ESD's *Industries of the Future Skills Training (IFST)* RFP. A total of \$4.3 million dollars was invested. Note: this Program Year 2002 initiative was previewed in last year's WIA annual report.

The four RFPs reflected four stages of workforce development. The first stage is to bring together the leaders in a key economic sector for the purpose of identifying critical skill needs and identifying solutions. The second stage is to use the partnership to develop industry skill standards. The third stage is to develop new training programs that prepare work-



ers to meet the standards. And the fourth stage is to actually provide the training.

Using WIA Title I-B statewide activities funds, the Employment Security Department awarded five Industries of the Future Skills Training (IFST) contracts (\$720,000). Later in the program year, Employment Security Department awarded nine Targeted Industries Partnership (TIP) contracts (\$1.5 million). These WIA contracts supported regional incumbent worker training projects in the technology, healthcare, manufacturing, agriculture, food processing, and construction industries. Matching funds from employers participating in the projects ranged from a minimum of 50 percent to as much as 150 percent of the WIA investments

As described above, the state Workforce Board awarded WIA Title I-B statewide activities contracts to industry-led partnerships to form skills panels. The contracts enabled businesses in key industries to organize in order to better identify their skills needs and design approaches to close the identified gaps. In Program Year 2002, 7 new skills panels were formed and 7 existing skills panels received “next phase” funding. The skills panels supported strategic workforce development planning in the health care, information technology, manufacturing, construction, game software, and energy industries.

### *Workforce Strategies 2002 Conference*

Washington State held its second statewide workforce leadership conference in SeaTac on November 21-22, 2002. The “*Workforce Strategies 2002: The Leadership Difference*” attracted standing room only crowds providing testimony to the keen enthusiasm for workforce development and the Workforce Investment Act. The conference audience, numbering more than 650, included state and local workforce development policymakers and practitioners, community and technical college leaders, k-12 leaders, and representatives of business and labor organizations. All were committed to improving program results in the workforce development system and to linking services more closely to employers’ needs. The conference gave workforce development leaders in our

region the opportunity to explore solutions to short- and long-term workforce challenges, to hear about promising and best practices, and to continue building strong partnerships. Examples of conference topics included emerging state and federal policies, strategic planning, cluster strategies, and performance management.

At the conference, three partnerships were honored with a Governor’s Best Practice Award: Rural Telework - A Public/Private Partnership in Colville, Washington; the Tacoma-Pierce County Workforce Development Council for its focused leadership to link workforce development and economic development; and the Eastern Washington Agriculture and Food Processing Partnership for its teamwork and commitment in helping to transform a traditional labor market into an industry prepared for the future. WorkSource partnerships in Snohomish and Lewis Counties received “Promising Practices” awards for organizing a professional networking group and a leadership enrichment group. The Seattle-King County Workforce Development Council and its project partners received a “Good Idea” award for outstanding work in launching an initiative to respond to the needs identified by King County manufacturing employers.

### *Dislocated Worker Symposium 2002 and Building Skills Conference*

Washington State conducted two major staff development activities during Program Year 2002. These activities were designed to enhance service delivery and the overall effectiveness of the Workforce Development System by increasing the skills and awareness of service delivery staff.

Approximately 250 individuals from throughout the state attended the Dislocated Worker Symposium on October 22, 2002. The symposium included presentations from the Washington State Competitiveness Council, Employment Security Department’s Labor Market and Economic Analysis Unit, and the Community and Technical Colleges. Attendees included representatives from the WorkSource system including case managers, worker retraining coordinators from community and technical colleges, and supervisors and policy makers from local Workforce Development Areas.

The Building Skills 2003 Conference was held on April 28-30. Over 600 individuals representing frontline and supervisory employment and training staff attended this conference. The focus of the Building Skills Conference was on improving the skills of all One-Stop partners' service delivery staff. More than 60 workshops, on a broad range of topics, were provided to enhance the delivery of services to targeted customer populations. These targeted customer populations included individuals with disabilities, ex-offenders, youth, adults, and dislocated workers. Workshops were also provided on engaging and building partnerships with the employer community.

### *Statewide Activities Summary*

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

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

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

- *Supporting and disseminating a state Eligible Training Provider (ETP) list* (see page 22);
- *Conducting research and evaluations* (see pages 29 through 36 in Section III of this report);
- *Providing incentive grants to local areas for exemplary performance;*

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

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

The Employment Security Department established procedures to access funds for technical assistance by local WDCs and provided consultations by state staff with expertise in performance issues. The WDCs used these technical assistance resources to improve data entry, provide training to case managers, review program strategies, and to initiate other actions aimed at improving performance.

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

A portion of the WIA Title I-B funding for statewide activities was distributed equally among the twelve WDCs for one-time enhancement and expansion of WorkSource services to improve partner participation and customer access. WDCs utilized the funds to improve infrastructure needs such as resource room equipment enhancements, facilities upgrades, and common outreach activities (see descriptions of WorkSource services on pages 18 through 20 and improvements to serving persons with disabilities on pages 20 and 21).

- *Operating a statewide information technology system* (see description of SKIES on page 21);
- *Providing additional assistance to local areas that have high concentrations of eligible youth;*

A request for proposal (RFP) process was utilized to select four projects aimed at drop out prevention and retrieval. These projects established a plan to enroll 208 youth in four different Workforce Development Areas. Each of the twelve WDCs also developed strategies for integrating services among educational institutions and youth service providers in their communities to meet the workforce development needs of youth.

- *Providing capacity building and technical assistance;*

Several initiatives were implemented to meet the planning and training needs of local areas. A statewide Skills Conference, designed to benefit all partners to the One-Stop Delivery system, was held for Service Providers again this year. Additionally, employer services training was provided to managers and staff charged with business outreach at WorkSource Centers.

Each of the twelve WDCs received a grant to fund strategic planning to strengthen youth councils and improve integration of youth activities with WorkSource. A pilot project was also funded to validate the content and process used to deliver an online learning tool that increases the knowledge and skills of the WorkSource professionals.

- *Conducting demonstrations; and*  
(See description of industry-led SKILLS panels on page 23)
- *Implementing innovative incumbent worker training programs*  
(See description of Industries of the Future Training (ISFT) and Targeted Industry Partnerships (TIP) on page 23)
- *Implementing innovative programs to increase the number of individuals training for and placed in non-traditional employment.*

A pilot project for pre-apprenticeship training and placement in non-traditional and trades related employment opportunities (construction industry) was completed. Seventy-six TANF and other low-income women and minorities participated in this project. A technical assistance guide was developed on preparing individuals for apprenticeship programs and non-traditional employment. This guide was based on the contractor's model and expertise.

## WIA TITLE 1-B RESULTS

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

- ✎ Analysis of adjustments made to WIA performance measures in response to changes in economic conditions and participant characteristics.
- ✎ A narrative section discussing the costs of workforce investment activities relative to the effect of activities on the performance of participants.
- ✎ A description of State evaluations of workforce investment activities, including performance results for target populations.
- ✎ A table section that includes negotiated performance levels and actual performance on 17 federal and 12 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 earnings measures are based on wage records collected by state Unemployment Insurance (UI) systems for use in assessing employer payroll taxes and determining UI benefit eligibility. Washington's federal and state measures use UI wage records from Washington State's Employment Security Department. Washington participates in the Wage Record Interchange System (WRIS), which provides UI wage records from 44 other states. Wage records available from this system cover 90 percent of civilian non-institutional employment in the United States. Federal and military payroll records are also collected (including records of the US Postal Service).

Some measures require information on enrollment in further education or training following program exit. This information is gathered by data matching using information supplied by the state's two and four-year colleges, by private career schools, apprenticeship programs and by organizations

seeking eligibility to become WIA eligible providers. Some of the credential information needed for credential attainment measures is also obtained from these sources.

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

Washington's performance targets (called "negotiated performance levels" by WIA) are among the highest in the country, thanks to the high performance of Washington's JTPA program. Performance targets in WIA's first three years were based on performance baselines derived from JTPA performance in 1997-98. Economic conditions have changed substantially in Washington since that time period. Downturns in aerospace, high tech employment, and construction increased unemployment in Washington State, and led to major changes in the types of workers seeking services.

The Workforce Investment Act provides a means to revise negotiated targets in the face of such circumstances. Washington State requested and received adjustments to its negotiated performance targets for PY02, based on regression analyses showing the relationship between economic and demographic conditions and performance. WTECB developed regression models during the Spring of 2002 for 13

of the 17 federal performance measures. Washington State plugged up-to-date information on participant demographics and economic conditions into these models and proposed revisions for all 13 measures. The Department of Labor agreed to revise 12 of the targets. Details of the request and regression models may be found at: [www.wtb.wa.gov/WIA-Revisions.htm](http://www.wtb.wa.gov/WIA-Revisions.htm). The negotiated performance levels displayed in this report are the revised targets resulting from these adjustments. The negotiated performance levels shown in Table "O" showing local targets are regression adjusted using the same models, but based on local unemployment and earnings data not available in mid-2003.

Washington's high levels of performance under WIA continued in PY 2002. Washington performed at an average of 104% of the 17 federal measures, 122% of twelve state measures, and 111% of the 29 measures overall (after target adjustments). Washington exceeded its average federal targets despite the fact that its negotiated performance levels were set at 107% of the average targets for other states, even after regression adjustments.

### Cost Effectiveness

Normally, discussion of the impacts of workforce development activities would be based on a net-impact analysis designed to measure the costs and long-range results of services. Results for participants would be compared with estimates of the likely results for participants in the absence of the programs. Washington State's recent net-impact studies, (reported below) use information from JTPA exiters from

the 1997-98 and 1999-00 periods, the period just prior to WIA implementation. Estimates based on WIA participants themselves are not yet available for all populations. To supplement such studies, we produce the following rough estimates of possible results based on cost and service figures from the last two years of WIA.

Washington's 12 Workforce Development areas spent \$94 million on intensive and training services during program year 2002 (July 2002-June 2003), serving 31,320 participants, at an average cost of \$3,001. This year's analysis includes recipients of Rapid Response services and Rapid Response expenditures in the dislocated worker category.

Many of these participants have not yet finished participation in WIA services. However, it is possible to show the potential magnitude of WIA benefits by examining results for participants exiting WIA during program year 2001 (July 2001-June 2002).

Services to adults and dislocated workers are geared primarily to assisting participants in finding employment or improving their employment and earnings. Often the participant's skills and marketability are improved through the use of classroom or on-the-job skills training. During program year 2001, some 6,191 participants in the adult and dislocated worker populations completed participation in WIA programs. 86 percent of the participants found employment during the four quarters following their exit.

