

PROGRAM YEAR 2022

# Washington state WIOA annual performance narrative report

DECEMBER 2023

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*Submitted by:*

Workforce Training and Education Coordinating Board  
Washington State Employment Security Department  
Washington's Local Workforce Development Boards

# Contents

I: WIOA in Washington state.....	1
II: Customer satisfaction and effectiveness.....	5
III: Research and evaluations .....	7
IV: Common exit.....	14
V: Data validation, reporting and integrity.....	15
VI: Waivers .....	20
VII: Rapid response activities.....	20
VIII: Statewide fund activities.....	23
Appendix 1: Statewide performance reports .....	26
Appendix 2: Evaluations, surveys and studies.....	37
Appendix 3: Washington's Local Workforce Development Boards.....	43
Olympic Workforce Development Council .....	45
Pacific Mountain Workforce Development Council.....	48
Northwest Workforce Council .....	50
Future Workforce Alliance .....	56
Workforce Development Council of Seattle-King County .....	63
WorkForce Central .....	74
Workforce Southwest Washington.....	81
North Central Workforce Development Board – SkillSource .....	86
South Central Workforce Development Council.....	91
Eastern Washington Partnership.....	96
Benton-Franklin Workforce Development Council.....	99
Spokane Workforce Council.....	102
Appendix 4: Title III – Wagner Peyser Act Program (Employment Services).....	107
Appendix 5: Veterans .....	110

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# I: WIOA in Washington state

Last year, 82,650 Washington residents received help getting a job through our state's 40 comprehensive WorkSource offices and affiliate sites. Most needed help connecting to unemployment insurance benefits and determining their next career steps. Others needed basic, individualized or training services to overcome barriers to meaningful employment. The Workforce Innovation and Opportunity Act (WIOA) is a primary funding source for Washington's workforce benefits and services. WIOA Title I-B has funded activities in Washington since July 1, 2015. This report reviews the impact of those funds in Washington in program year (PY) 2022, July 1, 2022 to June 30, 2023.

In PY 2022, Washington received \$76,779,954 in WIOA Title I-B funds from the U.S. Department of Labor (USDOL) for employment and training services designed to help employers, dislocated workers, disadvantaged adults, and low-income youth. This was an approximate 2% reduction in funding from PY 2021. Washington also received \$21,060,961 in Wagner-Peyser Act funds to provide job search assistance, career counseling, labor market information, and "universal" services to anyone legally entitled to work in the U.S. Under the Governor's guidance, the WorkSource system not only continues its support for the original 14 populations identified by WIOA as facing employment barriers but also extended its focus to include Black, Asian, Native Hawaiian, COFA nations, Pacific Islander communities, Latinos, LGBTQ communities, expectant individuals, veterans and military spouses for targeted outreach in Washington.

## Overview of Washington's system

Washington's workforce development system is a coordinated and collaborative network of services, programs, and investments dedicated to improving the skills of the state's workers to meet the demands of businesses, industries, the public sector, nonprofits, and other organizations. The system is pivotal in helping a diverse range of job candidates, particularly low-income and opportunity youth, adults, and displaced workers, overcome barriers to successful employment.

WorkSource is Washington's one-stop delivery platform. The American Job Center is one facet of the system, encompassing comprehensive, affiliate, specialized, and connection sites. Funded primarily by WIOA Title I-B and the Wagner-Peyser Act, WorkSource not only serves as a primary gateway for employers seeking skilled talent but also offers basic and individualized career services to people aiming to secure employment, transition jobs, re-enter the workforce, or learn new skills. Through WorkSource, thousands benefit from job listings, employability workshops, job search assistance, and specialized training for high-demand occupations and sectors.

At WorkSource sites throughout the state, individuals can find job openings, receive other job search assistance, and attend workshops that can improve employability. Qualified individuals can find

assistance with specific training in high-demand occupations. Employers can get help with workforce needs including recruitment, screening, employee training, layoff aversion and employee retention. WIOA Title I-B and the Wagner-Peyser Act provide primary funding for the WorkSource service delivery system. Other formula-based and competitive federal programs that constitute core and required one-stop partners include Temporary Assistance for Needy Families (TANF), Jobs for Veterans State Grant (JVSF), National Dislocated Worker Grants (NDWGs), Job Corps, YouthBuild, Trade Adjustment Assistance (TAA), Vocational Rehabilitation, Adult Basic Education, Carl Perkins Career and Technical Education, Community Services Block Grant, Supplemental Nutrition Assistance Program E&T, Housing and Urban Development E&T, unemployment insurance, Senior Community Services Employment Program, Indian and Native American Program, and the National Farmworker Jobs Program (NFJP).

## **Washington's economy and labor market**

In PY2022, Washington's economic landscape demonstrated notable resilience, underscored by nuanced employment trajectories and industry-specific dynamics. Following the pandemic recession, from July 2022 to June 2023 (PY2022), Washington underwent significant economic transitions. The state witnessed a consistent upswing in nonfarm employment with an addition of 98,900 jobs. This pushed the unemployment rate down to 3.8% in June 2023 from 4.1% in July 2022. Throughout this period, employment trends varied by industry, but overall continued job growth helped nonagricultural jobs pass the seasonally adjusted pre-pandemic peak of 3.51 million from February 2020.

By June 2023, the labor force grew to 4,067,929, marking a 9% increase from 3,994,794 in July 2022. The state's lower unemployment rate and expanded labor force indicate a positive outlook for Washington's economy.

## **State and local roles**

The Workforce Training and Education Coordinating Board (WTB) serves as the state's workforce development board and manages performance accountability for WIOA. The core business of the WTB is to coordinate state policy and state strategic planning for the workforce development system, evaluate results and facilitate demonstration projects that test innovations and ideas. The Workforce Board is the designated hub of the state's workforce development system, serving as a coordination point for government, education, and industry partnerships.

The Employment Security Department (ESD) serves as the state's WIOA Title I-B grant recipient. ESD's WIOA responsibilities include stewardship of the funds, oversight and monitoring, issuing statewide policy, management of grants and contracts and allocation of WIOA Title I-B funds to Local Workforce Development Boards (LWDBs) for the delivery of services. ESD also provides services funded by Wagner-Peyser, TAA, Jobs for Veterans State Grant, and unemployment insurance (which includes RESEA).

LWDBs are the local leaders, conveners, and strategists of local WorkSource systems through which WIOA-affiliated programs are accessed. There are 12 LWDBs in Washington, and each is locally focused and led by a mix of business, community, labor organizations, economic development agencies, and education and training providers. Board members are appointed by Chief Elected Officials (CEOs), and councils are certified by the governor. CEOs are the local area WIOA Title I grant recipients. CEOs direct LWDB staff to administer the funds and ensure the area's workforce development system effectively responds to needs of the local economy and citizens. LWDBs convene with regional partners and stakeholders to assess skill gaps, identify emerging and future employment possibilities, and collaborate with economic developers and other partners to develop and implement the region's workforce development plan. LWDBs are the system's portal into the business community and are responsible for facilitating multiple interagency projects and programs.

## WIOA Title I-B Youth Program description

**Who is served:** Youth must be between 14 and 24 years old, disconnected from K-12 education, low income, and meet other criteria described in the WIOA. Youth served receive additional assistance to complete an educational program or to secure and hold employment. To qualify as low income, one must be a TANF or SNAP recipient, experiencing homelessness, be engaged in the foster care system, or have a family income below 70% of the lower living standard income level.

**Participation:** 2,776 young people were served by the WIOA Youth Program between July 1, 2022 and June 30, 2023.

**Program description:** The program prepares youth for success in school and work. Eligible youth may receive counseling, tutoring, job training, mentoring, work experience, leadership development, and supportive services. Other service options include summer employment, study skills training and instruction in obtaining a GED or equivalent.

## WIOA Title I-B Adult Program description

**Who is served:** Specific eligibility guidelines are described in the WIOA and include factors such as income, veteran status, and membership in other priority populations. Basic services are available to all adults with minimal eligibility requirements. Basic, individualized or training services are authorized for unemployed individuals unable to find jobs. In some cases, these services are available to employed workers who need more help to reach self-sufficiency.

**Participation:** 14,094 participants received career services, and 2,090 participants received training services from the WIOA Adult Program between July 1, 2022 and June 30, 2023.

**Program description:** The program prepares individuals 18 years and older for participation in the labor force. Services are coordinated through the state's one-stop system, WorkSource. Basic services include

skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized and training services include more intensive assessments, work experiences and occupational skills training. Priority is given to veterans and eligible spouses over non-covered persons, followed by low-income individuals, recipients of public assistance, and those who are basic skills deficient.

## WIOA Title I-B Dislocated Worker Program description

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

**Participation:** 6,349 participants received career services and 1,757 received training services through the WIOA Dislocated Worker Program between July 1, 2022, and June 30, 2023.

**Program description:** The program customizes employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs and fosters labor, management, and community partnerships with government to address worker dislocation. Dislocated workers are also eligible for basic services including skill assessment, labor market information, training program consumer reports and job search and placement assistance. Individualized services include intensive assessments, customized participant plans tailored to individual needs, occupational skills trainings, and work-based learning opportunities such as paid internships and on-the-job training.

## Annual report coordination with Titles II and IV

As requested by DOL and directed in guidance via TEGL 5-18, WTB staff engaged with the director of Title II programs in Washington (administered by the State Board for Community and Technical Colleges) and the directors of the two Title IV programs in Washington, the Division of Vocational Rehabilitation in the Department of Social and Human Services and the Department of Services for the Blind. A draft of the narrative was presented for their review and feedback. While their input for this year's annual report was limited, they acknowledged their advisory role in this process and had no objections to the content.

## WIOA Title III Wagner-Peyser Program description

**Who is served:** Specific eligibility guidelines are described in the WIOA. Career services are available to anyone legally entitled to work in the United States no matter age, income, or employment status. Through Title III, basic and individualized career services are offered. Veterans and their eligible spouses have priority to receive such services.

