

WASHINGTON STATE

Annual Report on the Workforce Investment Act Title I-B

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

Introduction

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

For Program Year 2004 (July 2004 through June 2005) the United States Department of Labor (DOL) allocated \$86 million in WIA Title I-B funds to Washington. These funds continued employment and training services designed to benefit employers, dislocated workers, adults, and low income youth.

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

Background and Summary

Workforce Development System Vision and Goals

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

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

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

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

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

On June 29, 2005, the U.S. Department of Labor (DOL) approved our 2005-07 State Plan for WIA Title I-B and the Wagner-Peyser Act. The new plan covers the period from July 1, 2005, through June 30, 2007. The plan was developed collaboratively by the Employment Security Department, (Employment Security) and the Workforce Board in consultation with business, labor, and workforce development stakeholders and responds to questions outlined in U.S. DOL's Training and Employment Guidance Notice #14-04. The plan describes our state's commitment to implement WIA and Wagner-Peyser strategies during the next two years and beyond that will:

1. Provide seamless service delivery coordination and job placement assistance through comprehensive One-Stop Career Centers, named WorkSource Centers in Washington State.

2. Provide demand-driven employment and training services governed by business-led Workforce Investment Boards, called Workforce Development Councils (WDCs) in Washington State.
3. Offer flexibility to tailor service delivery that meets the needs of our state and local economies and labor markets.
4. Provide high quality information to customers to help them make informed career choices and to select high quality training programs.
5. Provide the Governor, State Legislature, Chief Local Elected Officials (CLEOs), U.S. DOL, and the public with fiscal and performance management and program accountability.
6. Provide WIA eligible youth, including youth most in need, opportunities to succeed in secondary and postsecondary education, and opportunities to qualify for high demand jobs.
7. This State Plan for WIA Title I-B and the Wagner-Peyser Act is available on-line at: www.wtb.wa.gov/WIAstateplanfinal05.html

State Structure

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

WDCs to ensure workforce and economic development strategies are linked.

Employment Security has administrative responsibility for WIA Title I-B funds. This administrative responsibility includes stewardship of funds, oversight and monitoring of activities, and the allocation of funds to local WDCs for the delivery of services within an integrated service delivery system. Employment Security is also responsible for the distribution of funds for WIA statewide activities. Additional information regarding WIA statewide activities is located on pages 26 - 28.

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

The WorkSource Vision:

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

Local Structure

There are twelve local WDCs, one for each of the state's twelve workforce development areas (see map on page 7). Each Council, in consultation with Chief Local Elected Officials, oversees WIA Title I-B activities, coordinates local area workforce development services, and provides outreach to employers. The Councils ensure a link with local economic development strategies through community partnerships. Each Council has a Governor-approved

local Unified Plan including a strategic plan that assesses local employment opportunities and skill needs, and sets forth goals, objectives, and strategies for the local workforce development system consistent with the state strategic goals (see page 1). The strategic role of local WDCs makes them an important counterpart to the state Workforce Board at the local level. These state-to-local and local-to-state relationships remain strong.

2005-2007 Local Area Strategic Plans, WIA Title I-B, and Wagner Peyser Operations Plans

Washington State WDCs, in partnership with Chief Local Elected Officials, develop and maintain a local unified plan. The local unified plan includes:

1. An operations plan for Title I-B employment and training programs funded under the Workforce Investment Act and Wagner Peyser.
2. A strategic plan for the workforce development system.

In 2005, the twelve WDCs developed new two-year plans to guide regional workforce development activities through June 30, 2007. The Councils developed their local area WIA Title I-B and Wagner Peyser Operations Plans following guidelines issued by Employment Security. On January 27, 2005, the state Workforce Board adopted planning guidelines for updating local area Strategic Plans for the Workforce Development System. The Councils followed these strategic planning guidelines:

- A. To articulate a vision for the local area's workforce development system.
- B. To develop goals, objectives, and strategies to increase skill levels, employment, earnings, productivity, customer satisfaction and return on workforce development investments, and to reduce poverty in the area.
- C. To reach agreement on a blueprint to utilize the area's strategic workforce assets to meet the requirements of the changing economy.



- D. To create a planning process, facilitated by the WDC, that assures meaningful opportunities for business, labor, CLEOs, program operators, WorkSource partner agencies, and others to communicate their needs, offer their perspectives and expertise, and participate in the process.
- E. To create/update a plan that is consistent with *High Skills, High Wages: Our Agenda for Action 2004* and is focused on the unique needs and resources of the local area.
- F. To broadly share goals, objectives, and strategies that:
 - Represent the priorities of the WDC and its partners.
 - Reflect stakeholder input.
 - Offer guidance and propose approaches that will clearly benefit the customers of the workforce development system (employers, jobseekers, workers, and students).
 - Are supported by current and specific economic and demographic data and needs assessment.

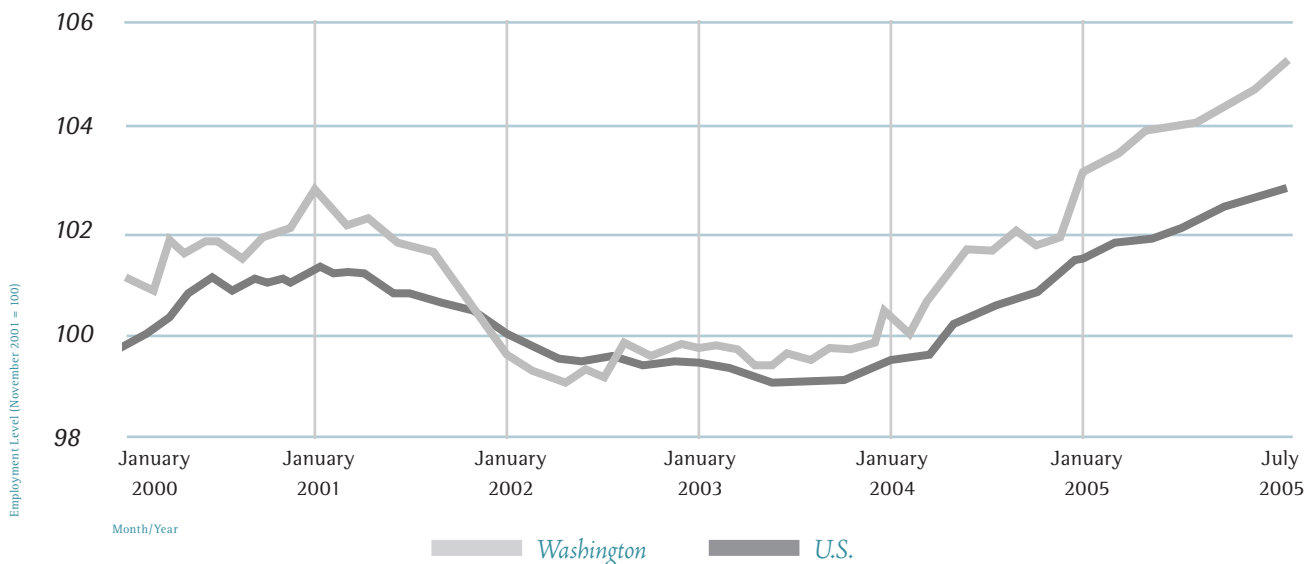
- Take into account existing workforce development programs and services.
- Are informed by program performance.

In the summer of 2005, the twelve Workforce Development Councils (WDCs), in consultation with Chief Local Elected Officials (CLEOs), adopted their area's 2005-2007 Strategic Plans and WIA Operations Plans. Staff of the Employment Security Department (Employment Security) and the Workforce Training and Education Coordinating Board (Workforce Board) reviewed the plans. On September 22, 2005, the Workforce Board adopted a motion recommending the Governor approve the plans.

The National Business Cycle and Washington's Labor Market

It appears that the job recovery in the U.S. is finally on solid footing, after an atypically long delay following the economic recession of 2001. The national economy has created an average of 185,000 net new jobs per month over the last year.

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



By comparison, net job growth averaged 142,000 during the previous 12-month period. The current rate of job creation is more than enough to keep pace with labor force gains. The nation's unemployment rate (the percentage of the labor force that is unemployed) in July was 5.0 percent, down from 5.7 percent in July 2004.

Similarly, the job recovery in Washington was long-delayed. And for many of the same reasons that slowed the national jobs recovery: competitive pressures on firms to keep costs low, rising nonwage labor costs (particularly for health insurance), and strong productivity gains, which enabled firms to produce more goods and services with fewer workers. While these factors are still influencing hiring decisions, it appears that firms now have to add jobs to keep up with rising demand for their goods and services.

Over the past twelve months, Washington employers have added 67,300 net new jobs. This translates to a 2.5 percent growth rate, compared to 1.6 percent growth nationwide. Employment in Washington fell a little steeper than the rest of the nation during the recession and, like the rest of the nation, bounced along the bottom for several months following it. But since the second quarter of 2003, employment gains in the state have surpassed the rest of the nation and the gap between the two has widened recently.

Importantly, nearly every major industry segment has contributed to Washington's job gains over the past year. Still, in this strong job growth environment, the contribution of construction has been particularly notable. The construction industry created 11,000 net new jobs over the last year. (Only the wide-ranging professional and business services industry created more jobs, 11,700.) And while construction accounted for just 6.3 percent of total nonfarm employment in the state, it accounted for more than 16 percent of total job growth over the year.

The advance in construction employment over the last year largely results from a very robust housing market in the state. Sales of both new and existing homes are robust, and residential building permits have increased four straight years and are on pace to do so again in 2005. The strength in housing spills over into other segments of the economy and boosts employment in industries such as retail trade, real estate, insurance, and credit intermediation.

Also over the last year, the state has seen a rebound in manufacturing employment, albeit a modest one (+3,800). Still, even a modest recovery at a time when factories nationwide continue to shed workers is an impressive feat. Most of the increase in manufacturing employment in the state took place in durable goods manufacturing, particularly aerospace. The gains here have more than offset continuing losses in nondurable manufacturing employment.

All told, it has been an impressive year in terms of job growth for the state. Washington's job growth continues to exceed the nationwide average, and by a good margin. Moreover, the jobs added during the current recovery pay higher real wages than the jobs created during the recovery from the previous recession in the early 1990s. Currently, the fundamentals for job creation—strong household and business spending in the state—remain solid. In addition, momentum has been restored in the U.S. economy following a springtime lull. That will continue to boost demand for many of the goods and services produced in Washington and bolster nonfarm payroll employment.

Section 503 Performance Incentive Grant

Washington State received an incentive grant of \$3 million from the U.S. Departments of Labor and Education for exceeding Program Year 2001 performance targets in Title I-B, the Adult Educa-

tion 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 allocation parameters. All twelve WDCs qualified and were provided a portion of these funds. The WDCs, coordinating with K-12 and community and technical colleges, used the funds to support healthcare education and training projects through June 30, 2005. Over 5,000 people participated in workshops, seminars and hands-on events in local communities to spread the word about healthcare career options. Over 1,200 youth, adults and incumbent workers received occupational skills training in healthcare related fields. Partnerships established through this project continue to strengthen the foundation and forward momentum for healthcare career capacity building in local communities.

Summary of Results

During the fifth year of WIA (July 1, 2004 through June 30, 2005), Washington's performance continued to exceed negotiated performance levels. Washington's One-Stop Career Development System, WorkSource, is on the way to meeting the challenge of providing universal access while serving workforce development needs.

Whether at home, work or WorkSource offices, each month more than 450,000 job seekers and 10,000 employers used Go2WorkSource.com, the state's electronic self-service job-match system. Job seekers used the web site to conduct approximately a million job searches and employers conducted approximately 10,000 resume searches each month. Job seekers used the site to post more than 70,000 resumes and sent over 100,000 job applications to employers each month.

The number of times the *Go2WorkSource.com* web site was used by employers to post jobs or search for resumes has increased from under 7,000 per month in 2001 to over 11,000 per month in 2005.

Customers who visit one of the 22 WorkSource Centers throughout the state are given "swipe cards" to record usage of self-service activities such as computer information and software, and the entire range of services offered in Centers. Over 176,000 individuals visited the WorkSource centers per quarter.

For those eligible to receive more intensive levels of employment and training related services offered by the WIA adult, dislocated workers and youth 25,553 were assisted on their road to employment by WIA Title I-B programs. Between Program Year 2003 and Program Year 2004, expenditures shrank by less than 3 percent, but the number of participants served dropped by 16 percent. Spending for dislocated workers increased by 7 percent, despite a reduction of 3,316 in the number of dislocated workers served. The resizing of the program in Program Year 2004 is a reflection of the funding cuts in Program Year 2003, which allowed fewer participants to enter the programs. Funding for adult, dislocated worker and youth services was reduced by 23 percent between Program Year 2002 and Program Year 2003.

Washington's performance improved in Program Year 2004 following adjustment to the reduced funding in Program Year 2003. Economic conditions also began to improve in calendar year 2004, the period during which most Program Year 2004 performance results occurred. Washington performed at an average of 109 percent of our targets for 17 federal performance measures, 103 percent of our targets for 13 state measures, and 107 percent of the 30 measures overall. Despite negotiated performance levels set at 104 percent of the average targets for other states, Washington exceeded its average federal targets in all program areas; averaging 103 percent of targets for adult programs; 104 percent of targets for dislocated worker programs; 118 percent of targets for youth programs; and 101 percent of targets for customer satisfaction.

WHAT IS WORKING WELL

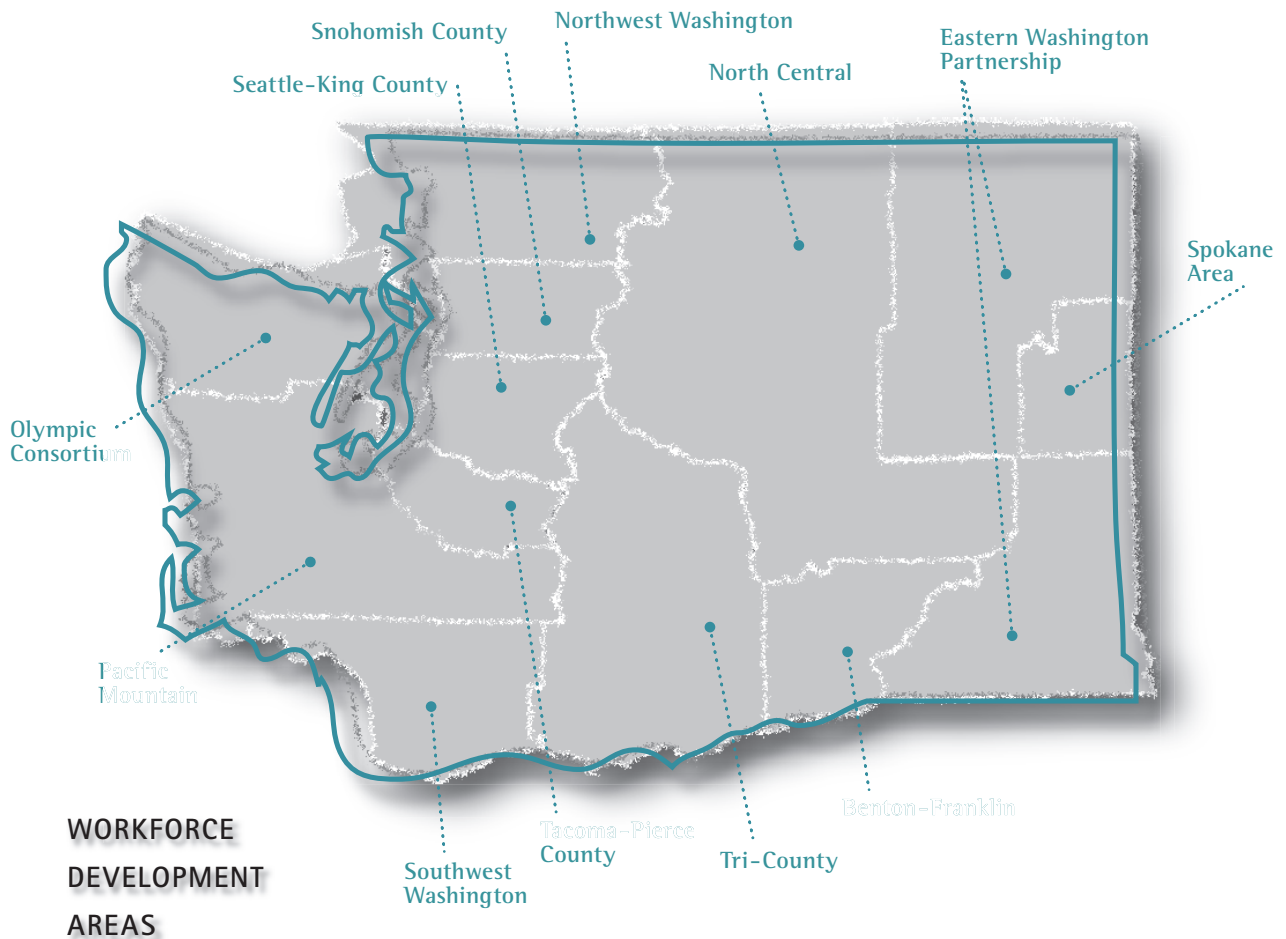
Workforce Development Council Highlights

Introduction

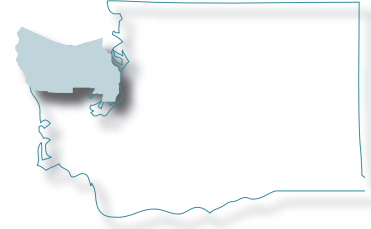
Washington's workforce development system's commitment is to provide the best outcome for all people who are seeking training, employment, job retention or increased earnings, and all employers looking for qualified workers. Washington's twelve Workforce Development Councils (WDCs) and Work-Source partners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

Each of the twelve WDCs has provided a short summary of unique workforce development activities in their local communities. Just like the makeup of our state, these summaries represent a wide variety of services offered in local areas and projects aimed at serving the needs of both rural and urban environments.