Assuming this year's WIA adults and dislocated worker participants earn the same average amount in the year following their program exits, the \$71.7 million spent on

Target Population	PY 2002 Participants	PY 2002 Expenditures	Cost per Participant
Adults	7,687	\$ 24,105,825	\$ 3,136
Dislocated Workers	16,795	\$ 47,622,283	\$ 2,836
Youth	6,368	\$ 22,277,841	\$ 3,258
<b>Total</b>	<b>31,320</b>	<b>\$ 94,005,949</b>	<b>\$ 3,001</b>

Target Population	PY 2001 WIA Exiters	Percent Employed	Average Earnings	Projected First Year Earnings of PY 2002
Adults	2,471	85%	\$ 12,988	\$ 99,836,858
Dislocated Workers	3,720	86%	\$ 21,540	\$ 361,762,866
<b>Total</b>	<b>6,191</b>	<b>86%</b>		<b>\$ 461,599,724</b>

this population could be followed by up to \$461 million in participant earnings. This assumption may be too optimistic in current economic conditions. Historically, though, participants in these populations have earned over six times the amount spent per year on program services during the first year following program completion.

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

Thirty-seven percent of the 2,257 youth participants in WIA programs who exited during PY 2001 remained in school, returned to school, or enrolled in post-secondary vocational education during the following year. Seventy percent of all youth worked during the year following exit, including 63 percent of the continuing students and 75 percent of those who did not continue their educations. Some 84 percent of WIA youth either worked or continued their schooling during the year following exit.

In PY2001, WIA youth earned an average of \$4,505 during the year following exit. At this rate, the projected wages available to PY 2002 youth participants during the first year after exit (\$30.8 million) exceed the annual program costs (\$22.3 million). It is worth remembering that youth work hours are reduced by their participation in further education and that participation in further vocational education should produce long-run benefits.

### *Evaluation Activities*

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

- *High Skills High Wages: Washington's Strategic Plan for Workforce Development*, which incorporates research results from a variety of sources.
- *Workforce Training Results: An Evaluation of Washington State's Workforce Development System*, a biennial study of the outcomes of workforce development programs.
- *Workforce Training Supply, Demand and Gaps*, a biennial analysis of the supply of and demand for skilled workers in Washington.
- 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/publications.html>.

"Workforce Training Results" studies participants who exited workforce development programs between July 1999 and June 2000.

"Workforce Training Results" groups programs into three groups. Programs for adults include Community and Technical College Job Preparatory Training, Private Career Schools, Apprenticeship, a state funded Worker Retraining program at Community and Technical Colleges, and JTPA Title III (Dislocated Workers). Programs serving adults with

barriers to employment include Adult Basic Skills Education, JTPA Title II-A (Adults), and Division of Vocational Rehabilitation. Programs serving youth include Secondary Career and Technical Education and JTPA Title II-C (Youth). The report describes the demographics of each population, services received, competencies gained, participant satisfaction, and the satisfaction of employers who have hired participants. Employment results are measured using both surveys and Employment Security Department earnings records.

The associated net impact study measures long-range outcomes for program participants who exited between July 1997 and June 1998 and measures short-range outcomes for participants who exited between July 1999 and June 2000. This study produces a “final” report on Washington’s JTPA results and will provide a good baseline for long-term measurement of WIA. The first biennial reports to cover WIA participants are due in 2004, and will cover participants exiting between July 2001 and June 2002.

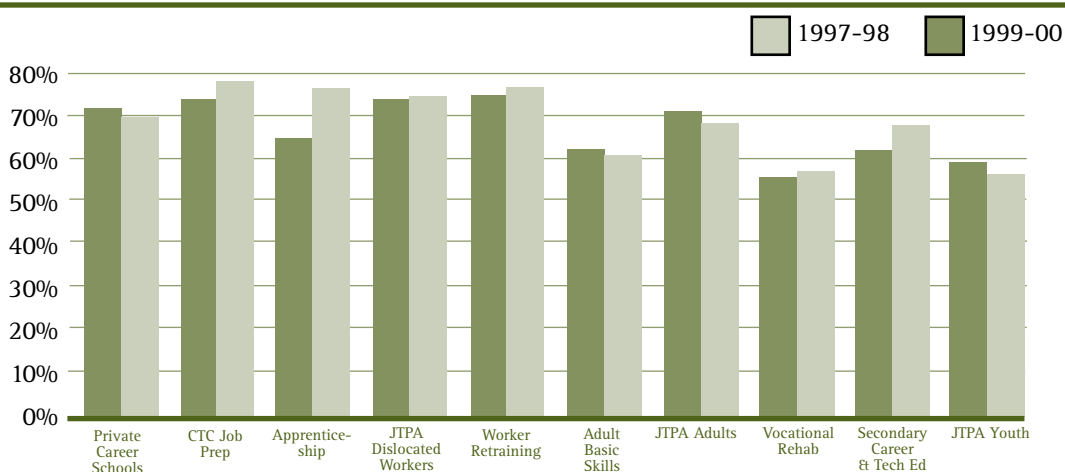
Employment, earnings, and net impact results from “Workforce Training Results” are excerpted below. Readers are invited to download the executive summary at <http://www.wtb.wa.gov/wtrex2002.pdf> or the full report at <http://www.wtb.wa.gov/wtr2002.pdf>

### Employment Results

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 1999-2000 program year encountered a weakening labor market during their third quarter after exit. The full brunt of the recession had not yet hit, but unemployment rates were already on the rise.

We used Employment Security Department records to examine changes in employment rates between participants who left programs during the 1997-98 and 1999-2000 program years.<sup>1</sup> Employment rates increased substantially among participants in community and technical college job training and, especially, apprenticeships. Employment rates for JTPA adults and youth declined; perhaps the weakening labor market had a more adverse impact on these groups (Figure 1). The employment rate also declined for secondary career and technical education. However, the total placement rate for this program, which takes into account both employment and enrollment in further education, remained stable at 75 percent.<sup>2</sup>

**Figure 1 – Percentage of Participants with Employment Reported to Employment Security 6 to 9 Months After Leaving their Program**



<sup>1</sup> Employment rates based on matches are lower than those based on survey results. Employment Security records do not contain information on self-employment. The estimates also exclude employment in states that are not included in our matching process.

<sup>2</sup> Among the students leaving secondary career and technical education in 1997-98, the total placement rate was 74 percent.

### Earnings Results

Research has shown that post-program earnings are very much affected by the characteristics of the participants who entered the program. Youth had the lowest post-program hourly wages and quarterly earnings, and adults had the highest (Figure 2). Earnings and hourly wages were particularly high for individuals who participated in apprenticeship. In addition to the quality of the program, this finding reflects the length of the training and the labor market in their occupations and industries.

In all programs, hourly wages were higher, even after controlling for inflation, than were found two years ago. The largest wage increases were among participants in programs serving adults. Wage growth was more modest for the programs serving those with barriers to employment and for secondary career and technical education. Still, real wages among the participants in these programs were 4 to 6 percent higher than reported two years ago.

### Net Impact and Cost-Benefit Evaluation

In addition to providing the outcomes of the programs, the report also includes the findings of net impact and cost-benefit evaluations. These evaluations attempt to estimate what happens to program participants as compared to what would have happened if they had not participated in a workforce development program. The objective is to determine the difference that the program made for the participant. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research<sup>3</sup> to conduct the net impact and cost-benefit evaluations. Upjohn performed these evaluations for nine of the ten programs.<sup>4</sup> Upjohn's publication of these results can be found at <http://www.upjohninst.org/publications/wp/03-92.pdf>. Technical details of the analysis are supplied in <http://www.upjohninst.org/publications/tr/tr03-018.pdf>.

**Figure 2 – Median Hourly Wages and Annualized Earnings 6 to 9 months After Leaving the Program**

	Hourly Wages of 1999-2000 Participants	Annualized Earnings of 1999-2000 Participants	Percentage change from 1997-1998*	
			Hourly Wages	Earnings
<b>Programs for Adults</b>				
Community & Technical College (CTC) Job Preparatory Training	\$13.17	\$24,227	16%	20%
Private Career Schools	\$11.24	\$19,353	20%	18%
Apprenticeship	\$19.24	\$32,420	10%	15%
JTPA Dislocated Workers	\$12.88	\$24,075	1%	1%
CTC Worker Retraining	\$12.86	\$23,531	10%	8%
<b>Programs for Adults with Barriers</b>				
Adult Basic Skills	\$9.25	\$15,317	4%	-3%
JTPA Adult	\$9.72	\$15,523	5%	1%
DVR Vocational Rehabilitation	\$9.17	\$13,013	6%	4%
<b>Programs for Youth</b>				
Secondary Career & Technical Ed	\$8.28	\$10,258	6%	3%
JTPA Youth	\$7.65	\$7,3641	12%	9%

\* All figures are reported in 2001 quarter 1 dollars; i.e., controlling for inflation.

<sup>3</sup> Dr. Kevin Hollenbeck headed the team.

<sup>4</sup> Net impacts were not estimated for the Division of Vocational Rehabilitation Program, because no viable comparison group was available for DVR clients.



Individuals who participated in these workforce development programs were compared to similar individuals who didn't. The comparison groups were selected from registrants with the state's Employment Service.<sup>5</sup> An empirical approach, called statistical matching, was used to find the Employment Service registrant who most closely matched each program participant in terms of a long list of characteristics.<sup>6</sup> (Please see the technical appendix to the full report for a more detailed methodological discussion.)

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>7</sup> Benefits and costs were estimated for both the observed post-program period and out to the age of 65.<sup>8</sup>

Upjohn found that during the third year after program participation, the payoffs to education and training are strong

and pervasive (Figure 3). The employment impacts for all programs are positive. Seven of the nine programs increased the average earnings of participants. JTPA Title II-C for disadvantaged youth and adult basic education, however, have earning impacts that are essentially zero. While no effect was found for these two programs on the average earnings among those working, total earnings among participants of these two programs increased because more were working. All other programs show sizeable earnings impacts among those working that, in percentage terms, are on the order of 20 percent. The combined effects on average earnings and employment rates are associated with sizable impacts on total lifetime earnings.

Washington State and Upjohn have continued this research as participants in the seven-state Administrative Data and Evaluation (ADARE) project funded by the Department of Labor. Early results for WIA participants from the 2000-01

**Figure 3 – Longer-term Employment and Earnings Net Impacts**

	Employment	Quarterly Earnings (among those working)	Lifetime Earnings**
Community & Technical College (CTC) Job Preparatory Training	7.0%	\$1,185	\$96,263
Apprenticeship	5.3%	\$1,908	\$162,443
JTPA III Dislocated Workers	7.3%	\$466	\$75,293
CTC Worker Retraining	6.3%	\$423	\$66,268
JTPA II-A Adults	7.4%	\$543	\$61,565
Adult Basic Skills	1.6%	*	\$5,263 <sup>9</sup>
Secondary Career & Technical Ed	5.7%	\$451	\$59,363
JTPA II-C Youth	5.3%	*	\$28,853 <sup>10</sup>

*Longer-term refers to impacts observed 8 to 11 quarters after leaving the program.*

*\* Not statistically significant at the 0.10 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.*

*Longer-term impacts were not estimated for private career school programs because of data constraints.*

5 A different source of data was used for the comparison group for secondary career and technical education. The Office of the Superintendent of Public Instruction collects data on high school seniors. This Graduate Follow-Up Study was used to identify both students completing vocation-technical education as well as comparable students who had not completed vocational education.