**Participation:** 82,650 participants were served under Wagner-Peyser with 81,118 having received career services between July 1, 2022 and June 30, 2023. Furthermore, 4,343 Wagner-Peyser participants received training services funded by other programs.

**Program description:** The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices, known as the Employment Service. The Employment Service seeks to improve the functioning of the nation's labor markets by bringing together job seekers and employers. The Wagner-Peyser Act was amended in 1998 to make the Employment Service part of the one-stop delivery system under the Workforce Investment Act. In 2014, the Wagner-Peyser Act was amended again under Title III of the WIOA. The Employment Service under the WIOA builds upon the previous workforce reforms, requires colocation of the Employment Service offices into the nearly 2,400 American Job Centers nationwide, and aligns performance accountability indicators with other federal workforce programs. Basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized services include career and vocational counseling. Business services include labor exchange, posting of job orders, job fairs, and applicant screening.

## II: Customer satisfaction and effectiveness

The WTB is statutorily ([RCW 28C.18](#)) tasked to use surveys to assess employer workforce needs and participant satisfaction with workforce programs. The WTB also conducts periodic surveys to assess hiring practices and incumbent worker training. As WIOA Title I-B is included in these evaluations, all of them are partially funded by the WIOA state set-aside. They are used to assess customer sentiment, which is then used to continuously improve our one-stop certification process. The 2023 employer needs and practices satisfaction survey is the most recently completed satisfaction survey.

### Employer needs and satisfaction survey

The WTB periodically administers the employer survey to Washington employers. The survey asks employers who have hired WIOA Adult, Dislocated Worker, and Youth participants about their hiring needs and satisfaction with people who have completed training through a WIOA program.

The WTB contracted with the Social and Economic Sciences Research Center (SESRC) at Washington State University (WSU) to manage survey administration. The survey is conducted by phone, mail, and email over the course of two months. The survey contract with SESRC started in April 2023, data collection began in June 2023, and data and reports were delivered in August 2023.

The survey includes multiple choice, Likert scale, and open-ended questions. The employer survey asks about hiring of entry-, mid-, and senior-level employees; use of state workforce systems; and satisfaction with WIOA Adult, Dislocated Worker, and Youth participants. WTB staff intend to administer the next employer survey in 2025.

## **The Workforce Training Participant Survey**

The WTB periodically administers the participant survey to individuals who have been involved in certain workforce training programs in Washington. WIOA Adult, Dislocated Worker, and Youth participants are randomly chosen from the Participant Individual Record Layout (PIRL). Respondents include participants who exited training during the four quarters of the program year in question (July 2019 through June 2020 for the current survey). Samples were unduplicated to ensure individuals are not contacted for multiple iterations of the survey.

The WTB contracted with SESRC at WSU to manage survey administration. The survey is developed using the Total Design Method. It is available in Spanish and English and is conducted by phone, mail, and email over the course of two to three months. The survey contract with SESRC started in August 2022, data collection began in September 2022, analysis began in June 2023, and results were delivered in August 2023.

The largely quantitative questionnaire was vetted by Washington's 12 local WDAs, ESD, various educational service districts, and WTB research and policy staff. The survey includes multiple choice, Likert scale, and open-ended questions.

The Participant Survey asks individuals about reasons for enrolling in WIOA programs; training received and satisfaction with that training; usefulness of skills learned; and pre- and post-training employment.

WTB staff have contracted with SESRC to administer the Participant Survey in 2023, for participants who exited from WIOA training during the 2021 to 2022 program year. Data collection started September 2023 with delivery expected March 2024.

## **Effectiveness in serving employers**



WIOA implemented a pilot performance measure to determine the effectiveness of serving employers. States select two of three USDOL pilot measures and can include additional state-defined employer measures.

For the pilot period, Washington chose to report on repeat business customers (repeated use of core programs) and employer penetration rate (percent of employers that use core program services out of all employers represented in an area or state served by the system).

In late 2022 USDOL proposed that post-pilot, the Retention with the Same Employer measure would be the required metric for effectiveness in serving employers. Washington will continue reporting on the penetration rate for this year, but thereafter report out on the retention metric.

### III: Research and evaluations

The legislation that established the WTB also created a comprehensive research program. This program measures workforce investment activities. All evaluations are, in part, paid for by the state set-aside. Other fund sources are the state general fund and Perkins where applicable.

Performance measures focus on results for WorkSource customers who are registered for basic, individualized or training (only Title I-B) services funded under Title I-B and Title III. Separate Title I-B programs are operated for disadvantaged adults, dislocated workers and disadvantaged youth. Each program has its own measures for employment, education, and training progress.

Federal and state performance measures have precise definitions. Employment and earnings measures are based on wage records collected by state unemployment insurance systems for employer payroll taxes. Washington's federal and state measures use unemployment insurance wage records from ESD. In addition, Washington participates in the state wage record interchange system (SWIS), which provides unemployment insurance wage records from 52 other states and the District of Columbia.

Some performance measures use information about enrollment in education or training following program exit. This information is gathered by matching enrollment data from state colleges, private career schools, apprenticeship programs, and programs seeking eligibility as WIOA training providers.

#### **Net impact study**

The net impact and cost-benefit evaluation of Washington state's workforce development system is conducted every four years by the WTB, as per its statute. The study uses a control group approach to evaluate workforce training participants' outcomes. Prior studies were contracted out to third parties at considerable expense, but the most recent one was done in-house and completed in 2021.

The findings of this study inform – in direct quantitative terms – the attributable economic impact of various workforce development programs. More frequent and consistent evaluation of these programs will help economic recovery and future workforce development planning efforts.

All programs evaluated in this study have a positive earnings and employment impact directly attributed to program participation for individuals on average within three years of program exit. Other influencing factors, such as race, education, employment history, and prior earnings, are held constant. The remaining net impact is due to program participation itself. Using the net impact findings, it is then possible to use average program costs per person and calculate a program's cost-benefit.

Most programs achieve a measurable positive taxpayer return on investment (ROI), with programs breaking even within that same three-year observation period. However, there are several important considerations. For example, many of a program's benefits are unobserved or intangible. Increased personal satisfaction, social justice, civic engagement, crime reduction, public health, and economic multiplier effects are linked to public investments in education and training. Public costs, such as the consumption of welfare benefits, may also be reduced following program participation, which is not accounted for in this study, with the exception of unemployment insurance and Social Security Disability Insurance and Supplemental Security Income for vocational rehabilitation program participants. For more detail see: [https://www.wtb.wa.gov/wp-content/uploads/2021/05/Net-Impact-Study\\_FINAL.pdf](https://www.wtb.wa.gov/wp-content/uploads/2021/05/Net-Impact-Study_FINAL.pdf)

## **Workforce System Matrix**

Some of the work of the net impact study feeds into WTB's Workforce System Matrix. For example, the program ROI is updated and used in this product. The most recent version of this is located at [https://wtb.wa.gov/wp-content/uploads/2023/03/Matrix\\_2023\\_Publisher\\_FINAL.pdf](https://wtb.wa.gov/wp-content/uploads/2023/03/Matrix_2023_Publisher_FINAL.pdf).

## **Workforce training results**

Workforce Training Results (WTR) is an annual evaluation of Washington state's workforce development system, annually studying outcomes of participants from 12 workforce development programs, using a standard set of performance measures. The evaluation uses a data comparison approach to answer this question: Are training programs providing participants with opportunities and positive outcomes? The report describes the demographics and employment outcomes of each population and participant. The evaluation includes representative programs from all four WIOA Titles. The Workforce Training Results report also includes measures such as hourly wage and hours worked. Most recent, as well as older results for exiting cohorts, can be found at <https://www.wtb.wa.gov/research-resources/workforce-training-results/>

We produced Workforce Training Results reports for the following programs:

- Programs for adults including community and technical college, job preparatory training, private career schools, apprenticeship, and a state-funded worker retraining program at community and technical colleges and WIOA dislocated worker services.
- Programs serving adults with barriers to employment including adult basic education, WIOA adult services, Division of Vocational Rehabilitation, Department of Services for the Blind and Temporary Assistance for Needy Families (TANF) WorkFirst.
- Programs serving youth, including secondary career and technical education and WIOA youth services.

Figure 1: Participants and expenditures in PY 2022

Washington state. Source Workforce Education Training and Coordinating Board

Target population	PY 2022 participants	PY 2022 Expenditures	Cost per participant
Adults	14,117	\$18,380,096	\$1,302
Dislocated workers	6,469	\$16,431,124	\$2,540
Youth	2,825	\$17,924,267	\$6,345
Wagner-Peyser	82,650	\$14,975,815	\$181
<b>Total</b>	<b>106,061</b>	<b>\$67,711,302</b>	<b>\$638</b>

## ESD program evaluation

ESD's program evaluation team within the Data Architecture, Transformation, and Analytics division (DATA) division has completed, or is conducting several program evaluations and research projects. These programs overlap with the WIOA because WIOA program participants tend to frequently benefit from these program services. The evaluations are described in detail below.

### Re-Employment Services and Eligibility Assessment (RESEA) evaluation

The USDOL requires states that receive RESEA funds to spend 25% of these funds on program components that reduce claim duration and improve employment outcomes, starting in 2023. The percentage increases over time. In 2027 and thereafter, at least 50% of funds must be allocated to effective, evidence-based programs. Evidence of effectiveness can be provided by an evaluation that receives a high or moderate rating from USDOL. RESEA objectives include improving claimants' employment outcomes, reducing the average duration of benefit receipt, reducing improper unemployment insurance (UI) payments, promoting alignment with the broader vision of WIOA, and giving people receiving unemployment compensation a gateway into other workforce system partner

programs. RESEA evaluations are required by the Social Security Act 306(c) and [UIPL 1-20](#), [UIPL 10-22](#), and [TEGL 5-21](#) provide guidance to states about the program and mandated evaluations.