This section (pages 7 through 28) also include highlights of state-level leadership activities and services in Program Year 2004 (July 1, 2004 through June 30, 2005).



OLYMPIC Workforce Development Council
Serving Clallam, Kitsap, and Jefferson Counties



WorkSource Enhancement/Local Partnerships

During 2004-2005, the Olympic Workforce Development Council (Olympic Consortium) continued work with local businesses to develop jobs and training positions. Through two industry skill panels, we have been able to extend our reach into the employer and training communities.

The Olympic Consortium formed the Olympic Health Care Alliance in 2001. This industry skill panel, with over 60 members, is dedicated to closing the gap between the need for skilled workers in the high demand health care industry and the number of skilled and trained workers available in our three-county area. Working together they identify issues related to gaps in the system and develop solutions.

Alliance-sponsored activities this past program year include: Wound Management Certification Prep Course; Pharmacy Technician National Certification Prep Course; Critical Care Certification for RNs; Communication Success Signals; Approaching Difficult Conversations; Management Training for Nurses; RNs for specialty training; a Health Occupations Scholarship Assistance fund of \$16,000 awarded to students enrolled in healthcare occupation programs; "ServSafe" Certification for dietary staff and a Health Occupations Summer Camp for 9th and 10th Graders.

Recently, a Marine Trades skill panel added to our efforts to bring employers and job seekers together. This panel covers our three-county area and works with two other regional marine skill panels. The three panels held a Marine Summit in June to promote economic vitality in the ship and boat building and repair business.

Youth Services

For the Consortium's youth service providers, Certified Nursing Assistant training has become a very popular avenue for several youth. On-the-job training is combined with classroom training, and takes place at local assisted living facilities. Also, an increased

number of youth at Kitsap County's Youth Detention Center are able to access WIA services through a co-located WorkSource staff person on-site.

In Port Angeles, the 13th edition of the Lincoln School project resulted in successful WIA youth graduates who met the union standards for listing at the Carpenter's Hall as Apprenticeship Carpenters.

The Olympic Academic Intervention Project has developed a program where intensive academic intervention is provided by trained professionals who offer a host of coordinated services to help students at-risk of dropping out or who have dropped out return to school, recover lost credits through seat time or competency testing, and resolve academic, social, or personal issues inhibiting successful learning. Partner team members include:

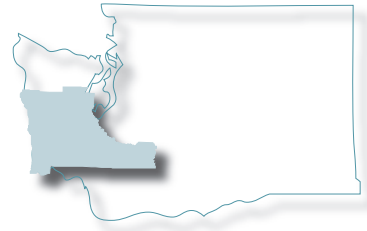
- Bremerton School District
- South Kitsap School District
- Port Angeles School District
- Quillayute Valley School District
- Chimacum School District
- Olympic Educational Services District 114
- Northwest Services Council

The Olympic Academic Intervention Project is meeting and exceeding project outcomes to date; providing fifty-five (55) youth assistance from October 2004 through June 30, 2005, as noted below:

- Number of dropouts retrieved - 5 projected/18 retrieved
- Credits earned - 10 projected/50 earned
- Diplomas earned - 0 projected/3 earned
- On track to receive diploma - 5 projected/33 on time

PACIFIC MOUNTAIN Workforce Development Council

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



WorkSource Enhancements/Local Partnerships

The Pacific Mountain Workforce Development Council (PMWDC) was nationally recognized for its demand-driven focus and for its service to local employers and industry partners. The U.S. Department of Labor, National association of Workforce Boards (NAWB) and National Association of State Workforce Agencies (NASWA) named the Pacific Mountain Workforce Development Area (PMWDA) a Demand-Driven Incubator site. This honor allowed the PMWDC a platform for sharing nationally two of the strategies implemented within the Pacific Mountain region that promotes our demand-driven philosophy. The strategies included 1) Working with our healthcare industry to address critical shortages for qualified workers through a SKILL Panel model, and 2) The Business-to-Business Program, where business associations act as the one point of contact for business services within our WorkSource centers.

Through the Healthcare SKILL Panel the PMWDC was able to leverage well over a million dollars to assist the industry in addressing the shortage of skilled healthcare workers. We were able to expand capacity in some of our areas' community colleges and created training programs where none existed. As a result of these efforts the community colleges within the PMWDA doubled their capacity to train nurses. The Business-to-Business program has been an unqualified success. The program expanded from a pilot program operated within Grays Harbor County to being operated in all five counties of the workforce area.

Another WorkSource enhancement in which we are very proud is our Road to Work partnership. The Community Transportation Association of America (CTAA) who awarded only five grants nation wide made funding available for this project. With these funds the PMWDC partnered with its local transit organizations and WorkSource partners to increase the ability of people with disabilities to access the workforce system and increase their opportunities for meaningful employment.

WIA Youth Activities

In a continuing effort to meeting the growing crisis for skilled healthcare professionals within our

region the PMWDC has formed a partnership with the K-12 system, community colleges and industry partners. The purpose of this partnership is to provide a pipeline of high school students into medical occupations in demand. Throughout our five county region, career fairs were held to educate high school students about opportunities in the health care industry. The Program was well received by many enthusiastic young adults and by our industry partners who were successful at recruiting the next generation of healthcare workers.

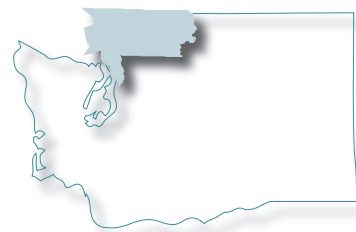
The PMWDC is proud to have participated in the In-Demand Scholars Program in partnership with the Washington Workforce Association (WWA), the Washington State Labor Council (WSLC), and the Association of Washington Business (AWB). In May of 2005 the PMWDC was honored to participate in a ceremony at the New Market Skills Center where we awarded seventeen scholarships totaling \$47,000 to students from seven different school districts. The scholarships were awarded for demand occupations in healthcare, information technology and trade apprenticeships.

WIA Adult and Dislocated Worker Activities

The PMWDC continues to provide quality services to the disadvantaged adults and dislocated workers within our region. Continued efforts to partner with our demand industries have opened many doors to our area's residents. The successes with our local health care partners are well documented. Over the past year our efforts have expanded to another of our high demand sectors; that of Boat Manufacturing. Through the work of our local WorkSource offices to screen appropriate applicants for referral, placements in the industry have increased. In addition, the PMWDC has formed a SKILL Panel to assist the industry in training the workforce they will require to expand. The local Community College has created training programs to assist the industry in training their future workforce and the PMWDC has created an incumbent worker project to address the high-skill, high-demand needs of the industry.

NORTHWEST Workforce Development Council

Serving Whatcom, Skagit, Island, and San Juan Counties



Youth, Adult and Dislocated Worker Activities

Building a bridge for adults into healthcare professions

The Council and partners successfully implemented a capacity building initiative in health and allied careers. The certificate-based initiative prepared individuals with limited English proficiency to gain the necessary English and vocational skills to enter employment and successfully continue their training in health and allied careers. This initiative was delivered in partnership with the area's three colleges, the Department of Social and Health Services (DSHS) (recruiting/referring students), WorkSource (helping to place students in jobs), Workfirst (student support, tutoring, job follow up), and the Northwest Alliance for Health Care Skills. It was funded by a combination of 503 Incentive, WIA and TANF funds.

Marketing skilled workers to meet local business demands

In Skagit County, the Economic Development Council and WorkSource partners established on-site Rapid Response Services for a closing business. A "Skills Bank" detailing the skills of all laid off workers was created and circulated to business in the Marine and Manufacturing sectors. Job Hunter workshops and a Job Fair were a part of the services delivered. As a result, 85% of the 72 laid off workers found and entered employment, including six on-the-job trainings for skill upgrades.

At WorkSource Whidbey, referral and screening services in conjunction with on-site electronic applications and interviews were provided to Home Depot. From an initial pool of over 8,000 applicants, Home Depot invited several hundred finalists to WorkSource for interviews. Once all 145 new employees were selected, they were trained at the WorkSource Center, some courses lasting up to a month.

Preparing today's youth for tomorrow's jobs

Health career presentations in local middle and high schools were expanded. During the 2004-05 academic year, 2,068 students received classroom career information from healthcare providers. Nine Summer Health Career Camps provided career exploration training,

education, and hands-on experience in health and allied occupations. In addition, camp participants received assistance in identifying opportunities for scholarships to further their education. Participation in the program included 107 youth, 36 businesses, community partners, and other organizations. The Council launched a web portal, www.healthcarework.info, connecting youth to information on 39 health careers.

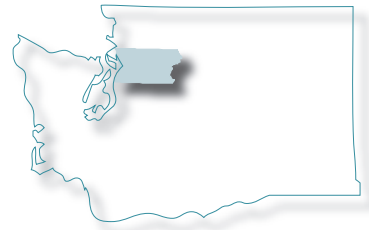
In Skagit County, a Construction Trades Summer Camp introduced fifteen youth to careers in the construction industry. Guest speakers from area trades and local unions conducted sessions on training opportunities, skill requirements and hands on learning. Tours were scheduled at the Kingston Laborer's Training Center, the Carpentry Training Center and Cascades Job Corps Center. Four youth qualified for advanced internship training.

Universal services-access for all

To ensure equal opportunity and access to WorkSource-Northwest services and programs, NWDC adopted policy regarding the provision of reasonable accommodation, modification, and auxiliary aids and services to persons with disabilities. Products are developed and system enhancements implemented to improve outcomes for individuals with disabilities. Addressing and removing the barriers customers with disabilities encounter is accomplished through the concepts of universal design - creating products and environments usable by all people with no need for adaptation or specialization. Architectural, communication, attitudinal, social, and physical barriers have been removed. Following are some examples: a staff web site with links to resources for disability issues; a review of WorkSource Northwest's products to meet universal design principals, an outreach brochure inviting job seekers with disabilities to WorkSource, provision of training on disability and access topics to WorkSource, business and community-based organizations; architectural and physical improvements to WorkSource Centers; installation of an array of assistive technologies; and transition activities for graduating youth with disabilities at WorkSource sites.

SNOHOMISH COUNTY Workforce Development Council

Serving Snohomish County



WorkSource Enhancements/Local Partnerships

A key accomplishment of PY04 was implementation of Snohomish County 2010: A Blueprint for Education, Workforce, and Economic Development in Snohomish County. The Blueprint partners include the Snohomish County Workforce Development Council (WDC), the Snohomish County Economic Development Council (EDC), K-12 schools, institutions of higher education, and Snohomish County Government, all joining forces to articulate a unified vision for education, workforce, and economic development. The WDC helped fund and roll out industry cluster labor market studies presented at several venues including the Business Forecast Symposium, the Olympic 2010 Construction Breakfast, the Secondary Career and Technical Education Directors Meeting, and the Business Excellence Conference. Enhanced Business Services Account Executives and Skill Panel partnerships continued to refine these study results with real time information to support our demand-driven system.

WIA Adult and Dislocated Worker Activities

In PY04, The Snohomish County WDC was an active partner in the creation of the Snohomish County Self-Sufficiency Matrix, a tool that will begin being used county-wide in PY05 to make holistic determinations of self-sufficiency based on a 25 scale assessment. Additionally, in PY04, WorkSource staff hosted and participated in several job fairs and "Employer of the Day" events at the WorkSource Snohomish County Centers. More than 2,000 people attended the fall 2004 Alderwood Mall job fair through which 1,000 new positions were filled.

The WDC's Business Services Committee provided funding to support Customized Training and On-the-Job Training contracts with Snohomish County businesses to address skill shortages in the Aerospace/Manufacturing, Biotechnical/Biomedical/Nanotechnology, and Health Services sectors. These grants served 164 new and incumbent workers in PY04.

The WorkSource Snohomish County system provided an expanded menu of services to people from target populations in PY04. WorkSource Lynnwood joined forces with the South County

Local Planning Area to sponsor the third annual job fair for people with limited English proficiency. As a result, 64 individuals were hired within 90 days of the fair. The Transition Services facility in WorkSource Everett, equipped with the newest adaptive technology and software for people with disabilities, provided an average of 185 services per month and helped more than 30 people find employment. In addition, the Homeless Veterans Reintegration Program provided intensive case management to hundreds of homeless veterans. Program staff placed 105 homeless veterans in employment that they retained for at least 90 days.

WIA Youth Activities

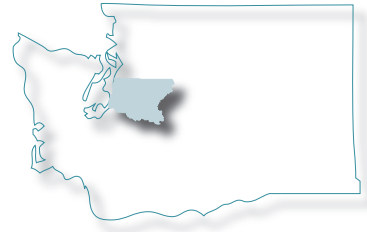
PY04 saw the launch of a new, innovative career ladder and pathway through the Advanced Manufacturing/Machining Educational Pathways Initiative. This high school program provided students with a "jump start" on the skills they need to excel in post-secondary education through a state-of-the-art Computer-Aided Drafting (CAD) and precision machining lab located at Snohomish High School. This exciting innovation in high school education was created through a partnership with local business, Snohomish School District, and the WDC.

Project REACH, an innovative program that provided wraparound services to 164 young, chemically-dependent offenders in the County, received a Recognition of Excellence honorable mention award from the United States Department of Labor Employment and Training Administration at Workforce Innovations 2005 in Philadelphia. The WDC developed a video and presentation for County and community partners to increase awareness and support for the project.

The youth in both in-and out-of-school programs received support from the WDC's Youth Connection AmeriCorps Program that provided agencies and schools with AmeriCorps Members who assisted youth with job preparedness, service learning, and structured enrichment activities. The program also recruited 215 community volunteers who contributed 2,017 hours of work with youth throughout Snohomish County. The highlight of the year came when Members and youth volunteers restored 75 bicycles to be donated by Sharing Wheels to low-income youth and families during the 2004 holiday season.