6 These include demographics (e.g., race, ethnicity, gender, disability status, prior education, age, region or the state), preprogram earnings and employment history, UI benefit receipt history, and preprogram receipt of public assistance.

7 Upjohn estimated the impact of the net change in earnings on social security, Medicare, federal income, and state sales taxes

8 In order to compare benefits and costs in terms of net present values, post-program benefits and costs are discounted by 3 percent per year and all figures are stated in 2001 dollars.

9 Increases in employment more than offset the small negative earnings impacts among the employed.

10 Increases in employment more than offset the small negative earnings impacts among the employed..

**Figure 4 – Participant Benefits, Public Costs and Increases in Tax Receipts to Age 65**

	Participant Benefits*	Public Costs**	Increased Tax Receipts***
Community & Technical College (CTC) Job Preparatory Training	\$114,141	\$6,916	\$24,210
JTPA III Dislocated Workers	\$78,177	\$2,575	\$18,936
CTC Worker Retraining	\$65,025	\$4,692	\$16,666
JTPA II-A Adults	\$73,518	\$3,384	\$15,484
Adult Basic Skills	\$6,038	\$983	\$1,324
Secondary Career & Technical Ed	\$71,236	\$870	\$14,930
JTPA II-C Youth	\$34,281	\$2,325	\$7,257

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

\*\* State and federal program costs per participant.

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

Cost-benefit comparisons were not made for apprenticeship and private career school programs due to data constraints.

program year (the first year of WIA) suggest that net impacts on employment and earnings continue under WIA for adults and dislocated workers (the two groups measured so far). Employment rates for the first year of WIA exiters in Washington State were 6.3% points higher for adults and 9.0% points higher for dislocated workers than for similar workers without WIA intensive or training services. Quarterly earnings increased by \$764 for adults and \$440 for dislocated workers. These results rely on shorter follow-up: 4 quarters as opposed to the 8 to 11 quarters of follow-up shown in Figure 3. ADARE investigators are examining a variety of methods to measure net impacts. The methods used to produce these preliminary results may not be the ones ultimately chosen for multi-state use. However, the preliminary results do suggest that the WIA services provided in Washington State have substantial, positive, net impacts on the employment and earnings of participants.

Figure 4 returns to the WTECB net impact study to compare 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 \$95,000 in net earnings (earnings minus foregone earnings while in training) and over \$19,000

in 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 2001 dollars). The ratio of participant benefits to program costs, not considering impacts on social welfare benefits or taxes, is \$114,141 to \$6,916, or over 16 to 1. Lifetime participant benefits far exceed public costs for each of the programs presented in Figure 4. Cost-benefit comparisons were not calculated for apprenticeship and private career school programs because of data constraints. However, the participant benefits from these programs, discussed in the full report, were achieved with little taxpayer expense.

Tax revenues are also affected by the change in participant earnings (Figure 4). For example, during the entire post-training period to age 65, the public gains an estimated \$18,936 in tax revenues for each JTPA Title III participant. Estimated increases in tax receipts alone outweigh public costs for each program. Moreover, several of the programs were found to reduce reliance on social welfare (TANF, food stamps, and medical benefits). The JTPA programs for disadvantaged adults and youth, in particular, were estimated to substantially reduce social welfare receipts during participant lifetimes.

### Results for Target Populations

The Workforce Board has also conducted research into results for target populations, to determine whether the benefits of workforce development programs are positive for the wide range of customers using the system. Results for participants who left programs during the 1999-2000 program year were calculated for men and women, for participants facing disabilities, and by ethnicity. Results shown here are for adults, dislocated workers, and youth during the last year of JTPA. A set of papers showing results for the targeted populations across all workforce programs can be found under targeted populations at <http://www.wtb.wa.gov/publications.html> in our website.

While one must be careful to not overly generalize across workforce development programs, there are some patterns that are fairly consistent.

- Participation rates for target populations tended to be at least as high as their share of the state population.
- Program satisfaction levels tended to be about the same for target populations as for others.
- Among women, employment rates were generally about the same as for men, but wages and earnings were substantially lower.
- For people with a disability, employment rates, hourly wages, and earnings were usually lower than for program participants without a disability.

- Results for racial and ethnic groups differed from one program to another, although labor market results for Native Americans, African Americans, and Hispanics were more often than not lower than the results for whites.

The results show the importance of efforts to improve outcomes for target populations. In particular, efforts should improve to attract people from target populations into training programs for fields that pay a higher hourly wage and provide greater earnings. These are the populations that will be making up an increasing portion of the state's workforce. They should be prepared to fill the higher skilled jobs of the future.

### Job Training Partnership Act Title II-A for Adults

Women were the large majority of participants in JTPA II-A for disadvantaged adults (62 percent). Their satisfaction and employment levels were similar to those for men. Their hourly wages and earnings, however, were substantially below those of men (Figure 5).

People with a disability made up 19 percent of the participants, greater than their incidence in the state population. By each measure—program satisfaction, employment, wages, and earnings—their results were substantially lower than the results for participants who did not have a disability (Figure 6).

**Figure 5 Results for Disadvantaged Adults, by Gender**

Measure	Women	Men
Percentage of Participants	62%	38%
Median Annualized Earnings <sup>11</sup>	\$14,801	\$16,838
Median Hourly Wages	\$9.19	\$10.88
Employment Reported to Employment Security <sup>12</sup>	68%	65%
Overall Satisfaction with the Program	88%	85%

**Figure 6 Results for Disadvantaged Adults, by Disability Status**

Measure	People with a Disability	Other Program Participants
Percentage of Participants	19%	81%
Median Annualized Earnings	\$13,644	\$15,675
Median Hourly Wages	\$8.96	\$9.89
Employment Reported to Employment Security	59%	69%
Overall Satisfaction with the Program	78%	91%

<sup>11</sup> Earnings and wage rates are expressed in first quarter 2001 dollars.

<sup>12</sup> Note that ESD data underestimate the actual employment rate. Self-employment and employment outside the Pacific Northwest are not captured.

**Figure 7 Results for Disadvantaged Adults, by Ethnic Group**

Measure	Hispanics	Asian/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	13%	5%	9%	4%	68%
Median Annualized Earnings	\$14,197	\$18,374	\$15,073	\$13,542	\$15,634
Median Hourly Wages	\$8.88	\$9.83	\$9.88	\$9.36	\$9.81
Employment Reported to					
Employment Security	64%	68%	68%	59%	68%
Overall Satisfaction with the Program	93%	90%	91%	86%	86%

People of color were a much higher percentage of the participants than their incidence in the state population, with the exception of Asian/Pacific Islanders. They were as satisfied with the program as were whites. Their employment rates were similar, except lower among Native Americans. Wages and Earnings were similar or higher, except Native Americans and Hispanics had lower wages and earnings than did whites (Figure 7).

### *Job Training Partnership Act Title III for Dislocated Workers*

Women made up almost half of the JTPA Title III participants and were just as satisfied with their program as were men. Their employment rate was about the same as men's. Women's hourly wages and earnings, however, were substantially below those of men (Figure 8).

Six percent of the participants were people with a disability, similar to the incidence in the state population. Their

**Figure 8 Results for Dislocated Workers, by Gender**

Measure	Women	Men
Percentage of Participants	47%	53%
Median Annualized Earnings <sup>13</sup>	\$20,460	\$27,468
Median Hourly Wages	\$11.22	\$14.01
Employment Reported to Employment Security <sup>14</sup>	74%	76%
Overall Satisfaction with the Program	88%	88%

**Figure 9 Results for Dislocated Workers, by Disability Status**

Measure	People with a Disability	Other Program Participants
Percentage of Participants	6%	94%
Median Annualized Earnings	\$22,524	\$24,178
Median Hourly Wages	\$12.19	\$12.95
Employment Reported to Employment Security	68%	76%
Overall Satisfaction with the Program	80%	89%

**Figure 10 Results for Dislocated Workers, by Ethnic Group**

Measure	Hispanics	Asian/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	5%	6%	4%	3%	82%
Median Annualized Earnings	\$20,708	\$22,654	\$24,175	\$24,051	\$24,431
Median Hourly Wages	\$10.55	\$10.98	\$13.13	\$12.54	\$13.10
Employment Reported to					
Employment Security	74%	75%	77%	74%	75%
Overall Satisfaction with the Program	90%	92%	88%	94%	87%

<sup>13</sup> Earnings and wage rates are expressed in first quarter 2001 dollars.

<sup>14</sup> Note that ESD data underestimate the actual employment rate. Self-employment and employment outside the Pacific Northwest are not captured.

results, however, were significantly lower than the results for other participants for each type of outcome—program satisfaction, employment rate, hourly wages, and earning (Figure 9).

Among people of color, Hispanics were somewhat under represented among program participants (5 percent compared to 7.5 percent of the state population). Satisfaction levels and employment rates did not vary substantially by population. Hourly wages were lower for Hispanics, Asian/Pacific Islanders, and Native Americans than for whites. Earnings were lower for Hispanics and Asian/Pacific Islanders than for whites (Figure 10).

*Job Training Partnership Act  
Title II-C for Youth*

Females were 57 percent of the participants in JTPA II-C for disadvantaged youth. The results for females were similar

to those for males, much more so than for any other program analyzed (Figure 11).

People with a disability were 16 percent of program participants, far greater than their incidence in the state youth population. They had a lower employment rate and earnings level, although almost the same hourly wage as did participants without a disability (Figure 12).

Participation rates by people of color, except Asian/Pacific Islanders, were far higher than their incidence in the state youth population. Employment rates were consistent across populations except lower for Native Americans. Hourly wage rates were similar across populations. Earnings were lower for African Americans and Asian/Pacific Islanders, but higher for Native Americans and Hispanics, than for whites (Figure 13).