ESD's evaluation team manages and conducts the RESEA program evaluations. The evaluation team conducts a randomized controlled trial (RCT) to investigate how RESEA affects claimants' earnings, employment, and claim duration. RESEA participants are assigned to the program based on a random score. Data for this study come from ESD administrative databases that capture information on claimant demographics, employment, and earnings, their participation in the RESEA program, and their claims data. These data are supplemented with information on the queue for the RESEA program and the treatment group assignment from the self-scheduling system. This study will demonstrate whether RESEA services, as currently provided, are effective in improving UI claimant outcomes or if some improvements in the current program structure are needed.

The RCT is in progress. It began in December 2021. The first part of the analysis will assess RESEA services delivered in 2022 which were primarily via phone. The final report for this phase is expected in 2024. The second analysis extends to 2023 and 2024. In 2023, RESEA service delivery changed to mainly in-person and virtual meetings. The final report for this phase is expected in 2025.

The [pre-analysis plan](#) outlined the planned empirical approach to the RCT. The evaluation team has been working with ESD's Employment Connections (EC), Employment System Policy and Integrity (ESPI), and Information Technology Services Division (ITSD) to implement the RCT. Evaluation staff have sought consultation on the project with Abt Associates, a consulting firm hired by USDOL as a RESEA evaluation technical assistant. No USDOL or Department of Education (ED) evaluation contractors assisted with the evaluation.

The evaluation team is planning additional research, including quasi-experimental methods to study the effects of transitioning the RESEA services from mostly phone appointments to mostly in-person and virtual appointments. The team also plans to extend the RCT to look at secondary outcomes associated with RESEA, such as impact on program integrity and use of other WorkSource services.

The project is funded through the federal RESEA grant. The amounts spent during state fiscal years (SFY) 2020-2022 are included in the previous WIOA Annual Performance Reports. In SFY 2023, the staff of the DATA division spent \$400,798 on the RESEA evaluation. No other funds or sources, including Washington state funds, are used to fund this project. The total expected cost of the evaluation can be up to 10 percent of the annual RESEA funding received by the state.

The RESEA program aims to continuously improve its program delivery and assist its participants by implementing different program innovations. The evaluation results can be used to guide the state of Washington in its efforts to make program improvements in the future.

## Agricultural and seasonal workforce services customer experience study

The Agricultural and Seasonal Workforce Services (ASWS) Advisory Committee was appointed by the ESD commissioner per [RCW 50.75.040](#). The bill directs the ASWS Advisory Committee to complete a report and recommendations in even years suggesting how to improve the effectiveness of ESD's domestic recruitment process as part of the H-2A application. In the [2020 ASWS report](#), the advisory committee provided several recommendations on how ESD could improve its recruitment process to provide a faster and more effective connection between domestic farmworkers and employers.

One recommendation was to conduct a customer experience study to better understand the experience of farmworkers and employers in the ESD application and referral process. The ESD evaluation team in the DATA division has been working closely with the ESPI division, particularly the ASWS unit, to execute the study. The ASWS Advisory Committee provides input and feedback throughout the process. No USDOL or ED evaluation contractors have assisted with the evaluation.

Following a competitive solicitation process in 2022, human-centered design research firm Anthro-Tech was selected to conduct the customer experience study. The study is in progress. It consists of two inter-related phases. The first phase is complete. It examined the experience of apple, berry, cherry, grape, and pear farmworkers and growers with Washington's agricultural recruitment system, and identified key areas to improve the recruitment system for U.S. workers. Anthro-Tech conducted interviews and focus groups with the agricultural employers and farmworkers. They documented several findings. First, they described how community culture influences farmwork culture. For example, farmworkers' work-life community culture is closely related, and employers may trust known worker recommendations more than ESD referrals. Second, they documented mismatches in hiring communication channels. For example, farmworkers are exposed to communication channels that do not suit their needs and language barriers between workers and employers create communication issues. Third, the research highlighted problematic perceptions of worker reliability. Lastly, the work highlighted how government complexity may influence the recruitment and hiring processes. Anthro-Tech made recommendations based on these findings.

The second phase addresses the same broad research question. It builds on the first phase of the study and aims to address sampling gaps (for example, recruitment of study participants), explore new topics, and understand the potential impact of recommended policy improvements. ESD continues to work with Anthro-Tech on this part of the project. The second phase of the study is in progress. It is conducted from July 2023 through July 2024. The final report from the second phase is expected to contain a list of concrete, actionable recommendations that ESD could use to improve its agricultural recruitment system, thereby improving the recruitment and hiring experiences and outcomes of agricultural employers and workers.

The first phase of the study was funded through the Washington state funds. The second phase is funded through the federal grant via the funding from Washington State Department of Agriculture. The

amounts spent during state fiscal year (SFY) 2020-2022 are included in the previous WIOA Annual Performance Reports. In SFY 2023, the staff of the DATA division spent \$304,150, which includes the cost of the contract, on this project. No other funds or sources are used to fund this project at this time. The expected cost of the contract for the second phase is \$250,000.

## **Opioid disaster relief dislocated worker grant evaluation**

The Pacific Mountain Workforce Development Council (PacMtn) was served by an Opioid Disaster PY 2018 National Dislocated Worker Grant funded program in May 2019. The opioid program helps people adversely affected by the opioid crisis by improving their employment and health outcomes. It offers an augmented version of the services provided under the WIOA Dislocated Worker Grant (WIOA DWG). The DWG offers reemployment services to people affected by adverse economic events, including plant closures and mass layoffs. In addition to reemployment services, the opioid program offers temporary employment opportunities, and may finance training for people transitioning into health care careers related to the opioid epidemic.

The evaluation assesses the efficacy of these services and whether they are associated with higher earnings and decreased use of UI benefits. Guidelines for the opioid program evaluation are provided in [TEGL 04-18](#) and [TEGL 16-21](#). The program evaluation team is responsible for conducting the evaluation. PacMtn has been involved in planning and developing the evaluation. The initial [evaluation report](#) was published in January 2022. It finds that the augmented services offered through the opioid program improve career outcomes for recipients more than if they had received WIOA dislocated worker grant services.

The evaluation team is conducting the second stage of evaluation in partnership with PacMtn. No USDOL or ED evaluation contractors have been assisting with the evaluation. The evaluation will be completed in fall 2023. This evaluation assesses whether opioid grant training funds and service funds are associated with better intermediate outcomes, such as service completion. The research compares program participation and outcomes for dislocated workers served by the opioid program from the third quarter of 2022 to the second quarter of 2023 to the outcomes of dislocated workers served by the opioid program from the third quarter of 2019 to the second quarter of 2021. The comparison is conducted using administrative data from ESD's Efforts to Outcomes (ETO) case management system and administrative data on claimants' employment and earnings.

The initial evaluation demonstrates that augmented services, especially when targeted to populations in need, can positively affect recipients. The second stage of evaluation is expected to support this conclusion and provide additional evidence about the program and its outcomes. This research will inform how the state provides comprehensive services to people affected by the opioid crisis.

No Washington state funds are used to fund this project. The project is funded through the National Dislocated Worker Grant (NDWG) under WIOA. The amounts spent during state fiscal year (SFY) 2020-2022 are included in the previous WIOA Annual Performance Reports. The amount spent by the DATA division staff included \$18,868 in SFY 2023.

## **Impact evaluation of increasing the minimum weekly benefit amount**

In 2021, [Engrossed Substitute Senate Bill \(ESSB\) 5061](#) amended the existing RCW to increase the minimum weekly benefit amount (MWBA) from 15% of the average weekly wage to 20% of the average weekly wage for UI claims filed July 1, 2021 or after. This effectively increased the MWBA from \$201 per week to \$295 per week. Without the policy change, the MWBA would have been \$221 per week. Following the policy change, [RCW 50.12.355](#) requires ESD to produce a report analyzing the impact of the MWBA increase. The report is produced annually between 2021 and 2025.

The ESD evaluation team is responsible for conducting the evaluation. To conduct the study, the evaluation team works with ESD's ESPI, Unemployment Insurance Customer Support (UICS), and Government Relations divisions. The UI Advisory Committee provides input and feedback throughout the process. No USDOL or ED evaluation contractors have assisted with this work.

This work is in progress. The evaluation examines the effects of an increase in the MWBA on employment and earnings outcomes. The latest [legislative report produced in 2022](#) uses the administrative data from ESD that include information on UI claims, and claimants' employment and earnings. The evaluation team uses a regression model that controls for the factors that determine an individual's weekly benefit amount. The 2022 report shows that, because of the MWBA increase to \$295 per week in July 2021, UI claimants who received the increased MWBA between July 4 and Aug. 8, 2021, on average, earned more and were more likely to be re-employed in the quarter after a claim, claimed UI benefits for fewer weeks, and ended up claiming less in UI benefits. The report in 2023 aims to improve the analysis by including more claimants, improving the modeling approach, and expanding the outcome variables. This analysis will inform the design of the UI program and ESD's ability to provide temporary support to unemployed customers.

This work is funded through UI funds. In SFY 2023, the DATA division staff spent \$199,829 on this evaluation project.

## **Documenting and measuring inequities in unemployment insurance**

Washington's UI program aims to provide temporary income to all qualifying individuals who lose jobs through no fault of their own, and to do so equitably. However, not everyone who qualifies for the UI program applies for, or is approved for, benefits. The provision of UI benefits may also not be equitable. Following the guidelines outlined in [UIPL 23-21](#), the ESD evaluation team examines the issues of equity



and access in the UI program. This project will build the capacity to prepare, organize, and analyze data related to equity within the UI program as well as consider possible changes that may improve equity in the provision of UI. The research project is underway and is expected to be completed in 2024. The study has two parts. The first part measures, documents, and describes inequities in the provision of UI. The research team leverages the administrative data on claims and appeals and uses descriptive methods to examine how different demographic and socio-economic groups interact with the UI program. The study also uses qualitative data from interviews with ESD staff to describe the challenges in the UI program. The second part of the study examines the impacts of the UI services on the key UI program outcomes. The empirical approach is in the planning phase. It will employ an RCT or quasi-experimental analysis. Findings from this research will help ESD improve the quality of the services it provides to the UI claimants and ensure services are delivered in an equitable way.