SEATTLE-KING COUNTY Workforce Development Council

Serving King County



WorkSource Enhancements/Local Partnerships

The WDC has developed an innovative partnership with the Washington State Division of Vocational Rehabilitation Services (DVR) to promote universal access to WorkSource for youth and adults with disabilities. The Disabilities Navigator has brought partners together to establish Disability Access Teams at each WorkSource site in King County to improve service coordination and access to training programs and assistive technology. The direct result is the increase of customers with disabilities enrolled in WorkSource programs.

In recognition of its commitment to serving people with disabilities, the WDC was awarded the 2005 Directions Community Partner Building Block Award from the Washington State Department of Social & Health Services.

The WDC also continued to expand its role in the community by:

- Providing funding to the Puget Sound Prosperity Partnership for a comprehensive analysis of key industry sectors, including life sciences, manufacturing, information technology, transportation/trade, and construction.
- Collaborating with the Washington Biotechnology and Biomedical Association to support a statewide survey of workforce and economic trends in the life sciences industry.

WIA Adult and Dislocated Worker Activities

The WDC implemented its regional Business Services Operations. The centerpiece of WorkSource's services to businesses is now a Business Services Team stationed throughout the system. Results include 233 businesses served with an average satisfaction rate of 93%. Business customer Chele Dimmett of CSG Openline said, "Of all events and services, WorkSource provided the highest number of high quality candidates overall, and of those, provided the most hires."

Other WIA adult and dislocated worker activities:

- Using WorkSource Renton as a pilot site for a new nationwide study that tests strategies for helping low-income working people retain their jobs and increase their earnings and self-sufficiency;

- Linking with South Seattle Community College to develop an innovative firefighter apprenticeship distance learning curriculum that explores on-line delivery of apprenticeship training.

WIA Youth Activities

During PY04, the WDC intensified its focus on serving the hardest-to-serve youth, particularly youth offenders and high school dropouts.

WIA-Juvenile Justice Systems Collaboration

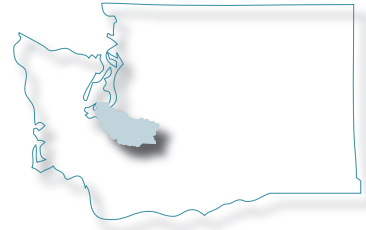
A 2003 study commissioned by the WDC found that approximately one-third of all King County WIA Youth participants are youth offenders. The study revealed potential barriers to enrollment and successful participation in WIA programs, lack of system coordination between juvenile court and WIA programs, and employer attitudes and other practices that limit youth offender's employment options. In response to the study's findings, the King County Juvenile Justice Project was implemented in 2004 to provide court-involved youth ages 14 to 17 with more consistent access to the WIA Youth system and more targeted, responsive services once they are enrolled in WIA. In less than a year, the project resulted in a formal referral process between juvenile court and WIA Youth programs, a standardized progress reporting system for use by court and WIA staff, and a point-of-contact in each system for efficient communication and collaborative case management and job placements.

Building Bridges to College for Out-of-School Youth

Lake Washington Technical College, in partnership with a local WIA youth provider, implemented Project Health Link to help out-of-school youth complete their high school diploma/GED and earn a college certificate designed for medical "front-office" occupations. The 36-week curriculum includes medical terminology, medical coding and billing, business computer applications, and general education subjects like English, math, and psychology. Of the 25 youth who began the program in fall 2004, 18 (72%) completed the program on-time with a GPA of 2.0 or above. All of these youth plan to continue their education part-time or full-time next year.

TACOMA-PIERCE COUNTY Workforce Development Council

Serving Pierce County



WorkSource Enhancements/Local Partnerships

The Tacoma-Pierce County Workforce Development Council (WDC) continues to actively lead and support the WorkSource Pierce System. They have recertified the WorkSource Career Development Center and plan to complete their certification process for existing Pierce County affiliate sites, ensuring consistent, effective and efficient service delivery to businesses and job seekers. An additional affiliate site at Tacoma Housing Authority has been certified, making WorkSource Pierce a network of ten affiliate sites and one super career development center. The WDC is especially proud and supportive of its unique partnership with the Department of Corrections Community Justice Center WorkSource affiliate site, which provides a comprehensive mix of workforce development services targeted to ex-offenders. This partnership has evolved over the past three years and has been identified as a best practice at the state and federal levels.

WIA Adult and Dislocated Worker Activities

Through funds received from the Washington State Employment Security Department, the WDC and the Department of Vocational Rehabilitation (DVR), a WorkSource partner located at the Career Development Center, increased service level and outreach to individuals with disability, including those who are not eligible for DVR services. A DVR staff expert in working with the disabled population facilitates access to the multitude of services available within the workforce development system. In addition, WorkSource is piloting a program that provides a comprehensive array of services targeted to older dislocated workers who have difficulty reengaging the labor market due to a multitude of reasons that include outdated skill sets and misperceptions concerning older workers.

WIA Youth Activities

The Tacoma-Pierce County Workforce Development Council approaches youth services comprehensively, reaching out to K-12 and post-secondary education, business and labor, and youth participants. Youth Council committees oversee both in-school and out-of-school youth with our eight youth

service partners, and youth participation in healthcare and construction initiatives.

The Youth Council has chosen to be quite responsive to the many parties in Pierce County that are interested in young people both by maintaining multiple contractors and by setting aside funds to respond to additional needs as they emerge. Their approach allows for a high level of customization with support of a youth system coordinator who provides expertise to and coordination with community stakeholders. Our Youth Council meets quarterly to consider committee reports and allocations.

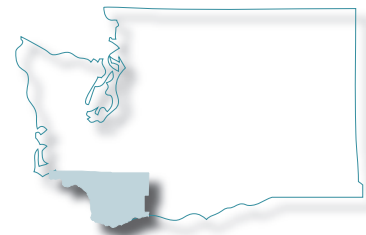
Construction and healthcare industries partner

The Youth Workforce Development Initiative brings together representatives from healthcare and construction to recruit young people into these high-skill, high-wage career industries. \$56,000 from the federal government and \$63,000 from industry and the community support the Initiative. It includes support from labor and apprenticeships, K-12 education and technical colleges. In May 2005, twenty-two scholarships worth between \$1,000 - \$2,000 each were awarded to graduating seniors pursuing demand careers.

Two programs under the construction side of the sector initiative, Frame Your Future and Get Electrified, have enrolled 12 students in pre-apprenticeship activities. Through cooperation with community and technical colleges and K-12 school districts, students are prepared to enter formal apprenticeship training immediately upon graduating from high school. Several have already entered apprenticeship and are in their second year as an apprentice. The Get Electrified program is in its third year of operation.

Youth one-stop affiliate site

The eight youth services partners funded by the WDC and Youth Council have agreed this year for the first time to collaborate on a youth one-stop center based at one provider's site, Tacoma Community House. Youth providers have signed a memorandum of understanding outlining roles and responsibilities that include providing staff to oversee an "Information Center", facilitate youth specific workshops, maintain the Youth Affiliate Site calendar, and conduct marketing and outreach to youth.



SOUTHWEST WASHINGTON Workforce Development Council

Serving Clark, Cowlitz, Wahkiakum, and Skamania Counties

WorkSource Enhancements/Local Partnerships

The WDC and its partners continue to develop a workforce system that is an integral component of the region's economic development strategies. In PY04 the integration of the two WorkSource Centers in Cowlitz County into a single facility and the development of a set of operational processes established a foundation for improved services to the area's job seekers and businesses.

In Clark County, Town Plaza's job order process was streamlined and behavioral descriptors are now being measured. Job orders are posted within 24 hours and consistently filled within employer-specified timelines. Rapid Response activities of all local partners are now coordinated. New procedures better meet the needs of individuals with disabilities. Businesses' satisfaction with services averages above 4 on a 5-point scale with 5 being excellent.

Regionally, SWWDC initiated two new skills panels this year: Freight Mobility and Pulp and Paper. Partnering with Clark College, the Freight Mobility Skill Panel is identifying workforce issues affecting the ability to move freight throughout the bi-state region. In partnership with Lower Columbia College (LCC) in Cowlitz County, a skill panel is looking at pulp and paper workforce issues. Initial research indicates at least 1,000 jobs will become available in the next five years in Washington and Oregon.

WIA Adult and Dislocated Worker Activities

Compared with PY 2002, Southwest Washington has seen the following:

The number of placements is up 130%, with 1,126 people enrolled in the WIA program placed in jobs.

- The percentage of people who exited the program and were employed is 85%, a 14% increase over Program Year 2002, with 103% increase in the total number of exits.
- The average cost per placement is down 72%.
- The percentage of all trainees being trained in key health care occupations has grown to 40%.
- The number of training related placements is up 154%.

Youth Activities

Significant performance gains were made this year in the Youth Workforce Program. In 2004-2005, program staff served 529 youth on a target of 492. At the same time, the number of positive exits increased 176% over the previous two years, and was well above the 75% target at 91% of all exits. In addition, costs per positive exit were reduced by more than 66%, meaning that the program helped more youth achieve educational and work goals than ever before and in a more cost effective manner.

Leveraging the Governor's statewide resources, three school districts initiated targeted drop-out prevention and retrieval efforts resulting in 15 drop-outs being retrieved, with three graduating in June 2005. The partnership between the school districts, ESD 112, and the WDC focuses on supporting 30 at-risk youth in the Battleground and Vancouver school districts.

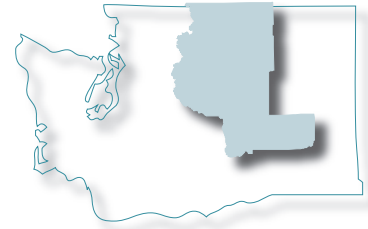
In the Longview School District 12 incoming freshman and sophomores who had failed the reading portion of the WASL participated in a four-week summer session to increase reading skills through career exploration. Through the Youth Workforce Program, participants will receive an additional 12-18 months support. Participants made huge gains in terms of reading scores, grades, and overall positive attitudes toward school.

The SWWDC also worked to facilitate several new partnerships this year to enhance services, including:

- Improved triage protocols for youth ages 18-21 to maximize use of resources among the college, youth program provider, and adult and dislocated worker programs.
- Increased coordination and co-enrollment of youth with mental illness between ESD 112 and Columbia River Mental Health Services, enabling those youth with mental health issues to have additional support while participating in workforce development activities.
- Funding of Foster Youth Employment Program with Innovative Services, YMCA, ESD 112, and WorkSource to assist youth aging out of the foster care system to obtain employment.

NORTH CENTRAL Workforce Development Council

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



WIA Youth Activities

The five Learning Centers throughout North Central Washington in partnership with local school districts served record numbers of at-risk youth. The local annual goal of enrolling 492 youth was far surpassed with a final count of 775. All older youth attained a credential. Younger Youth skills attainment reached 96% against a goal of 73%.

WorkSource Okanogan and Bridgeport School District worked tirelessly to retrieve students who dropped out in their junior or senior years. The team at the Main Street Learning Center in Brewster, consisting of the certificated teacher, WorkSource Job Training Specialist and AmeriCorps volunteer, saw 13 completers (80% of the total youth who completed in School Year 04-05) graduate with high school diplomas.

Building motivation to stay in school, 194 students from 14 high schools and 3 Learning Centers engaged in Destination Healthcare. Washington Business Week created and coordinated the new 3-day experiential-learning events. Healthcare employers, SkillSource, Big Bend and Wenatchee Valley College recruited youth and adult volunteer mentors. Student clinic teams competed to devise and present solutions for health care hot spots around the world. Parents attended a teen health seminar and judged clinic displays.

WIA Dislocated Worker Activities

When J.R. Simplot food processing closed the plant in the small town of Quincy more than 500 workers had limited options for local re-employment. Rapid Response partners acted immediately. All information regarding unemployment insurance, re-employment options and retraining were provided in English and Spanish. WorkSource and SkillSource presented Job Hunter and ACE workshop modules in both languages. So that no one was missed, agency partners presented repeat sessions. Teamster's Local 760 employed an outreach worker to make personal contact with every affected worker.

The State contracted reserve funds to Big Bend Community College for New Chance prevocational classes-some combined with vocational training. New Chance helps workers understand the effects of change and provides techniques to take positive action.

Assessing personal strengths, portfolio development and finding work are other key subjects. Eventually 70 workers enrolled in basic skills, vocational classes and OJT.

WIA Adult Activities

Eighty-two percent of adult participants were determined impoverished at enrollment. Basic Skills education was part of the individual service strategy for 48% of adults. Vocational training mainly provided through community colleges assisted 31% of adults. Twenty-one percent trained with employers in structured on-the-job training arranged by SkillSource. Of the area's 251 training exiters for the year, 81% were verified as employed at exit.

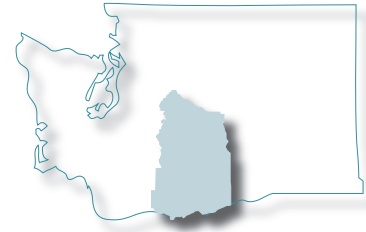
Off-Campus Office Technology programs at SkillSource locations in Moses Lake and Wenatchee remained popular. While both Big Bend and Wenatchee Valley colleges have on-campus programs, the ability to earn college credits in a predictable block of time, and at a pace based upon demonstrated competencies and completion of field practicums, is particularly attractive to WIA adults and dislocated workers.

Rural Healthcare Workforce

The North Central Health Care SKILLS Panel has been effective in support of allied health programs at Wenatchee Valley College. In spring 2005, state funds were approved for building a new \$25 million Health Sciences building. Ground breaking is slated for fall 2005. The Panel's facilitation (enabled by WIA 10% funds) produced important labor market research and several training grant applications and grant awards. WIA and 503 Incentive Award funds of \$576,000 generating \$372,000 in business match trained at least 195 new and incumbent healthcare workers. Additionally, partners engaged over 2,000 high school students in class presentations and career exploration events. Pilot efforts can be sustained partly through Tech Prep consortiums and local WIA healthcare mentorship programs.

TRI-COUNTY Workforce Development Council

Serving Yakima, Kittitas, and Klickitat Counties



"Growing Our Own" in the Healthcare Industry

The Tri-County Workforce Development Council's Health Skills Panel identified "growing our own" as one of the strategies to address the healthcare shortage in our area.

To assist in meeting this goal a Health and Human Services curriculum was designed and implemented in several local high schools this year to increase students' interest in the healthcare professions. 132 students now understand academic requirements and the importance of skill development as it relates to the healthcare system. Clinical placements have provided the opportunity to observe the role of health professionals and how it relates to patient care. Most importantly, health professionals have taken an interest in students to assist them with their career goals.

Another example for "growing our own" took place at Sunnyside Community Hospital. With the aid of Healthcare Skill Panel funds, healthcare staff conducted Health Career presentations and seminars for 359 high school, middle and elementary school students. The presentations discussed career aspects in critical occupations such as nursing, radiology technology, imaging technology among others. The hospital's six-hour in-house seminars benefited 29 incoming Sunnyside High School Seniors, preparing to do their Senior Project Career Study. According to the hospital, Yakima Valley Students are a vital resource waiting to be tapped for careers in healthcare. It is critical that we build a bridge to effectively respond to this young adult resource.

Partnering with the Yakama Nation

The WDC targeted resources to increase the skills of unemployed Native Americans in the building trades. Training was customized by the building trades and delivered by the Associated General Contractors. Twenty-three Native Americans enrolled in the training and 100% received credentials recognized by the construction industry. Over 75% entered employment and/or entered apprenticeship programs.

The WDC Construction Skills Panel has also been the catalyst in the development of a Building Apprenticeship Training (BAT) program for the Yakama Nation Housing Authority. The approval

process with Department of Labor and the Nation is in the last stages of review.

Yakama Nation Tribal Employment Rights Office (TERO) has developed a new partnership with the WorkSource Centers located on the Yakama Indian Reservation. TERO applications are available at the WorkSource offices for Tribal members to be efficiently dispatched to employment opportunities, similar to Union Halls.