**Figure 11 Results for Disadvantaged Youth, by Gender**

Measure	Women	Men
Percentage of Participants	57%	43%
Median Annualized Earnings <sup>15</sup>	\$7,026	\$7,755
Median Hourly Wages	\$7.60	\$7.80
Employment Reported to Employment Security <sup>16</sup>	56%	54%
Overall Satisfaction with the Program	96%	93%

**Figure 12 Results for Disadvantaged Youth, by Disability Status**

Measure <sup>17</sup>	People with a Disability	Other Program Participants
Percentage of Participants	16%	84%
Median Annualized Earnings	\$6,142	\$7,581
Median Hourly Wages	\$7.51	\$7.70
Employment Reported to Employment Security	45%	57%
Overall Satisfaction with the Program		

**Figure 13 Results for Disadvantaged Youth, by Ethnic Group**

Measure	Hispanics	Asian/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	20%	5%	12%	8%	55%
Median Annualized Earnings	\$8,098	\$6,800	\$6,617	\$9,637	\$7,447
Median Hourly Wages	\$7.57	\$7.59	\$7.86	\$7.72	\$7.61
Employment Reported to Employment Security	54%	58%	56%	46%	56%
Overall Satisfaction with the Program	99%	N/A	N/A <sup>18</sup>	N/A	94%

<sup>15</sup> Earnings and wage rates are expressed in first quarter 2001 dollars.

<sup>16</sup> Note that ESD data underestimate the actual employment rate. Self-employment and employment outside the Pacific Northwest are not captured.

<sup>17</sup> Overall satisfaction, based on survey results, is not reported because there are too few responses from those with a disability.

<sup>18</sup> The sample size of the participant survey did not support a separate estimate of satisfaction for this group.

## 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 expects an annual report to cover results for a year's worth of participants. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used in others. Federal entered employment rates, retention rates, earnings gain measures, and employment and credential rates are calculated for participants who exited between October 2001 and September 2002. The 12-month retention rates and 12-month earnings change measures on Table L are for participants who exited between October 2000 and September 2001.

Federal real-time measures: customer satisfaction measures (Table A); younger youth skill attainment rates and diploma attainment rates (portions of Tables J and K), and participation levels (Table M) are based on a year running from July 2002 through June 2003.

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

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

Washington State has 12 additional measures of perfor-

mance. Statewide performance on these measures is shown in a set of tables located between Tables M and N. Two of the measures, employment rates and median annualized earnings are based on results in the third quarter after exit. Results are measured for WIA participants who exited between October 2001 and September 2002. Credential rates are also measured for this population. State credential measures are based on the percent of participants who receive credentials within three quarters after exit regardless of whether they received training. This rewards program operators who increase the supply of training services in their areas. Federal measures for adults and dislocated workers are calculated only for those who receive training, and can remain at high levels regardless of the percentage of participants trained.

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

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

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

percent of the negotiated performance level. Standards that are “met” are those where performance ranges from 80 to 100 percent of the levels. As indicated earlier, the local area targets in Table O are regression-adjusted versions of targets negotiated in 2000. 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” 246 (69 percent) of the 361 local area targets shown in Table O. Another 98 local area targets were “met”. Only 17 (5 percent) were not met.

Caution should be used in interpreting the number of standards not met. The number of measures on which some measures are based can be small in local areas, particularly for federal youth measures. Nine of the 17 results that were not met involved federal older youth measures. Only seven of the local area targets that were “not met” were based on results for more than 50 participants.

**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	75.0	4,362	9,597	7,333	59.5%
Employers	65.0	67.8	2,249	15,227	3,307	68.0%

**Table B – Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	75.0%	80.7%	$\frac{1,572}{1,948}$
Employment Retention Rate	82.5%	83.8%	$\frac{1,649}{1,968}$
Earnings Change in Six Months	\$3,539	\$3,894	$\frac{\$7,600,801}{1,952}$
Employment And Credential Rate	69.5%	70.4%	$\frac{986}{1,400}$

**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	78.1% $\frac{649}{831}$	80.0% $\frac{164}{205}$	78.0% $\frac{234}{300}$	75.0% $\frac{96}{128}$
Employment Retention Rate	82.1% $\frac{644}{784}$	83.3% $\frac{160}{192}$	78.0% $\frac{220}{282}$	87.0% $\frac{107}{123}$
Earnings Change in Six Months	\$4,042 $\frac{\$3,148,882}{779}$	\$3,373 $\frac{\$627,322}{186}$	\$4,382 $\frac{\$1,235,706}{282}$	\$1,407 $\frac{\$171,634}{122}$
Employment And Credential Rate	69.2% $\frac{421}{608}$	70.6% $\frac{101}{143}$	66.8% $\frac{133}{199}$	57.5% $\frac{46}{80}$
	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	80.8% $\frac{888}{1,099}$	80.6% $\frac{684}{849}$
Employment Retention Rate	84.0% $\frac{968}{1,153}$	83.6% $\frac{681}{815}$
Earnings Change in Six Months	\$4,432 $\frac{\$5,075,168}{1,145}$	\$3,130 $\frac{\$2,525,633}{807}$



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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	77.0%	80.6%	$\frac{2,462}{3,053}$
Employment Retention Rate	91.0%	91.1%	$\frac{2,243}{2,462}$
Earnings Replacement in Six Months	83.0%	83.2%	$\frac{\$31,261,069}{\$37,590,562}$
Employment And Credential Rate	69.0%	67.5%	$\frac{1,392}{2,063}$

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

Reported Information	Veterans	Individuals with Disabilities	Older Individuals	Displaced Homemakers
Entered Employment Rate	79.8% $\frac{516}{647}$	77.2% $\frac{169}{219}$	70.6% $\frac{207}{293}$	78.0% $\frac{32}{41}$
Employment Retention Rate	91.1% $\frac{470}{516}$	87.6% $\frac{148}{169}$	88.9% $\frac{184}{207}$	78.1% $\frac{25}{32}$
Earnings Replacement Rate	82.2% $\frac{\$7,280,322}{\$8,857,782}$	84.6% $\frac{\$1,949,872}{\$2,304,139}$	75.9% $\frac{\$2,507,819}{\$3,302,000}$	160.7% $\frac{\$242,101}{\$150,655}$
Credential Rate	66.5% $\frac{290}{436}$	67.8% $\frac{103}{152}$	54.5% $\frac{90}{165}$	66.7% $\frac{16}{24}$
	numerator denominator	numerator denominator	numerator denominator	numerator denominator

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
		numerator denominator		numerator denominator
Entered Employment Rate	78.4%	$\frac{1,617}{2,063}$	85.4%	$\frac{845}{990}$
Employment Retention Rate	90.1%	$\frac{1,457}{1,617}$	93.0%	$\frac{786}{845}$
Earnings Replacement Rate	80.0%	$\frac{\$19,107,529}{\$23,888,234}$	88.7%	$\frac{\$12,153,540}{\$13,702,328}$

**Table H – Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	70.0%	71.5%	$\frac{279}{390}$
Employment Retention Rate	77.0%	79.6%	$\frac{253}{318}$
Earnings Change in Six Months	\$3,235	\$2,625	$\frac{\$811,277}{309}$
Credential Rate	47.5%	52.7%	$\frac{242}{459}$

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

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	69.6%	$\frac{110}{158}$	100.0%	$\frac{1}{1}$	59.5%	$\frac{25}{42}$	72.8%	$\frac{246}{338}$
Employment Retention Rate	79.8%	$\frac{95}{119}$	0.0%	$\frac{0}{1}$	67.9%	$\frac{19}{28}$	79.4%	$\frac{224}{282}$
Earnings Change in Six Months	\$2,435	$\frac{\$280,044}{115}$	\$238	$\frac{\$238}{1}$	\$2,217	$\frac{\$59,871}{27}$	\$2,542	$\frac{\$701,617}{276}$
Credential Rate	48.0%	$\frac{86}{179}$	100.0%	$\frac{1}{1}$	44.0%	$\frac{22}{50}$	53.0%	$\frac{209}{394}$
		numerator denominator		numerator denominator		numerator denominator		numerator denominator

**Table J – Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Skills Attainment Rate	72.0%	82.8%	$\frac{4,385}{5,298}$
Diploma or Equivalent Rate	52.0%	63.8%	$\frac{732}{1,148}$
Retention Rate	64.5%	63.8%	$\frac{867}{1,360}$

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

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skills Attainment Rate	70.3%	$\frac{1,279}{1,820}$	83.6%	$\frac{709}{848}$	76.0%	$\frac{1,266}{1,665}$
Diploma or Equivalent Rate	59.0%	$\frac{197}{334}$	64.7%	$\frac{123}{190}$	54.8%	$\frac{238}{434}$
Retention Rate	59.8%	$\frac{268}{448}$	61.8%	$\frac{147}{238}$	64.2%	$\frac{349}{544}$
		numerator denominator		numerator denominator		numerator denominator

**Table L – Other Reported Information**

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
Adults	79.1%	$\frac{909}{1,149}$	\$3,882	$\frac{\$4,422,143}{1,139}$	16.0%	$\frac{251}{1,572}$	\$4,468	$\frac{\$6,961,098}{1,558}$	45.8%	$\frac{372}{812}$
Dislocated Workers	85.2%	$\frac{2,181}{2,560}$	79.2%	$\frac{\$30,777,858}{\$38,854,552}$	14.0%	$\frac{270}{1,927}$	\$6,829	$\frac{\$16,643,444}{2,437}$	50.9%	$\frac{707}{1,390}$
Older Youth	73.9%	$\frac{161}{218}$	\$3,223	$\frac{\$692,997}{215}$	13.3%	$\frac{37}{279}$	\$2,489	$\frac{\$679,608}{273}$		

**Table M – Participation Levels**

	Total Participants Served	Total Exiters
Adults	7,687	3,362
Dislocated Workers	17,971	5,305
Older Youth	1,360	577
Younger Youth	5,478	2,049

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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	72.8%	74.5%	$\frac{1,650}{2,214}$
Median Annualized Earnings	\$17,306	\$16,743	1,650*
Credential Rate	34.9%	62.4%	$\frac{1,501}{2,404}$
Participant Satisfaction	89.0%	90.6%	$\frac{1,132}{1,250}$

**Dislocated Worker Program**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	75.1%	79.7%	$\frac{2,301}{2,887}$
Median Annualized Earnings	\$26,468	\$24,386	2,014*
Credential Rate	34.0%	64.8%	$\frac{1,980}{3,056}$
Participant Satisfaction	87.0%	89.5%	$\frac{1,803}{2,014}$

**Youth Program**

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate or Further Education	64.3%	72.0%	$\frac{1,664}{2,312}$
Median Annualized Earnings	\$8,604	\$8,504	1,586*
Credential Rate	38.0%	67.6%	$\frac{1,192}{1,764}$
Participant Satisfaction	94.0%	94.1%	$\frac{821}{872}$

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

**Table N – Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	\$ 24,105,825
Local Dislocated Workers	\$ 31,851,480
Local Youth	\$ 22,277,841
Rapid Response (up to 25%) WIA Sec. 134 (a) (2) (A)	\$ 15,770,803
Statewide Required Activities (up to 15%) WIA Sec.134 (a) (2) (B)	\$ 14,091,404
<b>Total of all Federal Spending Listed Above</b>	<b>\$ 108,097,353*</b>