The ESD program evaluation team is primarily responsible for this research. To conduct the study, research team staff have been working with the ESD's Equal Opportunity Office (EOO), Office of Equity, Diversity and Inclusion, Product, Planning and Performing (PPP), ESPI, UICS, Communications Office, EC, and ITSD. No USDOL or ED evaluation contractors have assisted with this work.

No Washington state funds are used to fund this project. The project is funded through the federal USDOL UI Equity Grant Funding. In SFY 2023, the DATA division staff spent \$283,918 on this project. The total project funding is \$806,231.

## **Economic Security for All (EcSA) evaluation summary**

Economic Security for All (EcSA) is a poverty reduction and equity program that aims to help participants reach economic self-sufficiency with a particular focus on serving people of color and rural communities. It was launched in four pilot areas in 2019 then expanded to seven more regions in 2021. Social Policy Research Associates is contracted for an ongoing implementation evaluation of EcSA. An initial evaluation report was submitted in August 2020, a midpoint evaluation was produced in May 2022, and a final evaluation report is planned for January 2024.

## **IV: Common exit**

Washington's common exit policy is found in Section 1.5 of the [Data Integrity and Performance Policy Handbook](#) affiliated with [WorkSource System Policy 1020, Revision 1](#). The common exit policy applies to the following ETA-funded program:

- WIOA Title I-B youth
- WIOA Title I-B adult
- National Dislocated Worker Grants
- Trade Adjustment Assistance



- WIOA Title I-B dislocated workers
- WIOA Title III (Wagner-Peyser Act)
- Jobs for Veterans State Grant

Section 1.5.1 of the handbook notes that our state MIS calculates the “Exit Date” automatically, after the system determines that participants have not received any participation-level service for 90 consecutive calendar days and are not scheduled to receive future services. In accordance with the requirements of TEGL 14-18, the exit date is applied retroactively, after a 90 consecutive calendar-day period without participation-level services, back to the last day on which individuals received participation-level services provided by any program included in WorkSource System Policy 1020, Revision 1. Individuals who are participating in more than one program will have a single common exit date based on the last completed participation-level service. This ensures that the exit date is the same as the last date of service for all programs in the participation period.

## V: Data validation, reporting and integrity

The ESD Workforce Monitoring unit is the agency’s principal WIOA Title I-B, Wagner-Peyser, Trade Adjustment Assistance (TAA), and Reemployment Services and Eligibility Assessment (RESEA) program monitor. The unit performs annual onsite monitoring of each local workforce development board (LWDB) and other direct sub-recipients for WIOA. The unit conducted quarterly monitoring of TAA and performs ongoing monitoring of Wagner-Peyser. The unit incorporated data element validation (DEV) into the annual PY 2022 WIOA Title I-B monitoring visits, TAA quarterly monitoring visits, and ongoing Wagner-Peyser and RESEA reviews. Data validation activities for WIOA Title I-B, Wagner-Peyser, and TAA were based on guidance in Washington state’s data element validation policy, ESD WorkSource System Policy 1003, Revision 5, which was based on guidance in TEGL 23-19, Change 2. Below are the procedures for each of the programs.

### WIOA Title I-B programs and Dislocated Worker Grants

A participant record table assigns a random number to each record in the “rnum” field four weeks before each LWDB monitoring entrance. The table includes the Participant Individual Record Layout (PIRL) data values to be validated against source documentation.

The participant record table is filtered by Report Name to only display participant records that include ITSS services. The table is then filtered by Enrollment Start Date to include new enrollments since the last monitoring review up to the last day of the last quarter. This ensures all records have data values on the current PIRL to validate. Using the rnum field to create a random sort of the filtered results, the first respective number of unduplicated participant records is selected to reach the desired sample size as detailed below.

**Sample size and methodology:** For each of the 12 LWDB monitoring reviews ([PY 2022 Monitoring Schedule](#)):

- Each core Title I-B program has 10 records selected, with a minimum of seven reviewed depending on resources.
- Each DWG program, as identified in scope on the LWDB monitoring entrance letter, has five records selected with a minimum of three reviewed depending on resources. (Note: all DWG records will be recorded on one DWG worksheet.)
- If less than 10 or five records, respectively, appear in the table, all will be sampled.

The sample size methodology is based on a fixed number of participant records with all required data elements being reviewed per the resources available. The sample includes a mix of active and exited participant records. Monitoring validates all elements identified in each program's DEV Worksheet.

**Timelines and documentation of error resolution:** Once the review is complete, the LWDB receives the Program Daily Observation Report (DOR), which includes a DEV tab listing failed items. They are required to resolve the items and communicate when resolved or, if they can't, why they can't. It will also list any elements that exceed the 20% programmatic pass/fail ratio that requires a corrective action plan from the LWDB.

DEV worksheets identify passes and failures for each record by element. A comment is added to each cell in the worksheet with a failure value, identifying the cause of the failure. LWDB failures are color coded light orange, and MIS system issues are coded bright yellow. LWDB failures are copied into the Program DOR.

The Pass/Fail column in the DEV worksheet indicates whether each data element passed or failed based on exceeding the 20% programmatic pass/fail ratio as prescribed in ESD Policy 1003, Revision 5. If any element fails, it will be coded light orange for LWDB level failures and bright yellow for MIS system issue failures. LWDBs and ESD are required to develop and submit a corrective action plan for element failures assigned to them.

The LWDB and ESD teams have 30 business days from the day they receive either the Program DOR or the DEV worksheets to resolve errors, document resolution and outcome, or reason for failure to resolve in the respective program worksheets and send the completed worksheets back to the Monitoring unit. Responses are used to document and communicate the resolution, or reason for failure to resolve, or the corrective action plan.

## **Wagner-Peyser**

A participant record table assigns a random number to each record in the rnum field four weeks prior to each WorkSource office monitoring entrance. The table includes the PIRL data values to be validated against source documentation.

**Sample size and methodology:** For monitoring visits to Workforce Development Offices ([PY 2022 Wagner-Peyser monitoring schedule](#)), the sample is pulled from the Workforce Development Area records. A sample of at least five records from the offices being monitored is selected. If there are less than five records, then all records are selected, including at least two migrant seasonal farm worker records if available.

The sample size methodology is based on a fixed number of participant records. The required data elements selected for review are identified on each PY 2022 Program Participant File Checklist, being reviewed per the resources available. The sample includes a mix of active and exited participant records. Monitoring validates all elements identified in each program's DEV Worksheet.

**Timelines and documentation of error resolution:** The Monitoring unit identifies passes and failures at the Office, Employment Connections (EC) Program Operations, Data Architecture, Transformation, and Analytics division (DATA), and Information Technology Services Division (ITSD) level. The Monitoring unit summarizes the results on a DEV Action Item Worksheet.

After each monitoring, the WorkSource Office receives the DEV Action Items worksheet showing items that failed. The office has 30 business days to resolve errors, document resolution and outcome, or reason for failure to resolve an item. The office uses the correction section of the DEV Action Items worksheet to communicate the resolution or reason for failure to resolve an individual participant item.

Quarterly DEV results are provided to Wagner-Peyser EC Program Operations and ITSD/DATA division on a DEV Action Items Worksheet. If any element fails across the quarter, the owner of the failure develops and submits a corrective action plan for element failures that exceed the 20% programmatic pass/fail. Existing corrective action plans for element failures will require a progress update rather than a new plan. Wagner-Peyser EC Program Operations and/or ITSD/DATA division send any required corrective action plans or progress updates to the Monitoring unit within 30 business days of receiving the DEV Action Items Worksheet.

## **Trade Adjustment Assistance (TAA)**

DATA division staff provide the Monitoring unit with a participant record table that assigns a random number to each record in the rnum field four weeks prior to each WorkSource office monitoring entrance. The table includes the PIRL data values to be validated against source documentation.

The table is filtered by Enrollment Start Date to include all new enrollments since the last monitoring review up to the last day of the last quarter. This ensures all records have data values on the current

PIRL to validate. Using the rnum field to create a random sort of filtered results, the first five unduplicated participant records are selected, or the number of records needed to reach the desired sample size detailed below.

**Sample size and methodology:** Annually, a sample of 80 records are selected and reviewed. The sample records are distributed across four quarterly samples within a calendar year. The sample records cover at least five regions each year ([PY 2022 TAA monitoring schedule](#)). Sample records total 20 records reviewed for each quarter and cover at least two trade certifications.

For each WorkSource office, the Monitoring unit reviews a total of at least five records randomly selected. If less than five records appear in the table, all available records are sampled. (Note: records are recorded on one Trade Act Program DEV worksheet for each WorkSource office to resolve any record failures.) If less than 20 records appear in the table across the quarter, then all available records are sampled.

The sample size methodology is based on a fixed number of participant records with all required data elements being reviewed per the resources available. The sample includes a mix of active and exited participant records. Monitoring validates all elements identified in each program's DEV Worksheet.

**Timelines and documentation of error resolution:** Once the review is complete, WorkSource offices and Program Operators receive copies of the DEV worksheets showing items that failed and required a response that identifies their efforts to resolve any failed items.

The DEV worksheets identify passes and failures for each record by element and the cause of the failure. WorkSource office failures are color coded light orange, TAA Program Operations failures are color coded lavender, TRA Program Operations failures are color coded blue, and the ITSD Division and DI Team for MIS system issues are color coded bright yellow.

The local WorkSource office has 30 business days from the day they receive their DEV worksheet to resolve errors, document resolution and outcome, or reason for failure to resolve an item in their respective worksheets.

The Pass/Fail column in the DEV worksheet indicates whether each data element passed or failed based on exceeding the 20% programmatic pass/fail ratio. If any element failed across the quarter, the owner of the failure is required to develop and submit a corrective action plan for those element failures that exceed the 20% pass/fail ratio.

## **Title I-B, Dislocated Worker Grants, Wagner-Peyser and TAA**

In the second quarter of the program year, ESD's DI Team pulled a sample of participants and exiters for validation of elements 1600-1607, 1614-1618, and 1700-1706. Elements 1610, 1612, and 1613 are not being populated.