A mentoring program has emerged as a promising practice from this new partnership with the Tribe. Native Americans from around the state who have been successful in the Building Trades have volunteered their time to offer support to other Native Americans who are entering the Construction Industry.

Serving the Employer

The Tri-County WDC Business, Industry, and Education Committee (BIEC) continues to allocate resources as they become available to the Ag/Food Processing and Manufacturing Skill Panels for incumbent worker skill-upgrade training. Most recently, multiple (12) Ag/Food Processing companies participated in skill upgrade courses delivered by industry-preferred training provider Perry Technical Institute: Programmable Logic Controls (10 trainees), Introduction to Instrumentation (20 trainees), and Basic Motor Controls (10 trainees).

The Manufacturing Skill Panel sponsored the popular Lean Manufacturing Seminar for seventeen (17) trainees from eight (8) different Tri-County manufacturers. Smiths Aerospace (Boeing 7E7 subcontractor) has scheduled Failure Effects & Mode Analysis (FEMA) training for twenty (20) employees. Innovative Composite Engineering, Inc. (ICE) just completed an Introduction to Deming Quality Management workshop and certified fifteen (15) employees. According to Vice-President of Operations, Tom DeMarino, "The group identified many areas for improvement of processes ('red beads') within the company that will be invaluable in optimizing the efficiency of ICE."

EASTERN WASHINGTON PARTNERSHIP Workforce Development Council

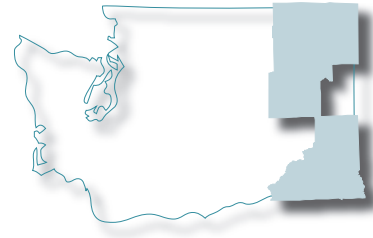
Serving Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla, and Whitman Counties

WorkSource Enhancement/Local Partnerships

The Eastern Washington Partnership Workforce Development Council (WDC) has continued to collaborate with local business and industry in Program Year 2004. The regular convening of two healthcare skill panels continues to bring together healthcare employers across the nine counties. The northern panel was instrumental in the successful implementation of Anatomy and Physiology and nursing classes at the Colville Center, Community Colleges of Spokane. Spokane Community College responded to the expressed needs of the panel in providing these course offerings.

WDC staff has been meeting informally with representatives of light manufacturing businesses and economic development organizations to address the shortage of entry-level assembly workers. A proposal to create a formal skill panel in that sector is currently in the works. An incumbent worker grant has been used to address the expressed needs of three industry sectors in three regions of the Workforce Development Area. The grant provided one company with up-to-date inventory control methods, a hospital with specialized nurse training and the Department of Corrections with supervisor training. As a result of an earlier pilot project initiated through cooperation of Walla Walla Community College, Tyson Foods and the WDC, a "Spanish for Supervisors" program is continuing, funded solely by the company and enhancing communication between plant supervisors and workers with limited English speaking skills.

WorkSource staff continues to work with associates to provide customer activities such as core services, workshops, job referrals and assessments. WorkSource Walla Walla initiated a new service called Office Proficiency, Assessment and Certification (OPAC), which tests the proficiency of potential job seekers and certifies their job readiness in specific skills.



WIA Adult and Dislocated Worker Activities

Closures of major food processing plants in the southern counties resulted in the dislocation of over 1,000 workers. WorkSource staff met with employers and workers to present an overview of services, including unemployment insurance benefits, Dislocated Worker program and Trade Adjustment Act opportunities. It is expected that employees will be out of work after the summer packing run, and the last operating plant will close permanently in September 2005.

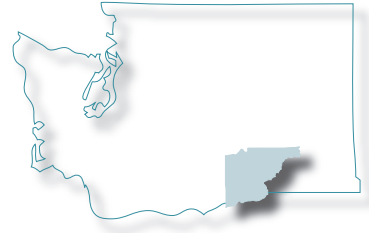
A customized employment grant has provided the opportunity to give individualized attention to customers with disabilities to better integrate them into the WorkSource system. Unique strategies have been implemented to place persons with disabilities into local jobs, to create self-employment and to assist them in job retention.

WIA Youth Activities

The past year saw more youth placements in the healthcare sector, in response to industry need. More than twenty youths are enrolled in work experience activities related to healthcare occupations. Eight students are working at the Veterans Administration hospital in Walla Walla in a variety of fields. WDC staff activities include providing outreach to area schools to offer curricula that promotes interest in healthcare occupations without gender bias.

BENTON-FRANKLIN Workforce Development Council

Serving Benton and Franklin Counties



Local Partnerships

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

Workforce development partners continue the relationships in the community that will allow us to make effective improvements in the local workforce. The WDC works together in partnership with economic development organizations to attract new and emerging businesses to our area.

WorkSource Columbia Basin

The results are in and this past year we won the national award for having the best One-Stop by the International Association of Workforce Personnel. In November we received a Best Practice Award from the Workforce Training and Education Coordinating Board (WTECB) and we also received a Quality Service Award from Governor Locke. We continue to serve over 10,000 customers each month averaging in excess of 450 customers daily on site. Services are fully integrated and include all incoming funding streams. Workfirst staff and their caseload integrated into our center during this program year. All staff in our facility enjoys a full complement of training and staff development activities regardless of the organization that employs them. We engage job seekers and employers in defining needs through a survey and discussion around the services they have received. Customer feedback results are utilized to develop improved services and staff training opportunities.

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

assessments endorsed by the Tri-City Area Chamber and the Tri-City Industrial Development Council who lend their logo to the skills certificate issued to job seekers. The WDC Business Linkage Committee assists staff by identifying ways to improve services and explore innovations that we can apply to our quality improvement processes.

WIA Adult and Dislocated Worker Activities

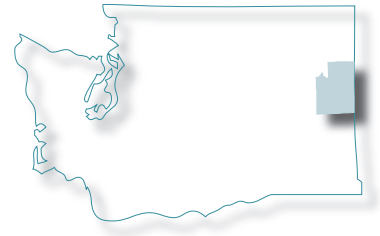
Activities and services are delivered at WorkSource Columbia Basin for all WIA enrollees. As a result of continuous quality improvements we achieved a 20% increase in job placements in PY03 and a 5% increase in PY04 for dislocated workers and maintained job placements for adults enrolled into WIA programs. Both programs have met their cost per participant and cost per entered employment goals to demonstrate they continue the efficient use of WIA funds.

Youth Activities

Summer activities for youth are connected to the career pathway they are exploring in school. Qualifying youth gain school credit for summer activities funded by the Workforce Investment Act. Memorandums of Understanding (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. The Business Services Team certifies employer work sites according to the OSPI work-based learning standards and maintains a database for local schools to utilize in developing work-based learning sites during the school year for all area students. Area schools bring learning-disabled students to tour our site and complete employment workshops tailored to their specific needs.

SPOKANE Area Workforce Development Council

Serving Spokane County



WorkSource Enhancements/Local Partnerships

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

While some projects were completed during the Program Year, local partnerships developed new projects. Our partnership with local employers and Community Colleges of Spokane resulted in training of 134 incumbent healthcare and para-educator workers under the Target Industries Partnership (TIP) program. Eighty-nine at-risk youth received remedial and reentry services under our youth development project led by our education partner, Educational Service District 101. In a project that spent 100% of the funds available 289 individuals received health science career preparatory and mentoring services through a partnership among Spokane Community College, the Spokane Skills Center, Eastern Washington University and local professionals. One-Stop enhancement funds were used to form a business services team within the WorkSource Center, which increased contacts with private sector employers. The WDC and its local education partner, ESD 101, implemented the Dropout Prevention and Retrieval project in cooperation with twelve school districts in the County to support the Governor's targeting of 10% discretionary funding. The WDC, WorkSource Center, and DVR partnership implemented the Disability Navigator project to enhance services delivered by the Center and affiliate sites. Local partnerships put together successful applications for two new Skill Panels:

- The Advanced Manufacturing Workforce Initiative operated by the Spokane Regional Chamber of Commerce and
- The "Green" Construction panel operated by Community Colleges of Spokane.

The local emphasis on cluster-based workforce development was demonstrated by the WDC Membership Committee's targeting important sectors of the Spokane economy for recruiting new Council members. Seven new members joined the Council

July 1, 2005, representing manufacturing, transportation, information technology, and professional services.

The WorkSource Membership System was expanded to include all five affiliate sites.

In a move to strengthen the public-private partnership, the WDC Director joined the City of Spokane's newly formed Economic Development Division.

WorkSource/Workfirst integration had begun in earnest by the end of year.

Adult/Dislocated Worker Activities

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

The Rapid Response Team continued to provide on-site services to affected employers. The Rapid Response Team includes: WorkSource, WIA providers, Spokane Community Colleges, Washington State Employment Security Department's Unemployment Insurance Division, Washington Basic Health, United Way, and other community partners. The team continued to refine service delivery strategies by developing processes to provide high quality services in a variety of situations. The local Labor/Management Transition Team was successful in bringing Worker Retraining and WIA funds together for an Licensed Practical Nurse (LPN) to Registered Nurse (RN) program at Spokane Community College for former employees of Sacred Heart Medical Center.

Youth Activities

The Youth Council and youth providers, serving over 660 at-risk and dropout youth, promoted a website, www.youthsynergy.net, which provides education, training, and employment information to both youth and organizations providing services to youth. Over two hundred at-risk students were served by ESD 101's NET Alternatives for Education and Training program. Because of its demonstrated educational partnership and ability to leverage funding, ESD 101 was our nominee for a Governor's Best Practice award. Career Path Services held its graduation ceremony to recognize those successfully completing their GED requirements. This annual event attracts hundreds of program alumni, family, and friends of graduates, and community partners to celebrate this significant event for the graduates.

STATE HIGHLIGHTS

Introduction

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

WorkSource



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

Twenty two (22) full-service WorkSource Centers across the state provide employers and job seekers access to the full range of workforce services in person as well as electronically. There are also forty-four (44) WorkSource Affiliate sites offering more specialized services. In response to local needs and interests, the local Workforce Development Councils partner with private and non-profit organizations to fully realize their areas' inclusion of employment, training, economic development, and community-based interests in the local WorkSource network.

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

private employment and training programs.

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

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

Reemployment Services for Unemployment Insurance Claimants

In Program Year 2004, improving reemployment services was a primary focus for WorkSource due to the high number of unemployed persons in Washington State. The cause of this high unemployment was an ongoing weak economy and numerous plant closures followed by mass layoffs. In PY04 64,400 (79%) of Unemployment Insurance (UI) claimants attended Job Hunter orientations. An on-line tool has enhanced results by enabling staff to quickly identify and target current UI claimants in their area and connect workers with available work opportunities.

Washington exceeded the federal performance target levels for persons getting jobs within six months of their first WorkSource service. And also

achieved a 66% rate for all customers, a 69% rate for UI claimants and an 87% rate for Migrant Seasonal Farmworkers (MSFW).

Job Seeker Services

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

A statewide, integrated management data information system tracks and accounts for customers using services, outcomes and, for case management, involving a wide range of resources and program coordination. This system continues to be refined and improved. Also, www.Go2worksource.com is a critical component to provide public awareness of service options. Along with other tools identifying job seeker qualifications, there are improved matches and referrals of individuals to employer posted job openings. This site's connection to the case management system also provides staff in WorkSource facilities on-line access to a wider range of job listings. Planning for a major upgrade to this website in 2006 is underway.

Labor market information and linkages to training program information is available through the Employment Security Department's www.workforceexplorer.com. This website was designed for, and is used by, a variety of customers; employers, job seekers, students and adults wanting to enhance skills and develop careers. Individuals access the website for labor market and career

development information from their offices, homes, schools or libraries.

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

- Jobs for the *Sidewalk Economist* is a work book that helps job seekers with step-by-step methods for using labor market information strategically to find a job that matches their skills and for further career exploration. Over 15,000 of these booklets have been distributed to job seekers, counselors and other customers.
- Over 24,000 copies of the *Entry Points* have been distributed. This publication ties occupations in demand to job seeker preparation levels.
- *The Job Vacancy Report* reports on a survey sent to over 20,000 employers across the state to identify current job vacancies. The latest survey had a response rate of over 70% and will be repeated every April and October.
- *The Employee Benefits Report* is based on a separate employer survey conducted every September. This study reports the proportion of employers offering paid employee benefits by WDC, industry and employer size for full-time and part-time workers. The report will be published annually. The benefits report for 2005 will include information on both Washington and Oregon employers to provide an even broader geographic range of coverage.
- Spanish versions of *Occupational Outlook* publications for two WDCs from Central Washington make high quality labor market information available to Spanish-speaking job seekers.

Business Services

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

In addition to outreach to targeted industries, WorkSource is also very active in creating statewide business partnerships to tailor employment services and processes to individual companies' needs. The success of the national business partnership initiative led to development of state-level partnerships with key Washington businesses. To date, Employment Security has forged statewide partnerships with Quality Food Centers and Fred Meyer (Kroger Corporation), Safeway Foods, Premera Blue Cross, and Lowe's Home Improvement. Additional partnerships with Bank of America, PACCAR, Sodexo, Weyerhaeuser Carton Division and Norwegian Cruise Lines are being developed.

Through labor market publications, business services, outreach efforts for persons with barriers to employment, and accessible WorkSource locations for "one-stop" service, the public is receiving up-to-date relevant information on career and job opportunities, assistance in identifying marketable skills, and pursuing increased skill development when appropriate.

Improving WorkSource Services for People with Disabilities

In the past two years, state and local workforce development partners improved WorkSource services for individuals with disabilities. The WorkSource Disability Network (WDN) is a steering committee, made up of six state agencies and the Washington Workforce Association (WWA).

Network agencies share a common goal in supporting Washington's WorkSource Centers so that the Centers are welcoming and effective to people with disabilities. The following are examples of WDN accomplishments in the past two years:

Staff of the Division of Vocational Rehabilitation (DVR) conducted comprehensive Universal Access reviews of 100 percent of the WorkSource Centers (22 Centers) and 11 WorkSource Affiliate Sites. All of the 33 participating WorkSource sites voluntarily completed a Disability Action Plan to address on-site review findings. In addition, the sites submitted requests to the WorkSource Disability Network for assistive technology funding and training to carry out actions noted in their plan. The Department of Services for the Blind (DSB) conducted an assessment in each of the 12 Workforce Development Areas to determine customer accessibility to use of technology, availability and support of assistive technology, and accessibility of information. DSB staff offered on-site training and technical support. Staff of the Governor's Committee on Disability and Employment Security offered disability workshops and forums reaching 370 staff employed by WorkSource partner agencies.

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

SKIES

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

Early in 2004, final recommendations were prioritized for enhancements to the SKIES system. A total of 51 enhancements were identified as top priorities that will result in streamlining the application. As the requirements for the 51 enhancements have been developed, a total of 71 modifications and changes have been identified. To date, 30 of the 71 changes have been introduced into production with positive response from our users. All enhancements will be phased in as they are completed and tested with the expected completion by June 2006.

In addition to enhancements to the system, work is also underway to include forms that will support the financial obligation and deobligation of the Trade Adjustment Assistance program. These changes will result in modification of the current business practices and will automate many of the functions reducing the amount of paper to be filed and sorted.

Several changes have been made to the employer database in the application that allows the user to better manage employer information. The changes make it easier to find specific employers and better serve the customer.

Great strides have also been made in the development and dissemination of management reports from the system. Local “business experts” are working with the SKIES staff to ensure reports

are meeting the needs of the local managers and case managers.

With the recent requirement from the U.S. DOL to report Common Measures, SKIES staff have compiled the changes needed to allow necessary data capture and changes to definitions and tables. Requirements are being completed, with coding to follow.

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

Statewide Rapid Response

Washington State continues to be successful in the implementation and coordination of statewide rapid response activities to employers and workers who are facing layoffs. On notice of a layoff, the state contacts the local area to ensure layoff services will be available. Each of the 12 local Workforce Development Areas has established effective rapid response teams comprised of local workforce development partners who come together to provide the necessary services for local employers and their employees who are facing layoffs. This comprehensive approach to quality service delivery by all partners in the workforce development system ensures the success of the local rapid response teams and demonstrates the effectiveness of collaboration between local and state resources.