*\* Refer to page 24, 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			
<b>Southwest ETA Assigned #53005</b>	Adults	724		
	Dislocated Workers	1,065		
	Older Youth	63		
	Younger Youth	506		
	<b>Total Exitters</b>			
	Adults	304		
	Dislocated Workers	343		
	Older Youth	20		
	Younger Youth	131		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	75.0	72.0	
	Employers	65.0	69.5	
<b>Entered Employment Rate</b>	Adults	70.0%	78.3%	
	Dislocated Workers	73.3%	86.7%	
	Older Youth	66.0%	57.1%	
<b>Retention Rate</b>	Adults	81.6%	81.2%	
	Dislocated Workers	89.5%	94.2%	
	Older Youth	74.7%	100.0%	
	Younger Youth	63.1%	53.2%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,337	\$3,150	
	Dislocated Workers	76.9%	85.8%	
	Older Youth	\$3,182	\$3,149	
<b>Credential/Diploma Rate</b>	Adults	68.9%	60.6%	
	Dislocated Workers	62.5%	63.6%	
	Older Youth	45.2%	53.3%	
	Younger Youth	54.0%	61.3%	
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	76.4%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	86.3%	
	Dislocated Workers	87.0%	88.6%	
	Youth	94.0%	95.8%	
<b>Employment in Q3</b>	Adults	71.0%	69.4%	
	Dislocated Workers	73.5%	84.3%	
	Youth	62.5%	66.2%	
<b>Median Annualized Earnings</b>	Adults	\$17,546	\$19,250	
	Dislocated Workers	\$27,056	\$25,764	
	Youth	\$8,403	\$9,137	
<b>Credential Rate</b>	Adults	28.2%	52.0%	
	Dislocated Workers	34.7%	48.3%	
	Youth	48.9%	83.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 10</b>	<b>Exceeded - 19</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served			
<b>Olympic ETA Assigned #53010</b>	Adults	555		
	Dislocated Workers	529		
	Older Youth	86		
	Younger Youth	264		
<b>Total Exitters</b>				
	Adults	362		
	Dislocated Workers	256		
	Older Youth	39		
	Younger Youth	127		
		Negotiated Performance Level	Actual Performance Level	
<b>Customer Satisfaction</b>	Program Participants	75.0	79.0	
	Employers	65.0	70.1	
<b>Entered Employment Rate</b>	Adults	69.6%	90.4%	
	Dislocated Workers	72.6%	87.0%	
	Older Youth	74.7%	77.3%	
<b>Retention Rate</b>	Adults	78.8%	81.8%	
	Dislocated Workers	89.2%	92.1%	
	Older Youth	74.2%	63.9%	
	Younger Youth	64.5%	53.0%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$2,824	\$3,802	
	Dislocated Workers	81.5%	81.6%	
	Older Youth	\$3,465	\$1,675	
<b>Credential/Diploma Rate</b>	Adults	69.6%	86.7%	
	Dislocated Workers	71.7%	82.1%	
	Older Youth	42.2%	62.0%	
	Younger Youth	49.0%	72.1%	
<b>Skill Attainment Rate</b>	Younger Youth	74.0%	84.2%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	92.7%	
	Dislocated Workers	87.0%	92.5%	
	Youth	94.0%	94.2%	
<b>Employment in Q3</b>	Adults	67.1%	79.2%	
	Dislocated Workers	72.1%	84.6%	
	Youth	61.3%	59.7%	
<b>Median Annualized Earnings</b>	Adults	\$15,543	\$16,793	
	Dislocated Workers	\$27,246	\$27,715	
	Youth	\$7,994	\$9,736	
<b>Credential Rate</b>	Adults	37.0%	79.5%	
	Dislocated Workers	31.5%	87.1%	
	Youth	33.2%	71.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 3</b>	<b>Exceeded - 25</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served		
<b>Pacific Mountain ETA Assigned #53015</b>	Adults	642	
	Dislocated Workers	1,039	
	Older Youth	107	
	Younger Youth	543	
<b>Total Exitters</b>			
	Adults	269	
	Dislocated Workers	360	
	Older Youth	40	
	Younger Youth	96	
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	75.0	74.9
	Employers	65.0	69.3
<b>Entered Employment Rate</b>	Adults	76.2%	76.2%
	Dislocated Workers	75.1%	84.3%
	Older Youth	64.9%	65.6%
<b>Retention Rate</b>	Adults	83.4%	83.5%
	Dislocated Workers	91.2%	92.1%
	Older Youth	76.1%	66.7%
	Younger Youth	61.1%	76.8%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,605	\$4,977
	Dislocated Workers	85.0%	93.6%
	Older Youth	\$3,022	\$2,708
<b>Credential/Diploma Rate</b>	Adults	69.2%	62.1%
	Dislocated Workers	71.3%	79.6%
	Older Youth	34.5%	48.6%
	Younger Youth	44.0%	88.7%
<b>Skill Attainment Rate</b>	Younger Youth	74.0%	90.1%
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	89.0%	92.4%
	Dislocated Workers	87.0%	86.7%
	Youth	94.0%	90.8%
<b>Employment in Q3</b>	Adults	73.5%	70.9%
	Dislocated Workers	76.7%	81.5%
	Youth	62.1%	71.4%
<b>Median Annualized Earnings</b>	Adults	\$15,273	\$16,615
	Dislocated Workers	\$24,639	\$25,570
	Youth	\$7,994	\$11,574
<b>Credential Rate</b>	Adults	28.7%	58.8%
	Dislocated Workers	39.0%	64.5%
	Youth	32.0%	77.9%
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 7</b>
		<b>Exceeded - 22</b>	