#### **Sample size and methodology for the 12 LWDB monitoring areas:**

- For core Title I-B programs 15 records will be selected, with a minimum of seven reviewed depending on resources.
- For Title III program (Wagner-Peyser) 10 records will be selected, with a minimum of five reviewed depending on resources.
- For TAA program, as applicable, 10 records will be selected, with a minimum of five reviewed depending on resources.
- For DWG program, as applicable, five records will be selected, with a minimum of three reviewed depending on resources.
- If the sample size is less than the sample mentioned above, all will be sampled.

The sample size methodology is based on a fixed number of records with all required data elements being reviewed per the resources available. The sample includes a mix of active and exited participant records.

On an annual basis, following completion of the monitoring reviews, the Monitoring unit reviews the results of the full sample for each program to identify what elements exceed the error rate. The elements identified are included as technical assistance in our annual DEV training, except for MIS system failures. The MIS systems failures are addressed in the WIT replacement process.

At the conclusion of the PY 2022 data element validation, ESD assessed the effectiveness of the data validation process and updated procedures for PY 2022 to address any gaps, inconsistencies, and inefficiencies. ESD provided data element validation training during annual monitoring tool review sessions in September 2023. ESD's approach for the regular review of the quality of reported program data is addressed during annual, quarterly, and ongoing monitoring visits. Data validation results are saved for five years. Source data for wages is destroyed immediately after use.

### **Data quality control and integrity**

Each quarter, ESD uses a combination of standardized SQL queries and repeated test submissions to the workforce integrated performance system (WIPS) edit check system to identify data requiring correction prior to submitting the quarterly PIRL. Once records are identified for correction, records are sent to area contacts who work with staff to ensure adequate training to correct existing errors and prevent future errors. If widespread data entry problems are identified, the configuration is reviewed to determine if additional safeguards can be added to the system configuration and additional training

materials are developed and delivered to the field. Where data is associated with critical areas of performance (e.g., measurable skill gains), ESD creates specialized reports addressing data gaps, errors, needed corrections, and opportunities to improve business processes. Due to State Wage Interchange System (SWIS) agreement requirements, the Data Integrity team validated the wage data elements for records identified by the Monitoring unit for review. The wage data elements are validated quarterly.

## VI: Waivers

Washington is not in receipt of any WIOA waivers.

## VII: Rapid response activities

The purpose of the statewide Rapid Response Team (SRRT) is to strengthen relationships and collaborate across the state to provide effective, locally driven Rapid Response services and strategic guidance to the 12 local LWDBs. SRRT is composed of three entities.

1. The WIOA required Rapid Response unit at ESD made up of the Rapid Response Manager, Trade Adjustment Assistance Operator, Unemployment Insurance liaison, and Dislocated Worker Program Manager.
2. The Washington State Labor Council (WSLC), a statewide labor consortium that participates in Rapid Response events, assists with Trade application research, collaborates with the unions for represented worker groups in layoffs and closures, and provides RR services to all impacted workers irrespective of whether they are union represented.
3. Washington Workforce Association (WWA), a membership organization of the Local Workforce Development Boards that collaborates on statewide strategy and direction.

### **Rapid Response and layoff aversion activities**

- Facilitated quarterly community of practice events to share best practices and resources, strategize how best to serve business and job seeker customers, and strengthen services across the state.
- The RR system came together to update the standard RR presentation that can be customized to local areas and used for in-person and virtual RR sessions.
- RR/Business Services teams worked with businesses on recruitment and retention and layoff aversion including offering incumbent worker training (IWT), on-the-job training (OJT) candidates,

and promoting SharedWork to businesses who will need to lay off staff temporarily due to business changes.

- Trained and upskilled additional unemployment insurance staff to present at RR events.
- RR teams in Seattle-King County, Pierce County, and Snohomish County workforce development areas present monthly public virtual sessions called Life After Layoff to increase access to RR for laid off workers. The events are promoted through the UI recent applicant lists, social media, local news media, WorkSource, and to affected workers through their employer.

## Strategies for linking RR recipients to American Job Centers:

- During RR Events we provide information packets and contact information for the RR coordinator for follow-up. WorkSource partners attend to create familiarity, so when customers come into the WorkSource office for services, they see a familiar face. We follow up with impacted workers using RR surveys.
- Larger WDAs use online referral portals to direct impacted workers to program staff.
- Life After Layoff event attendees are provided presentation materials and referrals to WorkSource, WIOA, and Worker Retraining as needed.
- RR coordinators collaborate with ESD staff to reach recent unemployment insurance applicants.

## Business engagement, sector strategy and career pathways

The RR program is integrated into the overall Business Services program and menu of business services in the 12 local areas. Following a layoff in a certain industry or sector, RR coordinators and Business Services teams host targeted job fairs with local businesses in the same industry or sector for workers interested in staying in the same industry. The program also focuses on transferable skills that benefit businesses and workers by matching them to available jobs in local sectors.

## National Dislocated Worker Grant activities

ESD, in partnership with three LWDBs, applied for and received several federal grant funds from the USDOL to help Washingtonians affected by the opioid crisis:

Figure 2: Opioid Crisis Disaster Relief Grant Funds,

Washington state, Employment Security Department

Grant	Grant recipient	Grant period	Grant amount	Grant status
Opioid Crisis Disaster Relief NHE NDWG	Workforce Southwest Washington LWDB	7/01/2020 to 6/30/2023	\$863,500	Expended Thru 6/30/23 \$839,775



Opioid Crisis Disaster Relief NHE NDWG	Pacific Mountain LWDB	11/01/2021 to 10/31/2023	\$800,000 first increment of \$1,785,474	Expended Thru 6/30/23 \$860,282
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## Opioid Crisis Disaster Relief NHE NDWGs (TEGL 4-18)

These projects provide employment services to eligible people impacted by health and economic effects of opioid use disorder. LWDBs expanded their regional partnership between ESD, local governments, nonprofit organizations, regional health networks, and higher education to provide individualized career, training, and support services. Individuals were also placed into disaster relief employment and transitional jobs to serve as peer recovery navigators for other participants.

- Opioid Crisis Disaster Relief NHE NDWG/Workforce Southwest WA LWDB/\$863,500: At conclusion, Workforce Southwest WA achieved 350% of contract enrollments (315 of 90) and employed more participants at exit than anticipated with 350% of goal (158 of 45).
- Opioid Crisis Disaster Relief NHE NDWG/Pacific Mountain LWDB/\$1,785,474: With one year remaining, Pacific Mountain achieved 111% of contract enrollments (128 of 115) and employed more participants at exit than anticipated with 200% of goal (49 of 25).

## COVID-19 Disaster Relief and Employment Recovery NDWG

ESD received a period of performance extension on federal grant funds from the U.S. Department of Labor in May and June of 2020 in response to the COVID-19 pandemic. The state was awarded \$24 million in two \$12 million National Dislocated Worker Grants (NDWGs) which have a performance period through June 30, 2023: the COVID-19 Employment Recovery NDWG and the COVID-19 Disaster Recovery NDWG. These two grants respond to the COVID-19 pandemic disaster by targeting dislocated workers and long-term unemployed people who have lost jobs or are struggling to obtain employment because of the economic and societal impacts of COVID-19. All 12 of Washington's LWDBs received funds as subrecipients under both grants. The Disaster Recovery (DR) grant focused on response and recovery in the immediate aftermath of the pandemic via fully subsidized temporary Disaster Relief Employment (DRE) positions, boosting local emergency response capacity. The Employment Recovery (ER) grant has a long-term focus, aiming to expand the workforce development system's capacity to serve dislocated workers and support economic recovery.

The DR and ER COVID-19 NDWG grants completed their period of performance as of June 30, 2023. During the July 1, 2022 to June 30, 2023 period:

- ESD's comprehensive fund reallocation process was heavily utilized in partnership with the NDWG Recovery and Coordination Team comprised of ESD, WWA, and the WTB. This process allowed for a seamless prompt return and reallocation of funds within the state in response to



changing, on-the-ground pandemic effects. The state's successful expenditure of available funds and quick reallocation of funds to areas in need is a direct result of ESD's process.

- ESD worked closely with LWDBs to ensure participants needing services after the grants were successfully co-enrolled in other programs. This ensured seamless service provision for participants as the grants concluded.

From July 1, 2022 to June 30, 2023, five LWDBs continued service provision under each respective grant. The increasing demand for workers through December slowed enrollments as potentially eligible individuals reengaged directly with the workforce instead of seeking retraining or other assistance. As the labor market stabilized into spring, areas shifted focus from enrollment to wrapping up service provision and placements for participants already in the programs. In late spring local areas experienced stabilization within their labor markets as pandemic impacts waned. LWDBs indicated that CDL, health care, and IT occupations were still in high demand, though local employers and training providers shifted enough during the pandemic that identifying and reestablishing service pipelines was necessary and ongoing through the end of the grants' periods of performance.

Final ER expenditures and enrollments as of June 30, 2023 were a resounding success. Performance exceeded expectations, with enrollments statewide 176% of the grant target (1,867 of a planned 1,060). Exits to employment were 140% (914, of a 655 target). Statewide final expenditures through the end of the grant were \$11,951,788, or 99.6% of available funds.

The DR grant also ended successfully. Final expenditures on June 30, 2023 were \$11,820,744, or 98.5% of available funds. Statewide enrollments were 144% (1,460 of a planned 1,011). Total DRE positions were 226 of a planned 225. Exit to employment metrics were 108% of target (707 of a planned 657).

Overall, the two grants provided a crucial infusion of funds into the state's workforce development system during the pandemic, allowing local areas to reimagine service delivery, partner development, work-based learning opportunities, and employer support. The lasting impact of these grants will continue well past the end of their performance period.

## VIII: Statewide fund activities

### **Economic Security for All (EcSA)**

EcSA is a poverty reduction and equity program that aims to help participants, namely those experiencing poverty, reach economic self-sufficiency. EcSA prioritizes services for people experiencing homelessness, people of color and rural communities. It launched in 2019 in four pilot areas across the state with support of the Governor's Poverty Reduction Work Group (PRWG), multiple state agencies,

and LWDBs. In 2021, Gov. Jay Inslee expanded EcSA to seven more regions. In 2022, state general funds were dedicated to the program giving additional local flexibility and making EcSA a statewide program.