The State Dislocated Worker Unit (DWU) and local rapid response teams responded to 56 Worker Adjustment and Retraining Notification (WARN) Act notices impacting 5,898 workers during PY04. During this time period the State DWU also initiated rapid response activity to 2,328 workers as a result of the filing of 29 Trade Act (TAA) petitions. Nine transition or labor management committees were formed to design activities and services to help displaced workers make a successful

transition to a satisfactory job in the shortest possible time.

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

During PY04, Washington State received a Health Coverage Tax Credit (HCTC) National Emergency Grant (NEG) that benefits Trade-impacted workers by providing assistance in paying their medical insurance premiums while they are enrolled in training or seeking employment. The state and local rapid response system is instrumental in disseminating information to those who are potentially eligible for HCTC.

Eligible Training Provider (ETP) List

More than 2,000 training programs are on Washington State's Eligible Training Provider (ETP) list, approximately 35 percent in private vocational schools, colleges and universities; 5 percent in registered apprenticeships; and 60 percent in public institutions, schools, and colleges. The training programs identified on this statewide list qualify to receive WIA Title I-B Individual Training Accounts (training vouchers). All 34 public community and technical colleges and the majority of public universities in Washington are participating in the ETP process.

Washington State's years of work in developing common performance indicators across the state and federal workforce programs have made it possible to reach agreement on ETP performance criteria and on the review process to meet performance requirements. To be included on the state ETP list, a training program must meet performance floors

and targets for completion rate, employment rate, and earnings level. Procedures used to determine these rates are calculated in the same manner for all training programs. This assures consistency and equity. On March 31, 2005, the Workforce Board, on behalf of the Governor, adopted fifth year Eligible Training Provider performance levels and procedures that were used to identify occupational skills training programs qualifying for WIA Title I-B training vouchers in Program Year 2005.

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

Industry Skill Panel

Since 2000, the Workforce Board has provided funding to establish 34 industry skill panels. Industry skill panels are public-private partnerships of business, labor, and education working together to improve the skills of workers in industries vital to Washington. The targeted industries include health care, construction, homeland security, information technology, and manufacturing. Skill panels convene around a common interest - closing the skills gap. The Panels determine an industry's future skill and training needs; enlist education to revise and/or develop training programs; expand the use of skill standards to meet industry needs; and support on-the-job learning strategies. Industries see the skill panels approach as a successful model, providing leader-

ship, innovation, and solutions to grow and keep a competitive workforce. For background on existing Industry Skill Panels, go to www.wtb.wa.gov/pubs.html and select the publication entitled *Industry Skill Panels 2005*.

Statewide Apprenticeship Training

One of the Governor's Goals for Program Year 2004 was to provide individuals with the skills necessary to find and retain employment and increase earning capacity. Based on that goal, the Governor issued Executive Order 00-01. In coordination with the Department of Labor and Industries (L&I), Employment Security awarded six Statewide Apprenticeship Training (SAT) contracts using \$1 million in Governor's WIA Statewide Activities resources. These contracts were awarded to six of the state's Workforce Development Councils (WDCs) to work with partners to provide training for approximately 500 pre-apprentices and apprentices in the agriculture and food processing, high technology, biotechnology, communications, education, retail, healthcare, construction and manufacturing industries. Through Program Year 2004 a total of 550 individuals have been enrolled and provided training. Program activity under these contracts continues into Program Year 2005, ending March 31, 2006.

Local Demand Side Training

Again, in keeping with the Governor's goal of upgrading the skills of incumbent workers to meet employers' needs as well as increase earning capacity for these workers, the state awarded 12 Local Demand Side Training (LDST) grants; one to each Workforce Development Councils (WDCs) in Washington. Funding of \$700,000 from the Governor's WIA Statewide Activities resources is being used in coordination with local Skill Panels and Community Colleges' Centers for Excellence to address specific industry needs. These LDST grants are slated to provide customized training to

approximately 700 incumbent workers in high-demand occupations such as construction, healthcare, manufacturing, and high tech industries. Incumbent workers in this program will upgrade their skills and earn credentials, certificates and/or college credits. In Program Year 2004, a total of 215 individuals were enrolled and are receiving training through this program. Funding for Local Demand Side Training will continue into Program Year 2005.

Workforce Strategies 2004 Conference

Washington State held its fourth statewide workforce leadership conference in Tacoma on November 9 and 10, 2004. The Workforce Board's *Workforce Strategies 2004: Leading in the Global Economy* conference was a resounding success. Drawing over 500 attendees, the conference discussed the global implication of work and how better to prepare the state's workforce for the challenges presented by countries around the world.

As every year, the highlight of the conference was the presentation of Workforce Best Practices awards - this year presented by U.S. Senator Maria Cantwell. Awards went to:

Best Practices:

- WorkSource Columbia Basin - A Customer-Driven Model for One-Stop Services
- K-12 Health Careers Education and Summer Health Career Camps in the Northwest Workforce Development Area
- Southeastern Washington Practical Nursing Instructional Program Expansion Program

Promising Practices:

- The WorkSource Business Connection in Tacoma
- Center for Process Technology in the Northwest Workforce Development Area
- Passport to Success in the King County area

Good Idea:

- Recruiting Men in Nursing from Tacoma Community College

Dislocated Worker Symposium 2004

The Employment Security Department hosted the fourth Annual Dislocated Worker Symposium at the SeaTac Doubletree Hotel on October 27, 2004. Over 340 employment and training professionals representing Employment Security, local Workforce Development Councils, WorkSource Centers, Community and Technical Colleges, other state agencies, and labor organizations attended the symposium. These annual symposiums are designed to bring employment and training partners together to learn about local, state, and national dislocated worker trends and programs. This year’s keynote speaker was Glen Hiemstra, founder of Futurist.com and a national renowned futurist. In his presentation “*Lessons from the Future*” Glenn discussed the future of the global economy and the challenges and opportunities for the workforce. Dr. Greg Weeks, Director of the Labor Market and Economic Analysis Branch, delivered a State-of-Economy address. Other symposium highlights included a “*Connecting Workforce and Economic Development*” community and technical college panel and a “*Dislocated Worker Initiatives*” presentation featuring federal and state workforce development leaders.

Statewide Activities Summary

The Employment Security Department has management and oversight responsibility for WIA Title I-B Statewide activities. In Program Year 2004, these workforce development activities supported key initiatives including:

- Addressing critical health care personnel shortages
- Developing strategies to keep youth in

school and engaged in learning opportunities that will enable them to enter careers or continue their education

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

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

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

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

- **Providing Technical Assistance to local areas failing to meet local performance measures**

Employment Security and Workforce Board staff with expertise in WIA performance issues conducted analyses of each of the Workforce Development Area’s performance patterns and provided consultations. Based on the consultations and the state technical assistance policy, specific technical assistance strategies have been custom-designed to meet local need.

- **Assisting in the establishment and operation of the One-Stop Career Development System**
(See a description of WorkSource services available on pages 20 through 22)
- **Operating a Statewide Information Technology System**
(See a description of SKIES activities on page 23)
- **Providing additional assistance to local areas that have high concentrations of eligible youth**

The Office of the Superintendent of Public Instruction (OSPI), the Workforce Board, and Employment Security are working together to reduce Washington's high dropout rate. This state-level partnership supports local collaboration between WDCs and targeted school districts in order to leverage \$1.3 million in Program Years 2003 and 2004 WIA funds, and Basic Education Act (BEA) funds.

The Dropout Prevention and Intervention (DPI) is helping students finish school and receive their high school diploma on time with their fellow classmates. From January 1, 2005 through April 7, 2005, 107 youth have been enrolled and are pursuing graduation. These local contracts continue into Program Year 2005.

- **Providing support for training a skilled workforce and building a strong economy**

Incumbent Worker Training programs focused on apprenticeship and high-demand activities (See page 25 for details).

Boeing 787

In 2002, The Boeing Company announced that Everett had been selected as the site for final assembly of their 787 Dreamliner, an all-new airplane design with new materials and manufacturing techniques. Funds from Workforce Investment Act and Labor Exchange were set aside to support the workforce development needs for the 787.

In 2004, after a competitive bid process, Employment Security awarded Accenture, a private management-consulting firm, a contract through June of 2006 to act as project manager for the Boeing 787 Dreamliner final assembly workforce development program. This contract is part of the state's arrangement with The Boeing Company, which calls for an Employment Resource Center (ERC) to meet the initial workforce needs of the Dreamliner project. The ERC, located in Everett, will be designed to provide a comprehensive menu of services including employee recruitment, screening and assessment, as well as employee training and certification programs.

By leveraging the strengths of the state, the local community, Boeing and Accenture, a new model for workforce selection and development is being created that will greatly benefit the Boeing 787 program, the aerospace industry and the state in meeting the workforce development needs of its employer community.

AARI 911 National Emergency Grant

The Aerospace, Airlines and Related Industries (AARI) 911 National Emergency Grant (NEG) was funded at increments to total \$15 million. The grant began in May of 2002 and was funded through June 30, 2005; Program Year 2004 being the final year of the NEG. This grant enabled 6 Workforce Development Councils in Washington to provide much-needed services to workers laid off in connection with the attacks on September 11, 2001. A total of 5,893 dislocated workers were enrolled throughout the grant period. Of those, 2,508 received training paid for by the grant, and 2,681 received training paid for by other programs such as Trade Act. Of the total enrolled, 4,251 entered employment at exit at an average hourly wage of 74% of their previous wage. It should be noted that some of the participants who were enrolled in this grant continue to receive services through Trade

Act, Dislocated Worker Formula or other programs.

- **Providing Capacity Building and Technical Assistance**

The Statewide Building Skills Conference was held in February of 2004 in Seattle. With over 400 in attendance, this two-day conference was designed primarily for front-line staff and line supervisors and included more than 60 intensive workshops on employment and training. State and national experts provided information and training on unique needs of target groups including ex-offenders, fostered youth, juvenile offenders, persons with disabilities and seniors. Key to this conference are workshops that provide workforce professionals with tools to continue assistance to clients in the 21st Century such as information about the new labor market and in-demand industries that will be looking for employees who have the skills of today and, most importantly, the skills of tomorrow.

WIA TITLE I-B RESULTS

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

- Analysis of adjustments made to Workforce Investment Act (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 targeted populations.
- A table section that includes negotiated performance levels and actual performance on 17 federal and 13 state measures of program performance.

Analysis

WIA I-B performance measures focus on the results for the 4 percent of WorkSource customers who are registered for intensive services or training services funded by Title 1-B. Separate funding is provided for disadvantaged adults, dislocated workers, and disadvantaged youth. Each population has its own set of measures, covering employment rates, retention in employment, earnings, and credential attainment. Participant satisfaction and employer satisfaction are measured by telephone survey.

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

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

Definitions of the 17 federal and 9 of the 13 state WIA core measures of performance can be found at www.wtb.wa.gov/wiaperfmeasures.pps. Washington's core measures of performance are used to report the results for most workforce development programs, including secondary and postsecondary career and technical education, adult skills basic education, private career schools, and apprenticeship.

Washington's performance targets (called "negotiated performance levels" by WIA) are the eighth highest in the country (out of the 46 jurisdictions reported by the Department of Labor). Performance levels for this fifth year of WIA activity were based on performance baselines derived from WIA performance in years two and three. Washington target levels were 103 percent of the average targets for other states before final adjustments.

WIA provides a means to revise negotiated targets in the face of changes in participant demographics or economic conditions. Washington State requested and received adjustments to its negotiated performance targets for Program Year (PY) 2004, based on regression analyses showing the relationship between economic and demographic conditions and performance. The Workforce Training and Education Coordinating Board (Workforce Board) developed new regression models in the spring of 2005 for 14 of the 17 federal performance measures based on WIA performance between 2001 and 2004. Prior to this, the Workforce Board has used models developed in 2002, which were based in part on Job Training Partnership Act (JTPA) results. Washington developed a fifteenth regression model in 2004, to measure the impacts of economic and demographic conditions on participant satisfaction.

Washington State plugged up-to-date information on participant demographics and economic conditions into these models and proposed revisions for 14 measures. Washington requested slight increases to its 4 adult targets, 4 older youth targets and one dislocated worker target, based on improved economic and demographic conditions. Washington proposed reductions in its targets for dislocated worker entered employment, dislocated worker earnings gain, 2 younger youth measures, and participant satisfaction. The Department of Labor agreed to all 9 of the proposed increases and to a reduction in the target for dislocated worker earnings gain. The other four target reductions were not accepted. The revised targets for PY 2004 are set at 104 percent of the average targets for other states.

Details of the request may be found at: www.wtb.wa.gov/wiaperfpropy04.doc. Work on the regression models is ongoing, and the models will be published after further review with Washington's local Workforce Development Councils.

The negotiated performance levels displayed in this report for the state as a whole are the revised targets resulting from these adjustments. The negotiated performance levels shown in Table O for local targets are regression-adjusted using the earlier version of regression models developed in 2002. Adjustments to the statewide levels of performance on state core indicators were also based on the 2002 version of regression models. Use of the 2005 models to revise local area performance levels and state core indicators will begin next year.

Washington continued to exceed negotiated levels of performance in PY 2004. Washington performed at an average of 109 percent of the 17 federal measures, 103 percent of 13 state measures, and 107 percent of the 30 measures overall (after target adjustments).

Cost Effectiveness

Normally, discussion of the impacts of workforce development activities would be based on a net-impact analysis designed to measure the costs and long-range results of services. Results for participants would be compared with estimates of the results for participants in the absence of the programs. Washington State's *Workforce Training Results 2002* report produced such information based on results from JTPA exiters from the 1997-98 and 1999-2000, the period just prior to WIA implementation. Washington state is currently replicating this analysis on WIA populations, but results will not be available until 2006. 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 \$70.8 million on intensive and training services during PY 2004 (July 2004-June 2005) down from \$72.6 million the prior year. The programs served 25,553 participants (down from

Figure 1 Participants and Expenditures in PY 2004

Target Population	PY 2004 Participants	PY 2004 Expenditures	Cost per Participant
Adults	7,091	\$ 19,177,474	\$ 2,704
Dislocated Workers	12,215	\$ 30,341,285	\$ 2,484
Youth	6,247	\$ 21,243,112	\$ 3,401
Total	25,553	\$ 70,761,871	\$ 2,769

30,538 the year before) at an average cost of \$2,769 (up from \$2,376 the year before). Data for PY 2004 are shown in *Figure 1*.

Expenditures on services for WIA participants shrank by 23 percent between PY 2002 and PY 2003, but the number of participants served dropped by only 3 percent. Most of the cut was absorbed by programs for dislocated workers. This reduction of resources had a noticeable impact on performance and participant satisfaction in the dislocated worker program, described in last year's annual report.

Between PY 2003 and PY 2004, expenditures shrank by less than 3 percent, but the number of participant served dropped by 16 percent. Spending for dislocated workers increased by 7 percent, despite a reduction of 3,316 in the number of dislocated worker participants (21 percent). This rebound in funding may account for some of the rebound in dislocated worker performance this year. Rapid Response participants and expenditures are included in the figures for both program years.

The resizing of the program in PY 2004 is a reflection of the funding cuts in PY 2003, which allowed fewer participants to enter the programs. Despite the reduced number of participants served, spending per participant remains below PY 2002 levels for adults (-\$431 per participant), dislocated

workers (-\$352 per participant) and overall (-\$232 per participant). Only the youth program has maintained or increased its expenditures per participant, which were \$143 higher in PY 2004 than in PY 2002.

Many participants have not completed participation in WIA programs. However, it is possible to show the potential magnitude of WIA benefits by examining results for participants exiting WIA during calendar year 2003 (January-December 2003).