**Table O – Local Performance**

Local Area Name	Total Participants Served		
<b>Northwest</b> <b>ETA Assigned #53020</b>	Adults	373	
	Dislocated Workers	473	
	Older Youth	72	
	Younger Youth	210	
<hr/>			
	Total Exitters		
	Adults	131	
	Dislocated Workers	172	
	Older Youth	30	
	Younger Youth	63	
<hr/>			
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	75.0	79.2
	Employers	65.0	66.8
<b>Entered Employment Rate</b>	Adults	74.3%	84.8%
	Dislocated Workers	76.3%	85.3%
	Older Youth	69.4%	57.9%
<b>Retention Rate</b>	Adults	83.5%	83.9%
	Dislocated Workers	91.7%	94.9%
	Older Youth	81.6%	84.6%
	Younger Youth	67.3%	67.7%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,257	\$4,668
	Dislocated Workers	73.8%	86.6%
	Older Youth	\$2,329	\$3,905
<b>Credential/Diploma Rate</b>	Adults	69.2%	77.0%
	Dislocated Workers	73.0%	69.7%
	Older Youth	51.3%	33.3%
	Younger Youth	60.0%	65.5%
<b>Skill Attainment Rate</b>	Younger Youth	74.0%	87.5%
<hr/>			
Other State Indicators of Performance			
<b>Customer Satisfaction</b>	Adults	89.0%	88.3%
	Dislocated Workers	87.0%	94.4%
	Youth	94.0%	96.2%
<b>Employment in Q3</b>	Adults	74.3%	74.7%
	Dislocated Workers	78.4%	83.4%
	Youth	66.4%	67.7%
<b>Median Annualized Earnings</b>	Adults	\$15,872	\$19,087
	Dislocated Workers	\$29,935	\$27,750
	Youth	\$8,319	\$8,138
<b>Credential Rate</b>	Adults	37.1%	69.9%
	Dislocated Workers	31.1%	51.6%
	Youth	40.4%	51.1%
<hr/>			
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 5</b> <b>Exceeded - 23</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served		
<b>King</b> <b>ETA Assigned #53025</b>	Adults	1,729	
	Dislocated Workers	4,275	
	Older Youth	138	
	Younger Youth	674	
<hr/>			
	Total Exitters		
	Adults	624	
	Dislocated Workers	1,114	
	Older Youth	54	
	Younger Youth	380	
<hr/>			
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	75.0	71.2
	Employers	63.0	63.5
<b>Entered Employment Rate</b>	Adults	68.4%	73.0%
	Dislocated Workers	73.9%	79.0%
	Older Youth	70.0%	51.9%
<b>Retention Rate</b>	Adults	85.4%	86.6%
	Dislocated Workers	91.0%	88.3%
	Older Youth	74.6%	77.8%
	Younger Youth	61.0%	51.2%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,480	\$3,436
	Dislocated Workers	82.4%	83.9%
	Older Youth	\$2,621	\$2,849
<b>Credential/Diploma Rate</b>	Adults	68.6%	52.9%
	Dislocated Workers	68.5%	69.1%
	Older Youth	54.6%	35.3%
	Younger Youth	52.0%	58.9%
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	74.0%
<hr/>			
Other State Indicators of Performance			
<b>Customer Satisfaction</b>	Adults	89.0%	87.4%
	Dislocated Workers	87.0%	88.1%
	Youth	94.0%	93.6%
<b>Employment in Q3</b>	Adults	76.1%	71.1%
	Dislocated Workers	75.0%	73.7%
	Youth	63.6%	72.9%
<b>Median Annualized Earnings</b>	Adults	\$19,994	\$18,271
	Dislocated Workers	\$32,191	\$28,245
	Youth	\$8,394	\$7,434
<b>Credential Rate</b>	Adults	36.6%	49.8%
	Dislocated Workers	29.9%	70.3%
	Youth	41.6%	62.9%
<hr/>			
<b>Overall Status of Local Performance</b>		<b>Not Met - 3</b>	<b>Met - 11</b> <b>Exceeded - 15</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>		
<b>Snohomish ETA Assigned #53030</b>	Adults	369	
	Dislocated Workers	1,268	
	Older Youth	29	
	Younger Youth	254	
	<b>Total Exitters</b>		
	Adults	147	
	Dislocated Workers	245	
	Older Youth	23	
	Younger Youth	109	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	69.5
	Employers	64.0	67.6
<b>Entered Employment Rate</b>	Adults	68.7%	75.9%
	Dislocated Workers	74.7%	89.9%
	Older Youth	67.0%	66.7%
<b>Retention Rate</b>	Adults	82.9%	83.3%
	Dislocated Workers	90.5%	90.3%
	Older Youth	76.9%	93.3%
	Younger Youth	66.0%	59.3%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$2,930	\$3,818
	Dislocated Workers	76.4%	84.6%
	Older Youth	\$1,967	\$2,745
<b>Credential/Diploma Rate</b>	Adults	69.7%	72.6%
	Dislocated Workers	71.1%	81.8%
	Older Youth	31.6%	68.2%
	Younger Youth	42.0%	66.0%
<b>Skill Attainment Rate</b>	Younger Youth	74.0%	82.3%
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	89.0%	85.7%
	Dislocated Workers	87.0%	88.9%
	Youth	94.0%	100.0%
<b>Employment in Q3</b>	Adults	74.5%	74.5%
	Dislocated Workers	77.3%	87.9%
	Youth	65.0%	79.6%
<b>Median Annualized Earnings</b>	Adults	\$20,214	\$19,149
	Dislocated Workers	\$28,636	\$29,018
	Youth	\$8,859	\$6,239
<b>Credential Rate</b>	Adults	37.6%	60.6%
	Dislocated Workers	32.7%	71.8%
	Youth	36.2%	65.7%
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 6</b> <b>Exceeded - 22</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>		
<b>Spokane ETA Assigned #53035</b>	Adults	749	
	Dislocated Workers	990	
	Older Youth	257	
	Younger Youth	506	
<hr/>			
	<b>Total Exitters</b>		
	Adults	458	
	Dislocated Workers	528	
	Older Youth	126	
	Younger Youth	225	
<hr/>			
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	73.0
	Employers	65.0	66.8
<b>Entered Employment Rate</b>	Adults	78.5%	86.8%
	Dislocated Workers	75.4%	87.2%
	Older Youth	78.6%	82.1%
<b>Retention Rate</b>	Adults	83.8%	81.9%
	Dislocated Workers	90.8%	94.3%
	Older Youth	80.9%	84.8%
	Younger Youth	66.4%	67.6%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,053	\$2,999
	Dislocated Workers	88.6%	83.0%
	Older Youth	\$2,865	\$2,328
<b>Credential/Diploma Rate</b>	Adults	70.2%	73.8%
	Dislocated Workers	74.9%	81.0%
	Older Youth	67.3%	64.0%
	Younger Youth	60.0%	55.1%
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	78.1%
<hr/>			
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	89.0%	89.8%
	Dislocated Workers	87.0%	87.0%
	Youth	94.0%	96.9%
<b>Employment in Q3</b>	Adults	77.8%	74.6%
	Dislocated Workers	79.5%	87.5%
	Youth	67.5%	72.0%
<b>Median Annualized Earnings</b>	Adults	\$16,849	\$15,722
	Dislocated Workers	\$25,010	\$21,542
	Youth	\$9,721	\$7,639
<b>Credential Rate</b>	Adults	37.8%	61.8%
	Dislocated Workers	27.4%	63.1%
	Youth	44.0%	79.0%
<hr/>			
<b>Overall Status of Local Performance</b>		<b>Not Met - 1</b>	<b>Met - 10</b>
			<b>Exceeded - 18</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>			
<b>Pierce</b> <b>ETA Assigned #53040</b>	Adults	544		
	Dislocated Workers	656		
	Older Youth	200		
	Younger Youth	578		
<b>Total Exitters</b>				
	Adults	159		
	Dislocated Workers	142		
	Older Youth	66		
	Younger Youth	170		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	75.0	74.1	
	Employers	63.0	69.8	
<b>Entered Employment Rate</b>	Adults	71.0%	79.2%	
	Dislocated Workers	76.3%	81.9%	
	Older Youth	69.8%	88.9%	
<b>Retention Rate</b>	Adults	83.0%	83.3%	
	Dislocated Workers	89.9%	87.6%	
	Older Youth	76.4%	79.3%	
	Younger Youth	69.5%	77.9%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,439	\$6,701	
	Dislocated Workers	81.7%	80.9%	
	Older Youth	\$3,372	\$3,196	
<b>Credential/Diploma Rate</b>	Adults	71.4%	73.8%	
	Dislocated Workers	74.5%	76.2%	
	Older Youth	49.7%	52.8%	
	Younger Youth	59.0%	65.5%	
<b>Skill Attainment Rate</b>	Younger Youth	74.0%	83.5%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	95.3%	
	Dislocated Workers	87.0%	87.8%	
	Youth	94.0%	91.1%	
<b>Employment in Q3</b>	Adults	71.6%	77.6%	
	Dislocated Workers	77.0%	77.1%	
	Youth	66.4%	77.3%	
<b>Median Annualized Earnings</b>	Adults	\$17,632	\$20,867	
	Dislocated Workers	\$27,141	\$25,855	
	Youth	\$9,567	\$9,728	
<b>Credential Rate</b>	Adults	42.2%	79.2%	
	Dislocated Workers	36.1%	73.2%	
	Youth	35.4%	62.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 6</b>	<b>Exceeded - 23</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>			
<b>North Central ETA Assigned #53045</b>	Adults	763		
	Dislocated Workers	551		
	Older Youth	106		
	Younger Youth	656		
	<b>Total Exitters</b>			
	Adults	331		
	Dislocated Workers	195		
	Older Youth	45		
	Younger Youth	253		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	75.0	77.8	
	Employers	66.0	66.8	
<b>Entered Employment Rate</b>	Adults	74.0%	80.8%	
	Dislocated Workers	79.0%	84.5%	
	Older Youth	68.0%	69.7%	
<b>Retention Rate</b>	Adults	83.1%	82.6%	
	Dislocated Workers	90.3%	89.1%	
	Older Youth	77.2%	83.3%	
	Younger Youth	69.4%	62.9%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,633	\$4,143	
	Dislocated Workers	85.8%	80.7%	
	Older Youth	\$3,740	\$1,834	
<b>Credential/Diploma Rate</b>	Adults	70.6%	70.7%	
	Dislocated Workers	64.9%	70.8%	
	Older Youth	37.5%	53.7%	
	Younger Youth	48.0%	58.8%	
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	92.0%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	90.7%	
	Dislocated Workers	87.0%	94.8%	
	Youth	94.0%	94.8%	
<b>Employment in Q3</b>	Adults	71.7%	77.2%	
	Dislocated Workers	75.7%	80.7%	
	Youth	67.8%	76.0%	
<b>Median Annualized Earnings</b>	Adults	\$17,423	\$16,520	
	Dislocated Workers	\$22,430	\$20,626	
	Youth	\$9,564	\$5,680	
<b>Credential Rate</b>	Adults	33.1%	66.0%	
	Dislocated Workers	25.7%	69.4%	
	Youth	37.5%	74.2%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 2</b>	<b>Met - 6</b>	<b>Exceeded - 21</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served			
<b>Tri-County ETA Assigned #53050</b>	Adults	516		
	Dislocated Workers	705		
	Older Youth	144		
	Younger Youth	517		
<b>Total Exitters</b>				
	Adults	112		
	Dislocated Workers	209		
	Older Youth	49		
	Younger Youth	210		
		Negotiated Performance Level	Actual Performance Level	
<b>Customer Satisfaction</b>	Program Participants	75.0	76.4	
	Employers	66.0	63.6	
<b>Entered Employment Rate</b>	Adults	79.0%	81.9%	
	Dislocated Workers	75.6%	86.9%	
	Older Youth	68.2%	82.1%	
<b>Retention Rate</b>	Adults	81.4%	87.3%	
	Dislocated Workers	90.3%	88.7%	
	Older Youth	70.6%	78.4%	
	Younger Youth	60.0%	71.6%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,224	\$4,042	
	Dislocated Workers	93.0%	96.4%	
	Older Youth	\$3,032	\$3,505	
<b>Credential/Diploma Rate</b>	Adults	66.8%	78.1%	
	Dislocated Workers	74.9%	74.5%	
	Older Youth	57.5%	64.4%	
	Younger Youth	50.0%	59.9%	
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	78.3%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	89.1%	
	Dislocated Workers	87.0%	89.4%	
	Youth	94.0%	92.9%	
<b>Employment in Q3</b>	Adults	72.0%	78.5%	
	Dislocated Workers	79.5%	78.3%	
	Youth	63.3%	73.1%	
<b>Median Annualized Earnings</b>	Adults	\$15,761	\$13,350	
	Dislocated Workers	\$23,465	\$22,953	
	Youth	\$8,949	\$10,862	
<b>Credential Rate</b>	Adults	28.4%	66.9%	
	Dislocated Workers	25.6%	68.9%	
	Youth	35.5%	63.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 8</b>	<b>Exceeded - 21</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served			
<b>Eastern Washington ETA Assigned #53055</b>	Adults	370		
	Dislocated Workers	295		
	Older Youth	77		
	Younger Youth	428		
<b>Total Exitters</b>				
	Adults	237		
	Dislocated Workers	185		
	Older Youth	44		
	Younger Youth	180		
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	75.0	78.6	
	Employers	67.0	73.3	
<b>Entered Employment Rate</b>	Adults	74.2%	80.7%	
	Dislocated Workers	75.6%	75.7%	
	Older Youth	66.3%	72.7%	
<b>Retention Rate</b>	Adults	79.9%	86.1%	
	Dislocated Workers	90.0%	88.6%	
	Older Youth	80.4%	88.2%	
	Younger Youth	58.1%	63.8%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,332	\$4,286	
	Dislocated Workers	88.7%	84.9%	
	Older Youth	\$2,960	\$3,318	
<b>Credential/Diploma Rate</b>	Adults	69.4%	75.4%	
	Dislocated Workers	63.5%	63.0%	
	Older Youth	47.6%	46.2%	
	Younger Youth	61.0%	61.8%	
<b>Skill Attainment Rate</b>	Younger Youth	69.0%	85.8%	
<b>Other State Indicators of Performance</b>				
<b>Customer Satisfaction</b>	Adults	89.0%	96.2%	
	Dislocated Workers	87.0%	90.0%	
	Youth	94.0%	93.9%	
<b>Employment in Q3</b>	Adults	70.6%	75.6%	
	Dislocated Workers	74.1%	75.6%	
	Youth	61.9%	73.0%	
<b>Median Annualized Earnings</b>	Adults	\$15,506	\$14,548	
	Dislocated Workers	\$21,283	\$21,893	
	Youth	\$6,261	\$7,900	
<b>Credential Rate</b>	Adults	28.9%	76.4%	
	Dislocated Workers	30.7%	56.8%	
	Youth	32.5%	57.8%	
<b>Overall Status of Local Performance</b>		<b>Not Met - 0</b>	<b>Met - 7</b>	<b>Exceeded - 22</b>