EcSA brings multiple programs together at the local level to help people move out of poverty. EcSA partners with Washington State Department of Social and Health Services (DSHS) and focuses on serving participants that qualify for Supplemental Nutrition Assistance Program (SNAP) benefits and people at risk of experiencing poverty. It began by listening to people who have experienced or are currently experiencing poverty in Washington. Direct participant feedback captured through surveys, listening sessions and conversations with career specialists is used to improve local programs.

## Promising developments since July 2021

- Addressing homelessness: LWDBs increased partnerships with local housing providers to fill the gap that has existed in many areas for customers transitioning from homelessness to stabilization with housing and a career that supports sustainable self-sufficiency.
- Investment in equity: LWDBs are building relationships with organizations and community groups that serve homeless and Black, Indigenous, People of Color (BIPOC) communities. In Seattle-King County, service providers contract directly with organizations that have long-standing relationships in highly impoverished and BIPOC neighborhoods.
- University of Washington self-sufficiency calculator: Local workforce areas fully utilize the calculator to set an accurate customized self-sufficiency wage goal for each participant that takes into consideration where they live and their total cost of living. The core accountability measure for local providers is the number of people who move from poverty to a career with earnings that exceed their self-sufficiency goal. Most EcSA completers enter careers that earn \$40,000 to \$50,000 annually.
- Breaking down silos: Engagement among state and local partners is improving. Local relationships with housing, education, and BIPOC communities have strengthened. The state Department of Commerce invested over \$24 million into EcSA, and the Washington Student Achievement Council makes EcSA participants automatically eligible for state-funded financial aid to cover the full cost of college, apprenticeship, and some short-term training programs.

The governor dedicated additional WIOA statewide activity funds to continue expanding EcSA, and the state legislature dedicated over \$10 million per year in state general funds to expand it. EcSA is on track to help more than 3,839 households meet or exceed their self-sufficiency goals by March 2025.

## Significant performance milestones

- EcSA exceeded all statewide enrollment, training, and self-sufficiency goals.
- Helped 606 people reach self-sufficiency, with a median annualized income of \$42,390.

- Significantly increased recruitment and participation of historically marginalized populations and unhoused people. Washington's population is 22% BIPOC; EcSA participation is 52% BIPOC.
- EcSA is helping 1,171 people statewide achieve and maintain self-sufficiency. 85% of them had annual incomes below \$9,860 when they enrolled.
- Total cost for the most recent single year was \$8,878,113, including federal and state funding.
- The USDOL highlighted EcSA as a best practice. It was also featured at the annual convening of the Governor's Office of Equity and the National Association of Workforce Boards.

## Career Connect Washington

The Career Connect Washington Task Force, composed of leaders from business, labor, government, nonprofits, and education, concluded that Washington lacked systemic support to scale its career connected learning programs. An inclusive process to develop a strategic plan and policy recommendations followed. The plan was transformed into legislation following a groundswell of support from every region of Washington. The legislation passed in April 2019, along with significant funding to begin implementation.

The CCW partnership built a statewide coalition of regional networks, program builders, sector leaders, career-connected learning coordinators within the K-12 system, and industry champions; a program endorsement process; and a grant program to expand earn-and-learn opportunities for Washington's young people. Best practices and partnerships established during the WIOA-funded Career Connect Prototype projects (described in previous annual reports) informed the legislation and local strategy.

Program builders create, manage, and scale specific career-connected learning programs. To date, 118 unique program builder proposals have been funded. During PY 2022, at the direction of Gov. Inslee, 31 proposals were funded using \$4.6 million of WIOA Title I statewide activity funds. These programs will provide access to training, credentials, and career opportunities for populations with barriers to employment in the advanced manufacturing, agriculture, automotive, construction, health care, hospitality, information technology, maritime, and life sciences sectors.

Industry and philanthropic leaders from the private sector provide critical feedback on CCW work. This helps ensure that industry voices are represented throughout the system.

During program year 2022, ESD staff worked with CCW leaders and personnel from the Washington Student Achievement Council, the WTB, and the Washington State Department of Labor and Industries on federal grant applications to expand the impact of the CCW system. The U.S. Department of Commerce awarded \$23.5 million of Good Jobs Challenge funds to the Washington Student Achievement Council to support sector-based CCW program expansion. USDOL awarded \$5.6 million of Apprenticeship Building America funds to ESD to develop new registered apprenticeship and apprenticeship preparation programs. Implementation of both projects will begin in PY 2023.

# Appendix 1: Statewide performance reports

This section looks at specific statewide outcomes (participant counts, expenditures, employment and earnings) for Title I-B and III programs. A few notes may help with interpretation. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used for others. Finally, since these are outcome measures, they concentrate on participants who have left WIOA programs and do not include those who are still participating.

Federal employment rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2020 and June 2021. The two-year span is denoted as exit year in the table but is often also called program year. All metrics for participants who exited between July 1 2020 and June 30 2021 were that of July 1 2021 and June 30 2022. Federal employment rates four quarters after exit are calculated for participants who exited between January 2020 and December 2020.

Federal youth employment, education and training rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2020 and June 2021. Federal youth employment, education and training rates fourth quarter after exit are calculated for participants who exited between January 2020 and December 2020.

Not all individuals who exited are included in performance measures for a variety of reasons. For example, a member of a reserve military unit was called to active duty and so prematurely exited from the WorkSource system.

## Results for WIOA adults

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

The annual update of these analyses is underway, and the data for participants exiting for the most recently available year is published at <https://wtb.wa.gov/research-resources/workforce-training-results/>.

Unemployment insurance wage files were used to examine employment rates and earnings among participants who left programs during recent program years.<sup>1</sup> Data were collected from the unemployment insurance agencies in Washington and Oregon. Results are shown in *Figure 3*.

**Figure 3: Employment and earnings of WIOA and Workforce Investment Act (WIA) adult participants in fourth quarter after leaving program**

Washington state, 2015 through 2021. Source: Employment Security Department/DATA Division, PIRL

Performance measure by exit year	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Employment rate	70%	67%	66%	69%	59%	59%
Employees in full-time job	62%	62%	64%	60%	58%	55%
Median quarterly hours	449	456	470	450	430	420
Median hourly wage	\$17.58	\$22.10	\$24.54	\$24.86	\$23.23	\$22.58
Median annualized earnings	\$31,600	\$39,500	\$42,500	\$41,400	\$39,000	\$37,200

Note: These figures apply to those with employment reported to ESD one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service. We estimate these figures understate total employment by approximately 10%. Full-time employment is defined as averaging 30 or more hours per week; percent is of those employed. Earnings and wages are inflation-adjusted to first quarter 2022 dollars.

## Results for WIOA dislocated workers

In *Figure 4*, dislocated worker results vary with economic conditions and the characteristics of participants. Change can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs. The most recently available Dislocated Worker data appears at <https://wtb.wa.gov/research-resources/workforce-training-results/>.

**Figure 4: Employment and earnings of WIOA dislocated worker participants in the fourth quarter after leaving program**

Washington state, 2015 through 2021. Source: Employment Security Department/DATA Division, PIRL

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

Performance measure by exit year	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Employment rate	70%	72%	74%	73%	63%	63%
Employees in full-time job	68%	75%	72%	64%	60%	63%
Median quarterly hours	480	490	483	450	440	450
Median hourly wage	\$22.51	\$23.55	\$25.67	\$25.12	\$24.82	\$25.15
Median annualized earnings	\$41,200	\$44,800	\$48,800	\$45,000	\$43,200	\$46,400

Note: These figures apply to those with employment reported to the state's ESD one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service. We estimate these figures understate total employment by approximately 10%. Full-time employment is defined as averaging 30 or more hours per week; percent is of those employed. Earnings and wages are inflation-adjusted to first quarter 2022 dollars.

## Results for WIOA youth

Figure 5 displays results for the WIOA youth programs. The WIA figures include both older and younger youth. Labor market results are presented for participants who were not enrolled in secondary education at exit. The most recently available youth data appears at <https://wtb.wa.gov/research-resources/workforce-training-results/>.

Figure 5: Employment and earnings of WIOA and WIA youth participants in the fourth quarter after leaving program

Washington state, 2015 through 2021. Source: Employment Security Department/DATA Division, PIRL

Performance measure by exit year	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Employment rate	63%	63%	66%	66%	61%	69%
Employees in full-time job	38%	38%	37%	32%	33%	33%
Median quarterly hours	314	319	320	300	320	320
Median hourly wage	\$14.49	\$14.49	\$15.29	\$16.12	\$16.77	\$16.99
Median annualized earnings	\$17,200	\$18,600	\$19,000	\$17,500	\$19,400	\$19,600

Note: These figures apply to those with employment reported to the state's ESD one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10%. Full-time employment is defined as averaging 30 or more hours per week – percent is of those employed. Earnings and wages are inflation-adjusted to first quarter 2022 dollars.