Services to adults and dislocated workers are geared primarily to help participants find employment or to improve their employment and earnings. Often the participant's skills and marketability are improved through the use of classroom or on-the-job skills training. During calendar year 2003, some 11,254 participants in the adult and dislocated worker populations completed participation in WIA programs (*Figure 2*). Eighty-nine percent of the participants found employment during the four quarters following their exit (up from 85 percent for calendar year 2002).

Assuming this year's WIA adult and dislocated worker participants earn the same average amount in the year following their program exits, the \$ 49.5 million spent on this population could be followed by up to \$407 million in participant earnings. This 11 percent reduction in estimated participant earn-

Figure 2 • Employment and Earnings for Participants who Exited in 2003

Target Population	Calendar Year 2003 WIA Exiters	Percent Employed	Average Earnings	Projected First Year Earnings of PY 2003 WIA Participants
Adults	4,195	86%	\$ 14,400	\$ 102,107,975
Dislocated Workers	7,059	90%	\$ 25,018	\$ 305,591,363
Total	11,254	89%		\$ 407,699,338

ings stems mainly from the 18 percent reduction in adult and dislocated worker participants. Earnings per participant increased for adults (6 percent) and for dislocated workers (11 percent) between calendar years 2002 and 2003.

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

Forty-four percent of the 3,161 youth participants in WIA programs who exited during calendar year 2003 remained in school, returned to school, or enrolled in postsecondary vocational education during the following year. Seventy-three percent of all youth worked during the year following exit, including 64 percent of the continuing students and 80 percent of those who did not continue their education. Some 89 percent of WIA youth either worked or continued their schooling during the year following exit. All of these figures reflect improvements over results from calendar year 2002.

WIA youth who left the program in calendar year 2003 earned an average of \$5,356 during the year following exit. Projected to PY 2004 youth participants, the earnings available during the first year after exit (\$33.4 million) exceed the annual

program costs (\$21.2 million). It is worth remembering that youth work hours are reduced by their participation in further education and that participation in further vocational education should produce long-run benefits.

Evaluation Activities

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

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

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

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

Workforce Training Results 2004 covers participants exiting between July 2001 and June 2002 and is the first to cover Workforce Investment Act populations. Readers can download the report at www.wtb.wa.gov/wtr2004.pdf. The executive summary can be found at www.wtb.wa.gov/wtrex2004.pdf. Work on the 2006 edition of *Workforce Training Results* is underway, and should be completed in mid-2006. *Workforce Training Results 2006* will report on the performance of participants exiting between July 2003 and June 2004. This time period overlaps fairly closely with the time periods used to measure performance in this annual report.

Net Impact and Cost Benefit Evaluations are conducted every four years, and our most recent figures are for program participants who exited during 1999-2000. The Workforce Board contracted with the W.E. Upjohn Institute for Employment Research¹ to conduct the net impact and cost

benefit evaluations. Upjohn's publication of these results can be found at www.upjohninst.org/publications/wp/03-92.pdf. Technical details of the analysis are supplied in www.upjohninst.org/publications/tr/tr03-018.pdf.

We are currently working with the Upjohn Institute to repeat the Net Impact and Cost Benefit Evaluation for program participants who exited during 2001-2002 and 2003-2004. *Workforce Training Results 2006* will include the results of these analyses.

Results for Targeted Populations

The Workforce Board has also conducted research into results for targeted 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 2001-2002 program year were calculated for men and women, for participants with disabilities, and by race and ethnicity. Results shown here are for adults, dislocated workers, and youth during the second year of the Workforce Investment Act. A set of papers showing results for the targeted populations across all workforce programs can be found under targeted populations at <http://wtargetww.wtb.wa.gov/publications.html> on our website.

While one must be careful not to over generalize across workforce development programs, some patterns are fairly consistent:

- Participation rates for targeted populations in WIA programs for disadvantaged adults and youth tended to be at least as high as their share in the state population.
- Among women who participated in WIA programs for disadvantaged adults and dislocated workers, employment rates tended to be higher than for men, but wage rates and earnings were substantially lower.
- For program participants with disabilities, employment rates and earnings were usually lower than for participants without disabilities, but wage rates were about the same.

¹ Dr. Kevin Hollenbeck headed the team.

- Results for racial and ethnic groups differed from one program to another and by labor market outcome. Hispanics typically had higher employment rates than non-Hispanic Whites, but typically had earnings and wage rates that were lower.

The results show the importance of efforts to improve outcomes for targeted populations. In particular, efforts should improve to attract people from targeted 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.

Workforce Investment Act Title I-B for Adults

Women were the majority of participants in WIA I-B for disadvantaged adults (59 percent); higher than their incidence in the state population (50 percent). Their employment levels were higher

than those for men; however, their hourly wages and earnings were substantially below those for men (Figure 3).

Earnings and wage rates in Figures 3 through 11 are expressed in first quarter 2003 dollars and measured in the third quarter after exit. Annualized earnings are for people who were employed. When earnings differ for participants with similar hourly wage rates, the differences are caused by differences in hours worked, not by differences in rates of employment. Employment rates as reported to Employment Security underestimate actual employment rates. Self-employment and employment outside the Pacific Northwest are not captured.

People with disabilities made up 18 percent of the participants, similar to their incidence in the state population (17 percent). Their employment and earnings results were substantially lower than the results for participants who did not have disabilities; however, their wages were similar (Figure 4).

People of color were a much higher percentage of the participants than their incidence in the state population, with the exception of Asians/Pacific

Figure 3 • Results for Disadvantaged Adults by Gender

Measure	Women	Men
Percentage of Participants	59%	41%
Median Annualized Earnings	\$15,937	\$18,989
Median Hourly Wages	\$9.87	\$11.29
Employment Reported to Employment Security	68%	63%

Figure 4 • Results for Disadvantaged Adults by Disability Status

Measure	People with Disabilities	Other Program Participants
Percentage of Participants	18%	82%
Median Annualized Earnings	\$15,821	\$17,181
Median Hourly Wages	\$10.13	\$10.44
Employment Reported to Employment Security	55%	69%

Figure 5 • Results for Disadvantaged Adults by Ethnic Group

Measure	Hispanics	Asians/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	11%	4%	7%	6%	73%
Median Annualized Earnings	\$16,023	\$23,485	\$15,629	\$16,544	\$17,140
Median Hourly Wages	\$9.86	\$11.29	\$10.84	\$10.30	\$10.45
Employment Reported to Employment Security	73%	63%	48%	50%	68%

Figure 6 • Results for Dislocated Workers by Gender

Measure	Women	Men
Percentage of Participants	37%	63%
Median Annualized Earnings	\$22,444	\$29,511
Median Hourly Wages	\$12.04	\$15.01
Employment Reported to Employment Security	77%	74%

Figure 7 • Results for Dislocated Workers by Disability Status

Measure	People with Disabilities	Other Program Participants
Percentage of Participants	8%	92%
Median Annualized Earnings	\$24,791	\$26,420
Median Hourly Wages	\$13.60	\$13.86
Employment Reported to Employment Security	70%	76%

Islanders. Hispanic participants had a higher employment rate than non-Hispanic White participants (referred to as White in the tables and the rest of this discussion). Three other groups (Asians/Pacific Islanders, African Americans, and Native Americans) had lower employment rates than White participants. Earnings of Asians/Pacific Islanders were much higher than those of Whites; Native American earnings were similar to Whites. Earnings of Hispanics and African-Americans earnings were lower. Hourly wage rates were similar for all ethnic groups except Hispanics, whose wages rates were lower than for Whites (Figure 5).

Some of these results may stem from the geographic locations in which participants live. Some 51 percent of disadvantaged adults were served in Western Washington. Eighty-eight percent of Asians/Pacific Islanders and seventy-seven percent

of African Americans participated in Western Washington. Seventy-three percent of Hispanic participants were served in Eastern Washington, where wage rates and earnings are typically lower.

Workforce Investment Act Title I-B for Dislocated Workers

Women were just over one third of WIA I-B dislocated worker participants. Their employment rate was higher than men's; however, their hourly wages and earnings were substantially below those for men (Figure 6).

Eight percent of the participants were people with disabilities, substantially lower than the incidence in the state population. Their employment rate and earnings were lower than the results for other participants. However, their wages were similar to that of other participants (Figure 7).

Among people of color, Hispanics and Asians/Pacific Islanders were underrepresented among program participants. Employment rates did not vary substantially by racial group. Earnings were lower for Hispanics, Asians/Pacific Islanders, and Native Americans. Earnings were similar for African Americans and Whites. Hourly wage rates for Hispanics were lower than for non-Hispanics. Hourly wage rates were also lower for Asians/Pacific Islanders than for Whites (Figure 8).

As with adult participants, results are probably influenced by geographic location. Some 68 percent of dislocated workers were served in Western Washington, reflecting the location of major dislocation events. Ninety-five percent of Asians/Pacific Islanders and 87 percent of African Americans participated in Western Washington. Forty-nine percent of Hispanic participants were served in Eastern Washington.

Workforce Investment Act Title I-B for Youth

Females were 50 percent of the participants in WIA I-B for disadvantaged youth. Compared to males, females had a higher employment rate, but similar earnings and wages (Figure 9).

Youth with disabilities were 20 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 10).

Participation rates by young people of color were higher than their incidence in the state youth population for African Americans and Native Americans, but not for Hispanics. Employment rates were higher for Hispanics than non-Hispanics and lower for Asians/Pacific Islanders, African Americans, and Native Americans than for Whites.

Figure 8 • Results for Dislocated Workers by Ethnic Group

Measure	Hispanics	Asians/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	5%	5%	3%	3%	83%
Median Annualized Earnings	\$21,537	\$24,213	\$27,231	\$24,367	\$26,878
Median Hourly Wages	\$12.09	\$11.94	\$13.71	\$14.51	\$13.99
Employment Reported to Employment Security	71%	73%	71%	73%	76%

Figure 9 • Results for Disadvantaged Youth by Gender

Measure	Women	Men
Percentage of Participants	50%	50%
Median Annualized Earnings	\$8,081	\$8,282
Median Hourly Wages	\$7.86	\$8.04
Employment Reported to Employment Security	55%	50%

Figure 10 • Results for Disadvantaged Youth by Disability Status

Measure	People with Disabilities	Other Program Participants
Percentage of Participants	20%	80%
Median Annualized Earnings	\$6,902	\$8,572
Median Hourly Wages	\$7.82	\$7.98
Employment Reported to Employment Security	48%	53%

Figure 11 • Results for Disadvantaged Youth by Ethnic Group

Measure	Hispanics	Asians/Pacific Islanders	African Americans	Native Americans	Whites
Percentage of Participants	17%	8%	16%	6%	52%
Median Annualized Earnings	\$9,904	\$6,832	\$6,719	\$9,637	\$7,662
Median Hourly Wages	\$7.77	\$8.11	\$8.19	\$7.89	\$7.98
Employment Reported to Employment Security	56%	49%	40%	50%	54%

Hourly wage rates were similar across all populations. Earnings were lower for African Americans and Asians/Pacific Islanders, but higher for Native Americans than for Whites. Earnings for Hispanics were higher than for non-Hispanic Whites (Figure 11).

These results are likely to be influenced by geographic location. Some 60 percent of disadvantaged youth were served in Western Washington. Ninety-three percent of Asians/Pacific Islanders and 88 percent of African Americans participated in Western Washington, while 66 percent of Hispanic participants were served in Eastern Washington.

Research on Integrated Performance Information

In July of 2004, the Department of Labor contracted with the Washington Workforce Board to lead a national effort among the states to design the next generation performance management system for workforce investment programs—the Integrated Performance Information (IPI) Project. Five other states—Florida, Texas, Oregon, Michigan, and Montana—joined the Workforce Board and the group obtained technical assistance from the National Governor’s Association Center for Best Practices and the Ray Marshall Center at the University of Texas. Each state was represented by policy and technical teams with membership from a cross-section of workforce investment programs.

During the 2005 program year, the core states produced the draft, *Integrated Performance Informa-*

tion for Workforce Development: A Blueprint for States.

The draft was vetted with teams from 10 other states at two “Institutes,” and with national experts in program evaluation, professional organizations, and constituent advocacy groups. The Washington Workforce Board published the final “Blueprint” in the winter of 2005. As the name suggests, the IPI “Blueprint” is intended to assist states that want to establish integrated performance information across their workforce investment programs. The first section of the IPI “Blueprint” discusses how some states have responded to the challenges involved in creating an integrated performance information system, including issues of authority, trust, funding, and protecting individual privacy. The second section covers performance measures, and recommends eight measures that are the best if the same measures are to be applied horizontally and vertically across programs. The final section goes step by step through the process of setting up a shared information system based upon data matching. The IPI “Blueprint” may be found at: www.wtb.wa.gov/IPI.pdf.

Tables

The following data tables make up the third required portion of Washington State’s Title I-B Annual Report. A few notes may help with their interpretation. One might expect an annual report to cover results for a year’s worth of participants. Federal deadlines and the need for prompt reporting mean that the year-long period used for some

measures are not the same year-long periods used for others.

Federal entered employment rates and employment and credential rates are calculated for participants who exited between October 2003 and September 2004. Federal retention rates and earnings gain measures are calculated for participants who exited between April 2003 and March 2004. The 12-month retention rates and 12-month earnings change measures on Table L are for participants who exited between October 2002 and September 2003.

Federal real-time measures: customer satisfaction measures (Table A) are based on a year running between January and December 2004. Younger youth skill attainment rates and diploma attainment rates (portions of Tables J and K) and number of exits (Table M) are based on a year running from April 2004 through March 2005. Participant counts (Table M) are based on a year running from July 2004 through June 2005.

The numerators and denominators shown to the right of each performance measure reflect 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 difference 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 receive training services.

Washington State has 13 additional measures of performance. Statewide performance on these measures is shown in a set of tables located between Tables M and N. Results for the first three are measured for WIA participants who exited between April 2003 and March 2004. Two of the measures, employment rates and median annualized earnings are based on results in the third quarter after exit. Credential rates are also measured. State credential rates are based on the percent of participants who receive credentials within three-quarters after exit regardless of whether they receive training. This provides incentives for program operators to increase the supply of occupational training in order to increase the percent of participants who obtain credentials. Federal credential rates for adults and dislocated workers are calculated only for those who receive training. Program operators have less incentive to increase the supply of training under the federal performance definitions. State satisfaction results are measured for the same period as federal satisfaction, for those who exited between January and December 2004.

The thirteenth additional measure, Employer Satisfaction, is measured only once every two years. It is based on a biennial employer survey that measures employers' workforce training needs and practices. Employers are asked if they had hired new employees in the last 12 months who had recently completed a Workforce Development Council, WIA or Private Industry Council training program. If the employer answers yes, he or she is asked to report their satisfaction with the skills of these new employees on 12 dimensions, including basic skills like reading, writing, and math, occupation-specific skills, and skills like problem solving. Satisfaction on these measures is averaged across

the dimensions. This measure is calculated at the state level only, and is not calculated separately for workforce areas or for adults, youth or dislocated workers. The results shown in this report are from our 2003 employer survey. Results from our 2005 employer survey are due in December 2005 and will be included in next year's report.

Table O in the table section has thirteen pages, one for each of Washington's 12 local Workforce Development Areas and a thirteenth to describe results for participants in dislocated worker services funded by Washington's statewide funds. Participants in the "statewide" table received Statewide Other or Rapid Response Additional Assistance funds and did not receive services funded by any of the local programs. Participants who were coenrolled in local programs are shown in the appropriate Workforce Development Area.

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

A panel at the bottom of each page of Table O summarizes the status of performance in the local area. We have counted 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% of the negotiated performance level. Standards that are "exceeded" are those where performance is at or above 100 percent of the negotiated performance level. Standards that are "met" are those where performance ranges

from 80 to 99.99 percent of the levels. As indicated earlier, the local area targets in Table O are regression-adjusted versions of targets negotiated in 2003. The regression adjustments raised or lowered the negotiated targets, based on the predicted impact of changes in economic and demographic characteristics in each local area.