**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>		
<b>Benton-Franklin ETA Assigned #53060</b>	Adults	351	
	Dislocated Workers	603	
	Older Youth	81	
	Younger Youth	342	
	<b>Total Exitters</b>		
	Adults	228	
	Dislocated Workers	387	
	Older Youth	41	
	Younger Youth	105	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	74.5
	Employers	64.0	70.4
<b>Entered Employment Rate</b>	Adults	83.5%	80.6%
	Dislocated Workers	77.3%	91.2%
	Older Youth	80.3%	61.5%
<b>Retention Rate</b>	Adults	81.8%	85.5%
	Dislocated Workers	92.3%	91.8%
	Older Youth	85.6%	66.7%
	Younger Youth	68.9%	50.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,265	\$3,015
	Dislocated Workers	82.5%	89.2%
	Older Youth	\$2,395	\$1,093
<b>Credential/Diploma Rate</b>	Adults	69.8%	68.1%
	Dislocated Workers	68.2%	65.9%
	Older Youth	52.8%	21.4%
	Younger Youth	54.0%	84.0%
<b>Skill Attainment Rate</b>	Younger Youth	76.0%	84.7%
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	89.0%	91.0%
	Dislocated Workers	87.0%	91.4%
	Youth	94.0%	92.4%
<b>Employment in Q3</b>	Adults	78.3%	76.3%
	Dislocated Workers	75.4%	86.9%
	Youth	73.7%	58.8%
<b>Median Annualized Earnings</b>	Adults	\$16,199	\$14,985
	Dislocated Workers	\$25,026	\$28,937
	Youth	\$8,514	\$7,618
<b>Credential Rate</b>	Adults	30.5%	50.6%
	Dislocated Workers	21.8%	23.1%
	Youth	35.4%	46.3%
<b>Overall Status of Local Performance</b>		<b>Not Met - 6</b>	<b>Met - 10</b> <b>Exceeded - 13</b>

**Table O – Local Performance**

Local Area Name	Total Participants Served		
<b>Statewide Programs*</b> <b>ETA Assigned #53888</b>	Adults	2	
	Dislocated Workers	5,522	
	Older Youth	N/A	
	Younger Youth	N/A	
	<b>Total Exitters</b>		
	Adults	0	
	Dislocated Workers	1,169	
	Older Youth	N/A	
	Younger Youth	N/A	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	75.0	69.5
	Employers	N/A	N/A
<b>Entered Employment Rate</b>	Adults	75.0%	0.0%
	Dislocated Workers	77.0%	64.0%
	Older Youth	N/A	N/A
<b>Retention Rate</b>	Adults	82.5%	100.0%
	Dislocated Workers	91.0%	89.4%
	Older Youth	N/A	N/A
	Younger Youth	N/A	N/A
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,539	\$2,937
	Dislocated Workers	83.0%	67.3%
	Older Youth	N/A	N/A
<b>Credential/Diploma Rate</b>	Adults	69.5%	100.0%
	Dislocated Workers	69.0%	51.2%
	Older Youth	N/A	N/A
	Younger Youth	N/A	N/A
<b>Skill Attainment Rate</b>	Younger Youth	N/A	N/A
<b>Other State Indicators of Performance</b>			
<b>Customer Satisfaction</b>	Adults	N/A	N/A
	Dislocated Workers	87.0%	89.6%
	Youth	N/A	N/A
<b>Employment in Q3</b>	Adults	N/A	N/A
	Dislocated Workers	75.1%	70.6%
	Youth	N/A	N/A
<b>Median Annualized Earnings</b>	Adults	N/A	N/A
	Dislocated Workers	\$26,486	\$21,857
	Youth	N/A	N/A
<b>Credential Rate</b>	Adults	N/A	N/A
	Dislocated Workers	34.0%	74.5%
	Youth	N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met - 2</b>	<b>Met - 7</b> <b>Exceeded - 4</b>

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

## WIA Annual Report Data

State Name: WA

Program Year: 2002

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	75	75	4,362	9,597	7,333	59.5
Employers	65	67.8	2,249	15,227	3,307	68

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	80.7	1,572
			1,948
Employment Retention Rate	82.5	83.8	1,649
			1,968
Earnings Change in Six Month	3,539	3,894	7,600,801
			1,952
Employment and Credential Rate	69.5	70.4	986
			1,400

**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	78.1	649	80	164	78	234	75	96
		831		205		300		128
Employment Retention Rate	82.1	644	83.3	160	78	220	87	107
		784		192		282		123
Earnings Change in Six Months	4,042	3,148,882	3,373	627,322	4,382	1,235,706	1,407	171,634
		779		186		282		122
Employment and Credential Rate	69.2	421	70.6	101	66.8	133	57.5	46
		608		143		199		80

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.8	888	80.6	684
		1,099		849
Employment Retention Rate	84	968	83.6	681
		1,153		815
Earnings Change in Six Months	4,432	5,075,168	3,130	2,525,633
		1,145		807

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	80.6	2,462
			3,053
Employment Retention Rate	91	91.1	2,243
			2,462
Earnings Replacement in Six Months	83	83.2	31,261,069
			37,590,562
Employment and Credential Rate	69	67.5	1,392
			2,063

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	79.8	516	77.2	169	70.6	207	78	32
		647		219		293		41
Employment Retention Rate	91.1	470	87.6	148	88.9	184	78.1	25
		516		169		207		32
Earnings Replacement Rate	82.2	7,280,322	84.6	1,949,872	75.9	2,507,819	160.7	242,101
		8,857,782		2,304,139		3,302,000		150,655
Employment And Credential Rate	66.5	290	67.8	103	54.5	90	66.7	16
		436		152		165		24

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	78.4	1,617	85.4
2,063			990	
Employment Retention Rate	90.1	1,457	93	786
		1,617		845
Earnings Replacement Rate	80	19,107,529	88.7	12,153,540
		23,888,234		13,702,328

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	70
Employment Retention Rate	77	79.6	390
			253
Earnings Change in Six Months	3,235	2,625	318
			811,277
Credential Rate	47.5	52.7	309
			242
			459

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	69.6	110	100	1	59.5	25	72.8
158			1		42		338	
Employment Retention Rate	79.8	95	0	0	67.9	19	79.4	224
		119		1		28		282
Earnings Change in Six Months	2,435	280,044	238	238	2,217	59,871	2,542	701,617
		115		1		27		276
Credential Rate	48	86	100	1	44	22	53	209
		179		1		50		394

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	72
			5,298
Diploma or Equivalent Attainment Rate	52	63.8	732
			1,148
Retention Rate	64.5	63.8	867
			1,360

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	70.3	1,279	83.6	709	76	1,266
		1,820		848		1,665
Diploma or Equivalent Attainment Rate	59	197	64.7	123	54.8	238
		334		190		434
Retention Rate	59.8	268	61.8	147	64.2	349
		448		238		544

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.1	909	3,882	4,422,143	16	251	4,468	6,961,098	45.8	372
		1,149		1,139		1,572		1,558		812
Dislocated Workers	85.2	2,181	79.2	30,777,858	14	270	6,829	16,643,444	50.9	707
		2,560		38,854,552		1,927		2,437		1,390
Older Youth	73.9	161	3,223	692,997	13.3	37	2,489	679,608		
		218		215		279		273		



**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>7,687</b>	<b>3,362</b>
<b>Dislocated Workers</b>	<b>17,971</b>	<b>5,305</b>
<b>Older Youth</b>	<b>1,360</b>	<b>577</b>
<b>Younger Youth</b>	<b>5,478</b>	<b>2,049</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$24,105,825.00</b>
<b>Local Dislocated Workers</b>		<b>\$31,851,480.00</b>
<b>Local Youth</b>		<b>\$22,277,841.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$15,770,803.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$14,091,404.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
		<b>\$0.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$108,097,353.00</b>

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Snohomish County Workforce Development Council	<b>Total Participants                  Served</b>	Adults	369
		Dislocated Workers	1,268
		Older Youth	29
		Younger Youth	254
	<b>Total Exiters</b>	Adults	147
		Dislocated Workers	245
		Older Youth	23
		Younger Youth	109

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	69.6
	Employers	64	67.6
Entered Employment Rate	Adults	68.7	75.9
	Dislocated Workers	74.7	89.9
	Older Youth	67	66.7
Retention Rate	Adults	82.9	83.3
	Dislocated Workers	90.5	90.3
	Older Youth	76.9	93.3
	Younger Youth	66	59.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,930	3,818
	Dislocated Workers	76.4	84.6
	Older Youth (\$)	1,967	2,745
Credential / Diploma Rate	Adults	69.7	72.6
	Dislocated Workers	71.1	81.8
	Older Youth	31.6	68.2
	Younger Youth	42	66
Skill Attainment Rate	Younger Youth	74	82.3
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		1	6
		<b>Exceeded</b>	22

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Spokane Area Workforce Development Council	Total Participants Served	Adults	749
		Dislocated Workers	990
		Older Youth	257
		Younger Youth	506
	Total Exiters	Adults	458
		Dislocated Workers	528
		Older Youth	126
		Younger Youth	225

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73
	Employers	65	66.8
Entered Employment Rate	Adults	78.5	86.8
	Dislocated Workers	75.4	87.2
	Older Youth	78.6	82.1
Retention Rate	Adults	83.8	81.9
	Dislocated Workers	90.8	94.3
	Older Youth	80.9	84.8
	Younger Youth	66.4	67.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,053	2,999
	Dislocated Workers	88.6	83
	Older Youth (\$)	2,865	2,328
Credential / Diploma Rate	Adults	70.2	73.8
	Dislocated Workers	74.9	81
	Older Youth	67.3	64
	Younger Youth	60	55.1
Skill Attainment Rate	Younger Youth	69	78.1
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	8
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		1	10
		<b>Exceeded</b>	18

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Tacoma-Pierce County Workforce Development Council	Total Participants Served	Adults	544
		Dislocated Workers	656
		Older Youth	200
		Younger Youth	578
	Total Exitters	Adults	159
		Dislocated Workers	142
		Older Youth	66
		Younger Youth	170

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	74.1	
	Employers	63	69.8	
Entered Employment Rate	Adults	71	79.2	
	Dislocated Workers	76.3	81.9	
	Older Youth	69.8	88.9	
Retention Rate	Adults	83	83.3	
	Dislocated Workers	89.9	87.6	
	Older Youth	76.4	79.3	
	Younger Youth	69.5	77.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,439	6,701	
	Dislocated Workers	81.7	80.9	
	Older Youth (\$)	3,372	3,196	
Credential / Diploma Rate	Adults	71.4	73.8	
	Dislocated Workers	74.5	76.2	
	Older Youth	49.7	52.8	
	Younger Youth	59	65.5	
Skill Attainment Rate	Younger Youth	74	83.5	
<b>Description of Other State Indicators of Performance</b>				
Number of 12 State Measures Exceeded		12	10	
Number of 12 State Measures Not Met		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	6	23

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Central Workforce Development Council	<b>Total Participants Served</b>	Adults	763
		Dislocated Workers	551
		Older Youth	106
		Younger Youth	656
	<b>Total Exiters</b>	Adults	331
		Dislocated Workers	195
		Older Youth	45
		Younger Youth	253