# WIOA Adult

OMB Control Number 1205-0526

ETA-9169

Expiration Date: 05-31-2024

Statewide Performance Report					Certified in WIPS: 9/26/2023 10:31 AM EDT	
<b>PROGRAM</b> WIOA Adult <b>STATE:</b> Washington      Title I Local Area: <b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2022      To ( mm/dd/yyyy ): 6/30/2023			<b>TITLE (select one):</b> Title I Adult <input checked="" type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title I Dislocated Worker <input type="checkbox"/> Title III Wagner-Peyser <input type="checkbox"/> Title I Youth <input type="checkbox"/> Title IV Vocational Rehabilitation <input type="checkbox"/> Title I and Title III combined <input type="checkbox"/>			
SUMMARY INFORMATION						
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:		
		4/1/2022-3/31/2023	7/1/2022-6/30/2023	7/1/2022-6/30/2023		
Career Services	14,094	12,168	\$13,941,034	\$989		
Training Services	2,090	1,146	\$4,439,062	\$2,124		
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent admin expended:		
8.7%		100.0%		96.5%		

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> Cohort Period: 1/1/2021-12/31/2021		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
				Total Statewide		14,117	12,197	Negotiated Targets		63.6%		65.0%	\$8,070
				Actual	7,907	63.8%	6,755	63.8%	\$10,008	890	73.1%	946	50.5%
Sex	Female	6,719	5,718		3,823	63.4%	3,406	64.9%	\$8,772	325	64.4%	408	48.5%
	Male	7,085	6,196		3,925	64.6%	3,214	62.9%	\$11,363	556	79.3%	524	52.6%
Age	< 16	0	0		0		0			0		0	
	16 - 18	77	50		40	74.1%	38	64.4%	\$7,130	12	70.6%	20	69.0%
	19 - 24	1,035	814		589	67.7%	586	67.0%	\$7,639	125	77.6%	158	53.2%
	25 - 44	7,479	6,366		4,073	65.6%	3,504	66.4%	\$9,927	522	75.9%	584	52.2%
	45 - 54	2,805	2,506		1,587	64.2%	1,343	65.8%	\$11,379	135	68.9%	111	42.7%
	55 - 59	1,167	1,037		707	63.0%	585	63.7%	\$10,729	57	61.3%	42	44.7%
	60+	1,554	1,424		911	54.7%	699	49.2%	\$9,523	39	62.9%	31	41.3%
Ethnicity/Race	American Indian / Alaska Native	438	362		256	65.8%	198	65.3%	\$8,687	21	67.7%	39	56.5%
	Asian	1,524	1,285		808	66.4%	689	67.3%	\$10,665	73	65.8%	86	48.0%
	Black / African American	1,264	939		562	60.3%	482	63.0%	\$8,007	110	70.1%	79	28.6%
	Hispanic / Latino	1,408	1,068		682	68.3%	535	66.7%	\$9,323	126	67.7%	209	58.9%
	Native Hawaiian / Pacific Islander	313	256		190	66.4%	150	65.8%	\$8,526	19	61.3%	20	55.6%
	White	9,392	8,243		5,341	63.9%	4,611	63.9%	\$10,195	592	76.5%	635	55.9%
	More Than One Race	618	491		306	64.4%	283	69.7%	\$9,027	42	66.7%	55	56.1%

BY EMPLOYMENT BARRIER <sup>1</sup>												
	Total Participants	Total Participants		Employment Rate		Employment Rate		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill	
	Served	Exited		Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	14,117	12,197	Negotiated		63.6%		65.0%	\$8,070		66.0%		51.9%
			Actual	7,907	63.8%	6,755	63.8%	\$10,008	890	73.1%	946	50.5%
Displaced Homemaker	85	70		24	36.9%	25	49.0%	\$6,371	3	60.0%	0	0.0%
English Language Learners, Low Levels of	1,508	1,007		600	63.3%	459	61.2%	\$9,171	105	78.9%	207	49.5%
Exhausting TANF within 2 years (Part A)	0	0		0		0			0		0	
Ex-offenders	1,340	1,122		655	59.0%	510	58.0%	\$7,634	129	74.6%	140	59.6%
Homeless Individuals / runaway youth	701	522		261	50.7%	215	49.2%	\$5,824	40	54.1%	46	41.4%
Long-term Unemployed (27 or more consecutive weeks)	268	172		158	64.0%	134	61.2%	\$9,622	77	76.2%	74	63.2%
Low-Income Individuals	3,669	2,674		1,616	59.0%	1,375	59.7%	\$7,630	368	73.9%	447	51.3%
Migrant and Seasonal Farmworkers	65	39		27	81.8%	24	64.9%	\$7,870	8	72.7%	18	64.3%
Individuals with Disabilities (incl. youth)	1,395	1,163		725	58.7%	528	53.4%	\$8,079	69	69.0%	85	49.7%
Single Parents (incl. single pregnant women)	969	628		411	70.4%	358	66.7%	\$7,870	112	68.7%	149	50.2%
Youth in foster care or aged out of system	1	0		3	100.0%	3	75.0%	\$5,473	0	0.0%	0	0.0%

#### ADDITIONAL COMMENTS:

Below is a summary of the state of Washington's PIRL submission:

- 2,444 total errors were addressed with hardcoded values, in order to pass WIPS edit checks successfully.
  - 1,604 total records were hardcoded with a value of zero, where the "Highest School Grade Completed" was unavailable.
  - 613 total records were hardcoded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.
  - 119 total records were hardcoded to remove "Category of Assessment" when the pre-test wasn't present.
  - 94 unique records were hardcoded, in order to pass various other WIPS edit checks successfully.
- A/RTAA data prior to May 2019 was not available for reporting due to technical issues.

<sup>1</sup>Applies to Title I only.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

**Public Burden Statement** (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.



# WIOA Youth

OMB Control Number 1205-0526

ETA-9169

Expiration Date: 05-31-2024

Statewide Performance Report													Certified in WIPS: 9/26/2023 10:34 AM EDT					
PROGRAM WIOA Youth					TITLE (select one):													
STATE: Washington Title I Local Area: REPORTING PERIOD COVERED (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2022 To ( mm/dd/yyyy ): 6/30/2023					Title I Adult <input type="checkbox"/>		Title II Adult Education <input type="checkbox"/>		Title I Dislocated Worker <input type="checkbox"/>		Title III Wagner-Peyser <input type="checkbox"/>		Title I Youth <input checked="" type="checkbox"/>		Title IV Vocational Rehabilitation <input type="checkbox"/>		Title I and Title III combined <input type="checkbox"/>	
SUMMARY INFORMATION																		
Service		Participants Served Cohort Period:		Participants Exited Cohort Period: 4/1/2022-3/31/2023		Funds Expended Cohort Period: 7/1/2022-6/30/2023		Cost Per Participant Served Cohort Period: 7/1/2022-6/30/2023										
Career Services		1,547		756		\$13,731,895		\$8,876										
Training Services		472		238		\$4,192,372		\$8,882										
Percent training-related employment <sup>1</sup> :				Percent enrolled in more than one core program:				Percent admin expended:										
12.6%				100.0%				96.5%										
BY PARTICIPANT CHARACTERISTICS																		
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Youth Employment/Education/ Training Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Youth Employment/Education/ Training Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> Cohort Period: 1/1/2021-12/31/2021		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023						
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate					
Total Statewide		2,825	1,251			60.0%		59.0%	\$3,663		63.7%		50.0%					
				Negotiated Targets	800	59.1%	918	59.8%	\$4,703	378	42.9%	577	35.7%					
Sex	Female	1,268	546		363	57.8%	439	60.1%	\$4,296	162	37.3%	254	34.7%					
	Male	1,442	651		420	61.0%	463	59.8%	\$5,242	210	48.5%	299	36.4%					
Age	< 16	42	16		3	20.0%	7	41.2%	\$1,413	0	0.0%	3	7.1%					
	16 - 18	1,376	563		357	56.0%	391	58.5%	\$4,207	199	41.8%	314	34.3%					
	19 - 24	1,407	672		440	62.9%	520	61.2%	\$5,604	179	45.8%	260	39.6%					
	25 - 44	0	0		0		0			0		0						
	45 - 54	0	0		0		0			0		0						
	55 - 59	0	0		0		0			0		0						
	60+	0	0		0		0			0		0						
Ethnicity/Race	American Indian / Alaska Native	149	63		34	38.6%	47	47.0%	\$3,730	11	26.2%	28	31.5%					
	Asian	245	107		54	58.7%	68	64.8%	\$5,035	24	39.3%	50	35.0%					
	Black / African American	452	162		93	63.3%	103	57.5%	\$4,215	42	44.7%	47	18.5%					
	Hispanic / Latino	824	386		252	63.6%	307	66.9%	\$5,699	123	42.7%	204	39.0%					
	Native Hawaiian / Pacific Islander	89	38		26	56.5%	29	53.7%	\$2,808	15	50.0%	12	26.7%					
	White	1,641	745		509	59.3%	541	57.7%	\$4,422	229	43.3%	392	42.5%					
	More Than One Race	241	96		56	56.6%	52	50.0%	\$3,238	20	43.5%	45	32.1%					

BY EMPLOYMENT BARRIER <sup>1</sup>												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2) <sup>2</sup>		Youth Employment/Education/ Training Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>4</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	2,825	1,251	Negotiated Targets		60.0%		59.0%	\$3,663		63.7%		50.0%
			Actual	800	59.1%	918	59.8%	\$4,703	378	42.9%	577	35.7%
Displaced Homemakers	1	0		0		0			0		0	0.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	955	447		274	57.9%	335	64.5%	\$5,068	152	41.9%	283	42.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	307	176		140	59.6%	157	57.3%	\$3,506	57	38.8%	62	35.8%
Homeless Individuals / runaway youth	393	195		117	54.2%	123	50.6%	\$4,471	52	47.7%	55	28.4%
Long-term Unemployed (27 or more consecutive weeks)	1	1		1	100.0%	0	0.0%	\$6,532	1	100.0%	0	
Low-Income Individuals	1,113	510		292	58.1%	286	54.4%	\$4,567	105	37.4%	238	36.7%
Migrant and Seasonal Farmworkers	5	4		2	66.7%	7	87.5%	\$5,531	2	50.0%	1	50.0%
Individuals with Disabilities (incl. youth)	727	351		236	56.3%	229	57.0%	\$4,011	72	43.6%	120	33.5%
Single Parents (Incl. single pregnant women)	225	101		76	67.9%	80	58.0%	\$5,611	29	37.7%	31	22.5%
Youth in foster care or aged out of system	109	59		37	53.6%	26	37.1%	\$3,842	5	16.7%	14	21.2%

#### ADDITIONAL COMMENTS:

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  - 1,604 total records were hardcoded with a value of zero, where the "Highest School Grade Completed" was unavailable.
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  - 119 total records were hardcoded to remove "Category of Assessment" when the pre-test wasn't present.
  - 94 unique records were hardcoded, in order to pass various other WIPS edit checks successfully.
- A/RTAA data prior to May 2019 was not available for reporting due to technical issues.