Performance "exceeded" 251 (70 percent) of the 357 local area targets shown in Table O. Another 96 local area targets were "met." Only 10 (3 percent) of the local area targets were not met. Four adult targets, 3 dislocated worker targets, and 3 youth targets were not met at the local area level. Six unmet targets involved federal performance levels and 4 involved state performance levels. All of the local area results that did not meet relevant performance levels were based on results for more than 50 participants.

Since Program Year 2002, DOL has required that information supplied in annual reports be validated through use of validation software, and that data elements in the files used to generate these reports be validated as well. From October 2004 to January 2005, Washington State conducted a data element validation and report validation process in accordance with federal policy. Data element validation covered a universe of 59,128 records, and involved a sampling of 1,051 WIA records and 139 Trade Adjustment Assistance (TAA) records located in 64 local offices. Data elements were validated using a combination of administrative and onsite record reviews. The results were electronically submitted to DOL's Employment and Training Office. Washington State used the 2004 version of this software to validate the current report, and will complete data element validation again this year. All performance results shown in the following tables are produced directly from federal data validation software except for dislocated worker earnings gain, younger youth skills attainment, and the 13 state performance measures.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for the Survey	# of Customers Included in the Sample	Response Rate
	American Customer Satisfaction Index					
Participants	75.0	75.7	3,406	13,036	5,123	66.5%
Employers	69.0	69.6	2,335	21,293	3,241	72.0%

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	75.6%	80.8%	$\frac{2,864}{3,543}$
Employment Retention Rate	83.3%	86.8%	$\frac{2,884}{3,323}$
Earnings Change in Six Months	\$3,794	\$3,785	$\frac{\$12,557,287}{3,318}$
Credential Rate	69.3%	71.3%	$\frac{1,482}{2,080}$

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
		numerator denominator		numerator denominator		numerator denominator		numerator denominator
Entered Employment Rate	76.7%	$\frac{257}{335}$	79.8%	$\frac{237}{297}$	79.0%	$\frac{241}{305}$	72.2%	$\frac{203}{281}$
Employment Retention Rate	85.4%	$\frac{251}{294}$	85.3%	$\frac{237}{278}$	82.0%	$\frac{237}{289}$	83.2%	$\frac{153}{184}$
Earnings Change in Six Months	\$4,710	$\frac{\$1,384,752}{294}$	\$2,848	$\frac{\$785,980}{276}$	\$3,248	$\frac{\$935,510}{288}$	\$1,997	$\frac{\$367,404}{184}$
Credential Rate	67.7%	$\frac{134}{198}$	67.6%	$\frac{123}{182}$	65.7%	$\frac{94}{143}$	63.1%	$\frac{70}{111}$

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	80.9%	$\frac{1,352}{1,671}$	80.8%	$\frac{1,512}{1,872}$
Employment Retention Rate	87.9%	$\frac{1,592}{1,812}$	85.5%	$\frac{1,292}{1,511}$
Earnings Change in Six Months	\$4,025	$\frac{\$7,281,530}{1,809}$	\$3,496	$\frac{\$5,275,757}{1,509}$

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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	79.0%	85.9%	$\frac{6,598}{7,684}$
Employment Retention Rate	91.0%	93.2%	$\frac{5,556}{5,963}$
Earnings Replacement in Six Months	77.0%	76.0%	$\frac{\$87,203,711}{\$114,795,768}$
Credential Rate	72.4%	75.6%	$\frac{4,397}{5,818}$

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.7%	$\frac{1,034}{1,192}$	76.9%	$\frac{150}{195}$	77.0%	$\frac{601}{781}$	77.4%	$\frac{72}{93}$
Employment Retention Rate	92.5%	$\frac{901}{974}$	90.6%	$\frac{135}{149}$	89.0%	$\frac{475}{534}$	90.2%	$\frac{55}{61}$
Earnings Replacement Rate	71.8%	$\frac{\$14,998,634}{\$20,881,493}$	72.2%	$\frac{\$1,905,222}{\$2,637,426}$	63.3%	$\frac{\$7,077,842}{\$11,181,051}$	136.4%	$\frac{\$317,970}{\$233,154}$
Credential Rate	74.4%	$\frac{687}{923}$	70.3%	$\frac{104}{148}$	64.9%	$\frac{309}{476}$	68.3%	$\frac{43}{63}$
		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	85.9%	$\frac{4,995}{5,818}$	85.9%	$\frac{1,603}{1,866}$
Employment Retention Rate	93.5%	$\frac{4,101}{4,384}$	92.1%	$\frac{1,455}{1,579}$
Earnings Replacement Rate	73.8%	$\frac{\$64,034,455}{\$86,781,802}$	82.7%	$\frac{\$23,169,256}{\$28,013,966}$

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Entered Employment Rate	70.8%	76.9%	$\frac{464}{603}$
Employment Retention Rate	79.7%	84.3%	$\frac{398}{472}$
Earnings Change in Six Months	\$3,212	\$3,492	$\frac{\$1,648,412}{472}$
Credential Rate	46.9%	65.8%	$\frac{483}{734}$

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans *		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	59.8%	$\frac{49}{82}$	N/A	$\frac{N/A}{1}$	65.2%	$\frac{45}{69}$	76.8%	$\frac{370}{482}$
Employment Retention Rate	84.2%	$\frac{32}{38}$	N/A	$\frac{N/A}{2}$	87.2%	$\frac{41}{47}$	83.5%	$\frac{328}{393}$
Earnings Change in Six Months	\$3,159	$\frac{\$120,033}{38}$	N/A	$\frac{N/A}{2}$	\$3,907	$\frac{\$183,644}{47}$	\$3,340	$\frac{\$1,312,793}{393}$
Credential Rate	56.7%	$\frac{51}{90}$	N/A	$\frac{N/A}{1}$	64.9%	$\frac{50}{77}$	63.9%	$\frac{378}{592}$
		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	75.0%	87.5%	$\frac{5,546}{6,340}$
Diploma or Equivalent Rate	53.0%	66.6%	$\frac{983}{1,476}$
Retention Rate	59.0%	70.6%	$\frac{1,142}{1,617}$

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

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skills Attainment Rate	84.1%	$\frac{759}{903}$	85.8%	$\frac{719}{838}$	82.3%	$\frac{1,682}{2,044}$
Diploma or Equivalent Attainment Rate	62.4%	$\frac{161}{258}$	71.1%	$\frac{150}{211}$	58.7%	$\frac{323}{550}$
Retention Rate	67.6%	$\frac{169}{250}$	65.8%	$\frac{171}{260}$	67.2%	$\frac{460}{685}$
		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	82.4%	$\frac{2,505}{3,041}$	\$3,993	$\frac{\$12,127,078}{3,037}$	8.9%	$\frac{256}{2,864}$	\$4,624	$\frac{\$13,233,792}{2,862}$	59.3%	$\frac{695}{1,172}$
Dislocated Workers	90.0%	$\frac{4,659}{5,176}$	82.0%	$\frac{\$71,676,002}{\$87,420,347}$	10.6%	$\frac{644}{6,054}$	\$7,432	$\frac{\$49,023,731}{6,596}$	57.7%	$\frac{2,624}{4,549}$
Older Youth	75.4%	$\frac{313}{415}$	\$3,230	$\frac{\$1,340,319}{415}$	9.1%	$\frac{42}{464}$	\$2,718	$\frac{\$1,261,332}{464}$		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	7,091	4,197
Dislocated Workers	12,215	7,547
Older Youth	1,444	736
Younger Youth	4,803	2,507

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

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	75.4%	76.8%	$\frac{2,868}{3,733}$
Median Annualized Earnings	\$18,489	\$18,154	2,974 *
Credential Rate	65.6%	63.2%	$\frac{2,584}{4,088}$
Participant Satisfaction	90.0%	90.1%	$\frac{727}{807}$

Dislocated Worker Program

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate	80.2%	84.5%	$\frac{5,601}{6,627}$
Median Annualized Earnings	\$30,992	\$27,553	5,596 *
Credential Rate	70.7%	72.6%	$\frac{5,161}{7,107}$
Participant Satisfaction	89.0%	89.0%	$\frac{1,346}{1,512}$

Youth Program

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Employment Rate or Further Education	71.3%	79.1%	$\frac{2,433}{3,077}$
Median Annualized Earnings	\$8,807	\$9,910	1,250 *
Credential Rate	69.0%	72.4%	$\frac{1,866}{2,576}$
Participant Satisfaction	94.0%	95.3%	$\frac{487}{511}$

Employer Satisfaction

	Negotiated Performance Level	Actual Performance Level	Numerator Denominator
Percent Satisfied with Skills	71.0%	83.1%	$\frac{166}{200}$

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

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 19,177,474
Local Dislocated Workers	\$ 25,940,119
Local Youth	\$ 21,243,112
Rapid Response (up to 25%) WIA Sec.134 (a) (2) (A)	\$ 4,401,166
Statewide Required Activities (up to 25%) WIA Sec.134 (a) (2) (A)	\$ 5,324,628
Total of all Federal Spending Listed Above	\$ 76,086,499 *

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

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

Local Area Name	Total Participants Served		
Southwest ETA Assigned #53005	Adults	1,006	
	Dislocated Workers	1,020	
	Older Youth	53	
	Younger Youth	382	
<hr/>			
	Total Exiters		
	Adults	664	
	Dislocated Workers	480	
	Older Youth	24	
	Younger Youth	235	
<hr/>			
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	73.1
	Employers	69.0	70.9
Entered Employment Rate	Adults	74.8%	75.0%
	Dislocated Workers	82.1%	80.6%
	Older Youth	69.7%	78.3%
Retention Rate	Adults	83.1%	86.9%
	Dislocated Workers	91.3%	95.3%
	Older Youth	79.0%	88.2%
	Younger Youth	58.0%	71.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,470	\$2,776
	Dislocated Workers	73.0%	86.3%
	Older Youth	\$4,129	\$4,071
Credential/Diploma Rate	Adults	69.2%	55.0%
	Dislocated Workers	71.0%	70.1%
	Older Youth	47.8%	78.8%
	Younger Youth	55.0%	71.4%
Skill Attainment Rate	Younger Youth	75.0%	85.8%
<hr/>			
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	96.1%
	Dislocated Workers	89.0%	90.7%
	Youth	94.0%	97.1%
Employment in Q3	Adults	75.8%	73.6%
	Dislocated Workers	79.8%	83.1%
	Youth	69.8%	80.9%
Median Annualized Earnings	Adults	\$19,243	\$20,498
	Dislocated Workers	\$27,268	\$27,399
	Youth	\$8,164	\$11,017
Credential Rate	Adults	66.1%	56.4%
	Dislocated Workers	73.0%	60.3%
	Youth	68.2%	89.8%
<hr/>			
Overall Status of Local Performance		Not Met – 2	Met – 7 Exceeded – 20

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
Olympic ETA Assigned #53010	Adults	375	
	Dislocated Workers	425	
	Older Youth	122	
	Younger Youth	218	
<hr/>			
	Total Exitors		
	Adults	297	
	Dislocated Workers	288	
	Older Youth	75	
	Younger Youth	132	
<hr/>			
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	81.8
	Employers	69.0	65.6
Entered Employment Rate	Adults	77.6%	85.4%
	Dislocated Workers	78.4%	82.6%
	Older Youth	72.3%	84.5%
Retention Rate	Adults	82.9%	78.3%
	Dislocated Workers	92.1%	92.5%
	Older Youth	83.6%	95.1%
	Younger Youth	61.1%	68.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,363	\$2,374
	Dislocated Workers	77.0%	78.3%
	Older Youth	\$3,481	\$3,254
Credential/Diploma Rate	Adults	69.1%	76.5%
	Dislocated Workers	72.4%	67.3%
	Older Youth	47.5%	74.6%
	Younger Youth	50.0%	62.7%
Skill Attainment Rate	Younger Youth	75.0%	83.6%
<hr/>			
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	89.7%
	Dislocated Workers	89.0%	96.8%
	Youth	94.0%	99.2%
Employment in Q3	Adults	76.1%	70.6%
	Dislocated Workers	80.1%	84.9%
	Youth	71.3%	83.0%
Median Annualized Earnings	Adults	\$19,001	\$18,052
	Dislocated Workers	\$31,219	\$24,545
	Youth	\$9,578	\$8,966
Credential Rate	Adults	66.8%	66.9%
	Dislocated Workers	70.0%	78.3%
	Youth	69.1%	83.6%
<hr/>			
Overall Status of Local Performance		Not Met – 2	Met – 8 Exceeded – 19

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served			
Pacific Mountain ETA Assigned #53015	Adults	406		
	Dislocated Workers	648		
	Older Youth	77		
	Younger Youth	455		
Total Exiters				
	Adults	236		
	Dislocated Workers	275		
	Older Youth	19		
	Younger Youth	195		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	72.1	
	Employers	69.0	68.1	
Entered Employment Rate	Adults	73.5%	85.8%	
	Dislocated Workers	78.9%	84.3%	
	Older Youth	71.3%	84.2%	
Retention Rate	Adults	81.6%	86.8%	
	Dislocated Workers	90.6%	93.5%	
	Older Youth	76.1%	86.2%	
	Younger Youth	61.8%	77.5%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,904	\$3,744	
	Dislocated Workers	82.8%	89.7%	
	Older Youth	\$2,920	\$4,534	
Credential/Diploma Rate	Adults	68.2%	80.0%	
	Dislocated Workers	71.0%	73.1%	
	Older Youth	43.9%	73.9%	
	Younger Youth	45.0%	85.0%	
Skill Attainment Rate	Younger Youth	75.0%	89.1%	
Other State Indicators of Performance				
Customer Satisfaction	Adults	90.0%	89.1%	
	Dislocated Workers	89.0%	88.4%	
	Youth	94.0%	100.0%	
Employment in Q3	Adults	73.6%	79.7%	
	Dislocated Workers	79.5%	84.3%	
	Youth	70.0%	85.6%	
Median Annualized Earnings	Adults	\$17,314	\$15,183	
	Dislocated Workers	\$26,056	\$25,770	
	Youth	\$8,092	\$11,519	
Credential Rate	Adults	66.1%	57.9%	
	Dislocated Workers	73.2%	64.1%	
	Youth	70.4%	61.7%	
Overall Status of Local Performance		Not Met – 0	Met – 10	Exceeded – 19

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served			
Northwest ETA Assigned #53020	Adults	223		
	Dislocated Workers	392		
	Older Youth	71		
	Younger Youth	247		
	Total Exitters			
	Adults	100		
	Dislocated Workers	196		
	Older Youth	20		
	Younger Youth	84		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	82.8	
	Employers	69.0	70.1	
Entered Employment Rate	Adults	78.8%	82.6%	
	Dislocated Workers	78.5%	86.8%	
	Older Youth	69.0%	88.5%	
Retention Rate	Adults	84.4%	91.0%	
	Dislocated Workers	91.8%	96.1%	
	Older Youth	82.9%	86.1%	
	Younger Youth	65.0%	74.1%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,689	\$5,141	
	Dislocated Workers	73.4%	66.5%	
	Older Youth	\$3,031	\$4,553	
Credential/Diploma Rate	Adults	72.7%	86.0%	
	Dislocated Workers	71.8%	82.3%	
	Older Youth	43.7%	88.6%	
	Younger Youth	60.0%	82.9%	
Skill Attainment Rate	Younger Youth	75.0%	92.1%	
Other State Indicators of Performance				
Customer Satisfaction	Adults	90.0%	95.3%	
	Dislocated Workers	89.0%	93.5%	
	Youth	94.0%	98.5%	
Employment in Q3	Adults	79.0%	81.6%	
	Dislocated Workers	79.2%	84.3%	
	Youth	73.2%	87.6%	
Median Annualized Earnings	Adults	\$19,771	\$22,297	
	Dislocated Workers	\$30,763	\$24,554	
	Youth	\$9,299	\$14,552	
Credential Rate	Adults	65.7%	75.9%	
	Dislocated Workers	67.1%	77.2%	
	Youth	65.0%	78.6%	
Overall Status of Local Performance		Not Met - 1	Met - 1	Exceeded - 27