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	77.8
	Employers	67	66.8
Entered Employment Rate	Adults	74	80.8
	Dislocated Workers	75.6	84.5
	Older Youth	68.2	69.7
Retention Rate	Adults	83.1	82.6
	Dislocated Workers	90.3	89.1
	Older Youth	70.6	83.3
	Younger Youth	60	62.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,633	4,143
	Dislocated Workers	93	80.7
	Older Youth (\$)	3,032	1,834
Credential / Diploma Rate	Adults	70.6	70.7
	Dislocated Workers	74.9	70.8
	Older Youth	57.5	53.7
	Younger Youth	50	58.8
Skill Attainment Rate	Younger Youth	69	92
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		2	6
		<b>Exceeded</b>	21

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Tri-County Workforce Development Council	<b>Total Participants Served</b>	Adults	516
		Dislocated Workers	705
		Older Youth	144
		Younger Youth	517
	<b>Total Exiters</b>	Adults	112
		Dislocated Workers	209
		Older Youth	49
		Younger Youth	210

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	76.4
	Employers	66	63.6
Entered Employment Rate	Adults	79	81.9
	Dislocated Workers	75.6	86.9
	Older Youth	68.2	82.1
Retention Rate	Adults	81.4	87.3
	Dislocated Workers	90.3	88.7
	Older Youth	70.6	78.4
	Younger Youth	60	71.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,224	4,042
	Dislocated Workers	93	96.4
	Older Youth (\$)	3,032	3,505
Credential / Diploma Rate	Adults	66.8	78.1
	Dislocated Workers	74.9	74.5
	Older Youth	57.5	64.4
	Younger Youth	50	59.9
Skill Attainment Rate	Younger Youth	69	78.3
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	8
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	8
		<b>Exceeded</b>	21

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Eastern Washington Partnership Workforce Dev. Council	<b>Total Participants Served</b>	Adults	370
		Dislocated Workers	295
		Older Youth	77
		Younger Youth	428
	<b>Total Exiters</b>	Adults	237
		Dislocated Workers	185
		Older Youth	44
		Younger Youth	180

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.6
	Employers	67	73.3
Entered Employment Rate	Adults	74.2	80.7
	Dislocated Workers	75.6	75.7
	Older Youth	66.3	72.7
Retention Rate	Adults	79.9	86.1
	Dislocated Workers	90	88.6
	Older Youth	80.4	88.2
	Younger Youth	58.1	63.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,332	4,286
	Dislocated Workers	88.7	84.9
	Older Youth (\$)	2,960	3,318
Credential / Diploma Rate	Adults	69.4	75.4
	Dislocated Workers	63.5	63
	Older Youth	47.6	46.2
	Younger Youth	61	61.8
Skill Attainment Rate	Younger Youth	69	85.8
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	10
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	7
		<b>Exceeded</b>	22

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Benton-Franklin Workforce Development Council	<b>Total Participants                  Served</b>	Adults	351
		Dislocated Workers	603
		Older Youth	81
		Younger Youth	342
	<b>Total Exiters</b>	Adults	228
		Dislocated Workers	387
		Older Youth	41
		Younger Youth	105

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.5
	Employers	64	70.4
Entered Employment Rate	Adults	83.5	80.6
	Dislocated Workers	77.3	91.2
	Older Youth	80.3	61.5
Retention Rate	Adults	81.8	85.5
	Dislocated Workers	92.3	91.8
	Older Youth	85.6	66.7
	Younger Youth	68.9	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,265	3,015
	Dislocated Workers	82.5	89.2
	Older Youth (\$)	2,395	1,093
Credential / Diploma Rate	Adults	69.8	68.1
	Dislocated Workers	68.2	65.9
	Older Youth	52.8	21.4
	Younger Youth	54	84
Skill Attainment Rate	Younger Youth	76	84.7
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	7
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		6	10
		<b>Exceeded</b>	13



# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: StateWide Dislocated Workers-53888	Total Participants Served	Adults	2
		Dislocated Workers	5,522
		Older Youth	0
		Younger Youth	0
	Total Exitters	Adults	0
		Dislocated Workers	1,169
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	69.5
	Employers	0	0
Entered Employment Rate	Adults	75	0
	Dislocated Workers	77	64
	Older Youth	0	0
Retention Rate	Adults	82.5	100
	Dislocated Workers	91	89.4
	Older Youth	0	0
	Younger Youth	0	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,539	2,937
	Dislocated Workers	83	67.3
	Older Youth (\$)	0	0
Credential / Diploma Rate	Adults	69.5	100
	Dislocated Workers	69	51.2
	Older Youth	0	0
	Younger Youth	0	0
Skill Attainment Rate	Younger Youth	0	0
<b>Description of Other State Indicators of Performance</b>			
Number of 4 State Measures Exceeded		4	2
Number of 4 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		2	7
		<b>Exceeded</b>	4

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Central Washington Workforce Development Council	<b>Total Participants                  Served</b>	Adults	763
		Dislocated Workers	551
		Older Youth	106
		Younger Youth	656
	<b>Total Exiters</b>	Adults	331
		Dislocated Workers	195
		Older Youth	45
		Younger Youth	253

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	77.8
	Employers	66	66.8
Entered Employment Rate	Adults	74	80.8
	Dislocated Workers	79	84.5
	Older Youth	68	69.7
Retention Rate	Adults	83.1	82.6
	Dislocated Workers	90.3	89.1
	Older Youth	77.2	83.3
	Younger Youth	69.4	62.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,633	4,143
	Dislocated Workers	85.8	80.7
	Older Youth (\$)	3,740	1,834
Credential / Diploma Rate	Adults	70.6	70.7
	Dislocated Workers	64.9	70.8
	Older Youth	37.5	53.7
	Younger Youth	48	58.8
Skill Attainment Rate	Younger Youth	69	92
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		2	6
		<b>Exceeded</b>	21

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Seattle-King County Workforce Development Council	<b>Total Participants                  Served</b>	Adults	1,729
		Dislocated Workers	4,275
		Older Youth	138
		Younger Youth	674
	<b>Total Exiters</b>	Adults	624
		Dislocated Workers	1,114
		Older Youth	54
		Younger Youth	380

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	71.2
	Employers	63	63.5
Entered Employment Rate	Adults	68.4	73
	Dislocated Workers	73.9	79
	Older Youth	70	51.9
Retention Rate	Adults	85.4	86.6
	Dislocated Workers	91	88.3
	Older Youth	74.6	77.8
	Younger Youth	61	51.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,480	3,436
	Dislocated Workers	82.4	83.9
	Older Youth (\$)	2,621	2,849
Credential / Diploma Rate	Adults	68.6	52.9
	Dislocated Workers	68.5	69.1
	Older Youth	54.6	35.3
	Younger Youth	52	58.9
Skill Attainment Rate	Younger Youth	69	74
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	5
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		3	11
		<b>Exceeded</b>	15

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Washington Workforce Development Council	<b>Total Participants                  Served</b>	Adults	724
		Dislocated Workers	1,065
		Older Youth	63
		Younger Youth	506
	<b>Total Exiters</b>	Adults	304
		Dislocated Workers	343
		Older Youth	20
		Younger Youth	131

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	72
	Employers	65	69.5
Entered Employment Rate	Adults	70	78.3
	Dislocated Workers	73.3	86.7
	Older Youth	66	57.1
Retention Rate	Adults	81.6	81.2
	Dislocated Workers	89.5	94.2
	Older Youth	74.7	100
	Younger Youth	63.1	53.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,337	3,150
	Dislocated Workers	76.9	85.8
	Older Youth (\$)	3,182	3,149
Credential / Diploma Rate	Adults	68.9	60.6
	Dislocated Workers	62.5	63.6
	Older Youth	45.2	53.3
	Younger Youth	54	61.3
Skill Attainment Rate	Younger Youth	69	76.4
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	10
		<b>Exceeded</b>	19

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Olympic Workforce Development Council	<b>Total Participants Served</b>	Adults	555
		Dislocated Workers	529
		Older Youth	86
		Younger Youth	264
	<b>Total Exiters</b>	Adults	362
		Dislocated Workers	256
		Older Youth	39
		Younger Youth	127

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79
	Employers	65	70.1
Entered Employment Rate	Adults	69.6	90.4
	Dislocated Workers	72.6	87
	Older Youth	74.7	77.3
Retention Rate	Adults	78.8	81.8
	Dislocated Workers	89.2	92.1
	Older Youth	74.2	63.9
	Younger Youth	64.5	53
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,824	3,802
	Dislocated Workers	81.5	81.6
	Older Youth (\$)	3,465	1,675
Credential / Diploma Rate	Adults	69.6	86.7
	Dislocated Workers	71.7	82.1
	Older Youth	42.2	62
	Younger Youth	49	72.1
Skill Attainment Rate	Younger Youth	74	84.2
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	11
Number of 12 State Measures Not Met		0	1
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		1	3
		<b>Exceeded</b>	25

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Pacific Mountain Workforce Development Council	<b>Total Participants                  Served</b>	Adults	642
		Dislocated Workers	1,039
		Older Youth	107
		Younger Youth	543
	<b>Total Exiters</b>	Adults	269
		Dislocated Workers	360
		Older Youth	40
		Younger Youth	96

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.9
	Employers	65	69.3
Entered Employment Rate	Adults	76.2	76.2
	Dislocated Workers	75.1	84.3
	Older Youth	64.9	65.6
Retention Rate	Adults	83.4	83.5
	Dislocated Workers	91.2	92.1
	Older Youth	76.1	66.7
	Younger Youth	61.1	76.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,605	4,977
	Dislocated Workers	85	93.6
	Older Youth (\$)	3,022	2,708
Credential / Diploma Rate	Adults	69.2	62.1
	Dislocated Workers	71.3	79.6
	Older Youth	34.5	48.6
	Younger Youth	44	88.7
Skill Attainment Rate	Younger Youth	74	90.1
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	7
		<b>Exceeded</b>	22

# WIA Annual Report Data

State Name: WA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Northwest Workforce Development Council	<b>Total Participants Served</b>	Adults	373
		Dislocated Workers	473
		Older Youth	72
		Younger Youth	210
	<b>Total Exiters</b>	Adults	131
		Dislocated Workers	172
		Older Youth	30
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79.2
	Employers	65	66.8
Entered Employment Rate	Adults	74.3	84.8
	Dislocated Workers	76.3	85.3
	Older Youth	69.4	57.9
Retention Rate	Adults	83.5	83.9
	Dislocated Workers	91.7	94.9
	Older Youth	81.6	84.6
	Younger Youth	67.3	67.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,257	4,668
	Dislocated Workers	73.8	86.6
	Older Youth (\$)	2,329	3,905
Credential / Diploma Rate	Adults	69.2	77
	Dislocated Workers	73	69.7
	Older Youth	51.3	33.3
	Younger Youth	60	65.5
Skill Attainment Rate	Younger Youth	74	87.5
<b>Description of Other State Indicators of Performance</b>			
Number of 12 State Measures Exceeded		12	9
Number of 12 State Measures Not Met		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		1	5
		<b>Exceeded</b>	23