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
King ETA Assigned #53025	Adults	1,975	
	Dislocated Workers	2,952	
	Older Youth	263	
	Younger Youth	859	
	Total Exitters		
	Adults	1,022	
	Dislocated Workers	1,775	
	Older Youth	132	
	Younger Youth	484	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	73.1
	Employers	69.0	68.7
Entered Employment Rate	Adults	79.0%	76.5%
	Dislocated Workers	78.1%	82.8%
	Older Youth	67.8%	70.6%
Retention Rate	Adults	82.7%	87.2%
	Dislocated Workers	92.7%	92.4%
	Older Youth	76.5%	77.8%
	Younger Youth	56.2%	64.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,888	\$3,664
	Dislocated Workers	71.5%	80.7%
	Older Youth	\$4,024	\$3,627
Credential/Diploma Rate	Adults	69.9%	61.2%
	Dislocated Workers	74.7%	71.0%
	Older Youth	44.7%	69.1%
	Younger Youth	53.0%	57.9%
Skill Attainment Rate	Younger Youth	75.0%	90.4%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	91.1%
	Dislocated Workers	89.0%	86.2%
	Youth	94.0%	91.0%
Employment in Q3	Adults	72.9%	72.3%
	Dislocated Workers	80.9%	81.7%
	Youth	69.9%	82.2%
Median Annualized Earnings	Adults	\$18,253	\$19,042
	Dislocated Workers	\$34,935	\$31,530
	Youth	\$8,389	\$6,437
Credential Rate	Adults	62.5%	52.7%
	Dislocated Workers	69.1%	69.6%
	Youth	68.4%	67.4%
Overall Status of Local Performance		Not Met - 1	Met - 14 Exceeded - 14

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served			
Snohomish ETA Assigned #53030	Adults	314		
	Dislocated Workers	1,232		
	Older Youth	21		
	Younger Youth	210		
Total Exitors				
	Adults	172		
	Dislocated Workers	687		
	Older Youth	10		
	Younger Youth	82		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	74.0	
	Employers	69.0	66.6	
Entered Employment Rate	Adults	81.0%	85.9%	
	Dislocated Workers	77.9%	90.9%	
	Older Youth	67.7%	63.6%	
Retention Rate	Adults	84.2%	91.7%	
	Dislocated Workers	92.5%	94.9%	
	Older Youth	72.4%	66.7%	
	Younger Youth	52.4%	62.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$1,642	\$4,928	
	Dislocated Workers	67.8%	77.3%	
	Older Youth	\$3,096	\$4,397	
Credential/Diploma Rate	Adults	69.5%	75.3%	
	Dislocated Workers	74.2%	85.3%	
	Older Youth	45.7%	66.7%	
	Younger Youth	43.0%	68.8%	
Skill Attainment Rate	Younger Youth	75.0%	89.9%	
Other State Indicators of Performance				
Customer Satisfaction	Adults	90.0%	98.2%	
	Dislocated Workers	89.0%	91.0%	
	Youth	94.0%	76.5%	
Employment in Q3	Adults	77.9%	84.5%	
	Dislocated Workers	80.7%	88.0%	
	Youth	67.1%	69.0%	
Median Annualized Earnings	Adults	\$19,699	\$22,885	
	Dislocated Workers	\$32,080	\$29,317	
	Youth	\$7,725	\$10,111	
Credential Rate	Adults	65.8%	72.8%	
	Dislocated Workers	72.3%	83.5%	
	Youth	69.0%	92.5%	
Overall Status of Local Performance		Not Met - 0	Met - 6	Exceeded - 23

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served			
Spokane ETA Assigned #53035	Adults	688		
	Dislocated Workers	1,066		
	Older Youth	230		
	Younger Youth	433		
	Total Exitters			
	Adults	505		
	Dislocated Workers	676		
	Older Youth	158		
	Younger Youth	316		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	73.2	
	Employers	69.0	66.3	
Entered Employment Rate	Adults	78.1%	86.7%	
	Dislocated Workers	78.9%	89.0%	
	Older Youth	71.3%	76.3%	
Retention Rate	Adults	83.7%	85.0%	
	Dislocated Workers	91.7%	91.4%	
	Older Youth	78.8%	85.0%	
	Younger Youth	63.0%	70.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,129	\$3,047	
	Dislocated Workers	79.2%	78.4%	
	Older Youth	\$3,238	\$2,250	
Credential/Diploma Rate	Adults	69.6%	84.0%	
	Dislocated Workers	72.9%	80.8%	
	Older Youth	47.0%	65.5%	
	Younger Youth	60.0%	63.1%	
Skill Attainment Rate	Younger Youth	75.0%	71.8%	
Other State Indicators of Performance				
Customer Satisfaction	Adults	90.0%	79.3%	
	Dislocated Workers	89.0%	90.3%	
	Youth	94.0%	92.5%	
Employment in Q3	Adults	77.2%	77.0%	
	Dislocated Workers	80.6%	85.0%	
	Youth	73.1%	73.8%	
Median Annualized Earnings	Adults	\$19,035	\$16,260	
	Dislocated Workers	\$29,522	\$24,425	
	Youth	\$9,359	\$9,656	
Credential Rate	Adults	67.0%	83.7%	
	Dislocated Workers	69.9%	86.4%	
	Youth	71.2%	71.6%	
Overall Status of Local Performance		Not Met – 2	Met – 10	Exceeded – 17

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
Pierce ETA Assigned #53040	Adults	482	
	Dislocated Workers	517	
	Older Youth	184	
	Younger Youth	464	
	Total Exitors		
	Adults	226	
	Dislocated Workers	207	
	Older Youth	98	
	Younger Youth	204	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	75.0
	Employers	69.0	71.4
Entered Employment Rate	Adults	76.6%	83.5%
	Dislocated Workers	78.1%	86.0%
	Older Youth	74.8%	79.8%
Retention Rate	Adults	83.4%	93.5%
	Dislocated Workers	91.6%	95.4%
	Older Youth	80.8%	84.4%
	Younger Youth	61.4%	80.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,194	\$6,100
	Dislocated Workers	78.4%	81.6%
	Older Youth	\$3,505	\$4,461
Credential/Diploma Rate	Adults	70.5%	73.2%
	Dislocated Workers	72.7%	74.0%
	Older Youth	46.2%	69.6%
	Younger Youth	60.0%	63.9%
Skill Attainment Rate	Younger Youth	75.0%	92.3%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	77.3%
	Dislocated Workers	89.0%	78.9%
	Youth	94.0%	96.5%
Employment in Q3	Adults	76.9%	87.8%
	Dislocated Workers	80.2%	91.0%
	Youth	72.9%	80.9%
Median Annualized Earnings	Adults	\$18,620	\$23,597
	Dislocated Workers	\$28,531	\$27,595
	Youth	\$8,933	\$10,259
Credential Rate	Adults	63.4%	61.2%
	Dislocated Workers	71.0%	75.0%
	Youth	69.3%	69.0%
Overall Status of Local Performance		Not Met – 0	Met – 6
		Exceeded – 23	

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
North Central ETA Assigned #53045	Adults	686	
	Dislocated Workers	464	
	Older Youth	150	
	Younger Youth	638	
<hr/>			
Total Exitors			
<hr/>			
	Adults	402	
	Dislocated Workers	266	
	Older Youth	85	
	Younger Youth	291	
<hr/>			
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	79.1
	Employers	69.0	71.9
Entered Employment Rate	Adults	76.6%	78.3%
	Dislocated Workers	79.3%	86.0%
	Older Youth	73.5%	74.6%
Retention Rate	Adults	82.2%	88.6%
	Dislocated Workers	91.3%	89.9%
	Older Youth	79.4%	73.5%
	Younger Youth	59.2%	67.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,436	\$4,094
	Dislocated Workers	85.0%	95.0%
	Older Youth	\$3,135	\$3,003
Credential/Diploma Rate	Adults	69.9%	77.0%
	Dislocated Workers	71.0%	77.8%
	Older Youth	48.3%	52.4%
	Younger Youth	49.0%	62.9%
Skill Attainment Rate	Younger Youth	75.0%	89.8%
<hr/>			
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	95.1%
	Dislocated Workers	89.0%	94.5%
	Youth	94.0%	98.3%
Employment in Q3	Adults	76.5%	80.7%
	Dislocated Workers	81.4%	85.0%
	Youth	71.4%	77.8%
Median Annualized Earnings	Adults	\$17,832	\$17,389
	Dislocated Workers	\$23,630	\$22,257
	Youth	\$8,443	\$7,979
Credential Rate	Adults	65.2%	69.4%
	Dislocated Workers	71.9%	72.6%
	Youth	67.1%	71.2%
<hr/>			
Overall Status of Local Performance		Not Met – 0	Met – 6 Exceeded – 23

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
Tri-County ETA Assigned #53050	Adults	432	
	Dislocated Workers	628	
	Older Youth	146	
	Younger Youth	385	
	Total Exitters		
	Adults	150	
	Dislocated Workers	295	
	Older Youth	42	
	Younger Youth	208	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	76.5
	Employers	69.0	68.7
Entered Employment Rate	Adults	73.0%	84.0%
	Dislocated Workers	79.3%	83.5%
	Older Youth	76.9%	80.8%
Retention Rate	Adults	81.6%	89.3%
	Dislocated Workers	90.4%	94.6%
	Older Youth	80.2%	87.5%
	Younger Youth	60.0%	71.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,289	\$4,155
	Dislocated Workers	78.3%	84.3%
	Older Youth	\$2,834	\$4,471
Credential/Diploma Rate	Adults	67.9%	68.3%
	Dislocated Workers	68.5%	73.6%
	Older Youth	47.7%	69.8%
	Younger Youth	51.0%	70.5%
Skill Attainment Rate	Younger Youth	75.0%	83.9%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	92.9%
	Dislocated Workers	89.0%	80.8%
	Youth	94.0%	100.0%
Employment in Q3	Adults	74.8%	81.9%
	Dislocated Workers	79.1%	83.7%
	Youth	70.6%	75.7%
Median Annualized Earnings	Adults	\$16,667	\$15,134
	Dislocated Workers	\$27,080	\$26,455
	Youth	\$8,922	\$9,845
Credential Rate	Adults	59.4%	58.4%
	Dislocated Workers	71.5%	73.9%
	Youth	65.7%	68.3%
Overall Status of Local Performance		Not Met – 0	Met – 6 Exceeded – 23

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
Eastern Washington ETA Assigned #53055	Adults	249	
	Dislocated Workers	253	
	Older Youth	73	
	Younger Youth	340	
Total Exiters			
	Adults	183	
	Dislocated Workers	219	
	Older Youth	27	
	Younger Youth	179	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	81.7
	Employers	69.0	76.0
Entered Employment Rate	Adults	75.8%	81.0%
	Dislocated Workers	79.6%	91.5%
	Older Youth	75.9%	79.2%
Retention Rate	Adults	82.7%	88.7%
	Dislocated Workers	91.1%	89.1%
	Older Youth	81.5%	85.7%
	Younger Youth	59.3%	73.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,947	\$5,370
	Dislocated Workers	86.5%	86.1%
	Older Youth	\$2,785	\$3,608
Credential/Diploma Rate	Adults	69.6%	81.6%
	Dislocated Workers	70.9%	83.8%
	Older Youth	49.0%	63.3%
	Younger Youth	60.0%	58.3%
Skill Attainment Rate	Younger Youth	75.0%	83.3%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	97.6%
	Dislocated Workers	89.0%	95.1%
	Youth	94.0%	98.4%
Employment in Q3	Adults	75.6%	81.6%
	Dislocated Workers	81.5%	82.4%
	Youth	71.3%	77.3%
Median Annualized Earnings	Adults	\$17,666	\$16,692
	Dislocated Workers	\$23,598	\$22,858
	Youth	\$8,169	\$10,312
Credential Rate	Adults	66.7%	68.0%
	Dislocated Workers	72.2%	60.1%
	Youth	69.3%	64.1%
Overall Status of Local Performance		Not Met – 0	Met – 7
			Exceeded – 22

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served		
Benton–Franklin ETA Assigned #53060	Adults	255	
	Dislocated Workers	306	
	Older Youth	54	
	Younger Youth	172	
	Total Exitters		
	Adults	240	
	Dislocated Workers	332	
	Older Youth	46	
	Younger Youth	97	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75.0	76.6
	Employers	69.0	66.3
Entered Employment Rate	Adults	78.5%	82.2%
	Dislocated Workers	76.5%	88.4%
	Older Youth	72.4%	66.7%
Retention Rate	Adults	82.2%	81.4%
	Dislocated Workers	91.9%	91.3%
	Older Youth	80.6%	88.5%
	Younger Youth	55.5%	65.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,983	\$3,312
	Dislocated Workers	74.4%	92.4%
	Older Youth	\$3,864	\$3,273
Credential/Diploma Rate	Adults	69.7%	74.7%
	Dislocated Workers	70.8%	78.9%
	Older Youth	48.6%	35.8%
	Younger Youth	55.0%	74.7%
Skill Attainment Rate	Younger Youth	75.0%	83.5%
Other State Indicators of Performance			
Customer Satisfaction	Adults	90.0%	85.3%
	Dislocated Workers	89.0%	87.4%
	Youth	94.0%	89.7%
Employment in Q3	Adults	75.2%	74.6%
	Dislocated Workers	79.3%	82.8%
	Youth	71.8%	74.3%
Median Annualized Earnings	Adults	\$18,184	\$16,072
	Dislocated Workers	\$29,321	\$28,355
	Youth	\$8,777	\$10,168
Credential Rate	Adults	63.5%	50.9%
	Dislocated Workers	66.6%	23.0%
	Youth	66.5%	68.3%
Overall Status of Local Performance		Not Met – 2	Met – 13 Exceeded – 14

Table O – Local Performance (Continued)

Local Area Name	Total Participants Served			
Statewide Programs* ETA Assigned #53888	Adults	N/A		
	Dislocated Workers	2,312		
	Older Youth	N/A		
	Younger Youth	N/A		
	Total Exitters			
	Adults	N/A		
	Dislocated Workers	1,851		
	Older Youth	N/A		
	Younger Youth	N/A		
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0	77.0	
	Employers	N/A	N/A	
Entered Employment Rate	Adults	N/A	N/A	
	Dislocated Workers	79.3%	87.5%	
	Older Youth	N/A	N/A	
Retention Rate	Adults	N/A	N/A	
	Dislocated Workers	91.7%	94.3%	
	Older Youth	N/A	N/A	
	Younger Youth	N/A	N/A	
Earnings Change/Earnings Replacement in Six Months	Adults	N/A	N/A	
	Dislocated Workers	71.8%	60.2%	
	Older Youth	N/A	N/A	
Credential/Diploma Rate	Adults	N/A	N/A	
	Dislocated Workers	72.3%	76.7%	
	Older Youth	N/A	N/A	
	Younger Youth	N/A	N/A	
Skill Attainment Rate	Younger Youth	N/A	N/A	
Other State Indicators of Performance				
Customer Satisfaction	Adults	N/A	N/A	
	Dislocated Workers	89.0%	92.1%	
	Youth	N/A	N/A	
Employment in Q3	Adults	N/A	N/A	
	Dislocated Workers	79.5%	86.9%	
	Youth	N/A	N/A	
Median Annualized Earnings	Adults	N/A	N/A	
	Dislocated Workers	\$32,458	\$27,435	
	Youth	N/A	N/A	
Credential Rate	Adults	N/A	N/A	
	Dislocated Workers	70.9%	83.1%	
	Youth	N/A	N/A	
Overall Status of Local Performance		Not Met – 0	Met – 2	Exceeded – 7

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