<sup>1</sup>Applies to Title I only.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

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**Public Burden Statement** (1205-ONEW)

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# WIOA Dislocated Worker

OMB Control Number 1205-0526

ETA-9169

Expiration Date: 05-31-2024

Statewide Performance Report													Certified in WIPS: 9/26/2023 10:37 AM EDT	
PROGRAM WIOA Dislocated Worker					TITLE (select one):									
STATE: Washington Title I Local Area: REPORTING PERIOD COVERED (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2022 To ( mm/dd/yyyy ): 6/30/2023					Title I Adult <input type="checkbox"/> Title I Dislocated Worker <input checked="" type="checkbox"/> Title I Youth <input type="checkbox"/> Title I and Title III combined <input type="checkbox"/>		<input type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title III Wagner-Peyser <input type="checkbox"/> Title IV Vocational Rehabilitation							
SUMMARY INFORMATION														
Service		Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2022-3/31/2023	Funds Expended Cohort Period: 7/1/2022-6/30/2023	Cost Per Participant Served Cohort Period: 7/1/2022-6/30/2023									
Career Services		6,349	4,776	\$14,216,630	\$2,239									
Training Services		1,757	1,122	\$2,214,494	\$1,260									
Percent training-related employment <sup>1</sup> :			Percent enrolled in more than one core program:			Percent admin expended:								
9.2%			100.0%			96.5%								
BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> Cohort Period: 1/1/2021-12/31/2021		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023		
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		6,469	4,864	Negotiated Targets		66.6%		67.6%	\$9,678		75.3%		51.5%	
				Actual	3,181	64.7%	3,099	64.5%	\$10,752	852	70.1%	831	54.2%	
Sex	Female	2,908	2,130		1,475	64.9%	1,447	65.4%	\$9,104	264	59.6%	290	50.3%	
	Male	3,428	2,647		1,654	64.9%	1,598	64.4%	\$12,671	575	76.5%	531	57.4%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	5	4		6	85.7%	4	80.0%	\$8,342	1	100.0%	1	100.0%	
	19 - 24	416	370		243	67.1%	213	61.6%	\$8,372	85	78.0%	82	67.2%	
	25 - 44	3,131	2,290		1,473	67.3%	1,502	68.9%	\$10,872	466	73.2%	468	55.5%	
	45 - 54	1,395	1,027		726	66.8%	745	68.8%	\$11,476	165	63.7%	149	48.5%	
	55 - 59	699	520		339	64.3%	331	62.7%	\$11,106	84	67.2%	73	47.1%	
	60+	823	653		394	52.7%	304	46.1%	\$9,698	51	60.7%	58	55.2%	
Ethnicity/Race	American Indian / Alaska Native	151	118		99	78.0%	91	76.5%	\$10,804	20	76.9%	23	59.0%	
	Asian	653	510		365	69.8%	369	71.1%	\$12,852	67	52.8%	86	51.8%	
	Black / African American	505	333		200	57.5%	186	59.8%	\$10,019	94	72.9%	62	39.5%	
	Hispanic / Latino	796	587		358	69.9%	318	69.9%	\$11,727	132	70.2%	188	62.3%	
	Native Hawaiian / Pacific Islander	97	59		69	72.6%	78	73.6%	\$8,604	22	88.0%	21	67.7%	
	White	4,404	3,346		2,143	64.4%	2,089	64.2%	\$10,652	564	73.4%	519	55.7%	
	More Than One Race	205	149		106	69.7%	110	72.4%	\$11,922	32	72.7%	22	47.8%	

BY EMPLOYMENT BARRIER <sup>1</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>4</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	6,469	4,864	Negotiated Targets		66.6%		67.6%	\$9,678		75.3%		51.5%
			Actual	3,181	64.7%	3,099	64.5%	\$10,752	852	70.1%	831	54.2%
Displaced Homemakers	73	61		21	37.5%	22	50.0%	\$8,363	5	50.0%	0	0.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	505	346		254	65.0%	230	63.9%	\$10,438	68	70.8%	57	45.6%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	368	280		193	65.2%	194	67.8%	\$10,305	74	76.3%	70	68.0%
Homeless Individuals / runaway youth	135	88		58	52.7%	54	53.5%	\$7,499	17	58.6%	12	52.2%
Long-term Unemployed (27 or more consecutive weeks)	602	425		427	66.7%	384	65.8%	\$11,188	221	75.2%	129	46.9%
Low-Income Individuals	1,036	761		525	61.2%	529	64.2%	\$8,853	183	73.5%	116	47.0%
Migrant and Seasonal Farmworkers	42	23		14	73.7%	6	66.7%	\$12,939	5	100.0%	13	54.2%
Individuals with Disabilities (incl. youth)	515	365		253	59.8%	212	56.1%	\$9,349	48	65.8%	41	47.1%
Single Parents (incl. single pregnant women)	256	165		138	73.4%	124	75.6%	\$9,906	61	76.3%	46	51.7%
Youth in foster care or aged out of system	0	0		1	100.0%	1	100.0%	\$6,900	0	0.0%	0	

#### ADDITIONAL COMMENTS:

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<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

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**Public Burden Statement** (1205-ONEW)

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# WIOA Wagner-Peyser

OMB Control Number 1205-0526

ETA-9169

Expiration Date: 05-31-2024

Statewide Performance Report					Certified in WIPS: 9/26/2023 10:16 AM EDT	
PROGRAM Wagner-Peyser			TITLE (select one):			
STATE: Washington Title I Local Area:			Title I Adult		<input type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)			Title I Dislocated Worker		<input type="checkbox"/>	Title III Wagner-Peyser
From ( mm/dd/yyyy ): 7/1/2022 To ( mm/dd/yyyy ): 6/30/2023			Title I Youth		<input type="checkbox"/>	Title IV Vocational Rehabilitation
			Title I and Title III combined		<input type="checkbox"/>	
SUMMARY INFORMATION						
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:		
		4/1/2022-3/31/2023	7/1/2022-6/30/2023	7/1/2022-6/30/2023		
Career Services	81,118	70,887	\$ 14,975,815	\$185		
Training Services						
		Percent enrolled in more than one core program:		Percent admin expended:		
		24.4%		N/A		

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> Cohort Period: 1/1/2021-12/31/2021		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
				Total Statewide		82,650	71,551	Negotiated Targets Actual		62.9%		61.6%	\$7,550
Sex	Female	38,531	33,470		20,183	63.6%	17,223	63.7%	\$8,200				
	Male	42,019	36,324		21,341	63.8%	16,895	61.8%	\$10,892				
Age	< 16	44	18		4	22.2%	7	35.0%	\$2,069				
	16 - 18	1,717	845		510	58.6%	539	61.0%	\$4,248				
	19 - 24	7,061	5,711		3,604	67.9%	3,403	67.0%	\$7,002				
	25 - 44	38,844	34,120		19,792	65.3%	16,181	65.6%	\$9,621				
	45 - 54	16,403	14,439		8,743	65.9%	7,198	66.1%	\$10,733				
	55 - 59	7,819	6,838		4,409	64.1%	3,550	62.3%	\$10,435				
	60+	10,762	9,580		5,406	53.5%	4,012	47.8%	\$8,613				
Ethnicity/Race	American Indian / Alaska Native	2,386	2,073		1,295	62.0%	974	60.2%	\$8,514				
	Asian	7,770	6,482		3,889	64.4%	3,458	65.2%	\$10,482				
	Black / African American	7,272	6,021		3,228	61.1%	2,460	60.1%	\$8,262				
	Hispanic / Latino	14,502	12,351		7,623	72.7%	5,757	70.6%	\$8,298				
	Native Hawaiian / Pacific Islander	1,642	1,390		844	63.9%	659	63.7%	\$8,488				
	White	48,107	41,815		25,053	62.5%	20,731	61.5%	\$9,750				
	More Than One Race	2,811	2,310		1,277	62.1%	1,016	61.7%	\$8,327				

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	82,650	71,551	Negotiated Targets		62.9%		61.6%	\$7,550				
			Actual	42,468	63.6%	34,890	62.7%	\$9,458				
Displaced Homemakers	87	70		27	38.6%	28	49.1%	\$7,563				
English Language Learners, Low Levels of Literacy, Cultural Barriers	9,718	7,823		4,893	68.8%	3,742	66.1%	\$8,334				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0						
Ex-offenders	5,051	4,385		2,399	58.2%	1,797	55.0%	\$7,473				
Homeless Individuals / runaway youth	3,321	2,617		1,186	51.6%	869	49.2%	\$5,924				
Long-term Unemployed or more consecutive weeks) <sup>(27</sup>	776	556		541	67.0%	486	65.9%	\$10,759				
Low-Income Individuals	14,176	11,396		6,198	58.9%	4,789	58.3%	\$7,291				
Migrant and Seasonal Farmworkers	2,946	2,689		1,767	80.8%	1,318	75.1%	\$7,785				
Individuals with Disabilities (incl. youth)	7,247	5,850		3,091	55.3%	2,403	52.9%	\$7,700				
Single Parents (Incl. single pregnant women)	2,929	2,267		1,448	66.2%	1,175	64.8%	\$7,691				
Youth in foster care or aged out of system	110	59		37	53.6%	26	37.1%	\$3,842				

#### ADDITIONAL COMMENTS:

Below is a summary of the state of Washington's PIRL submission:

- 2,444 total errors were addressed with hardcoded values, in order to pass WIPS edit checks successfully.
  - 1,604 total records were hardcoded with a value of zero, where the "Highest School Grade Completed" was unavailable.
  - 613 total records were hardcoded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.
  - 119 total records were hardcoded to remove "Category of Assessment" when the pre-test wasn't present.
  - 94 unique records were hardcoded, in order to pass various other WIPS edit checks successfully.
- A/RTAA data prior to May 2019 was not available for reporting due to technical issues.

<sup>1</sup>Applies to Title I only.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

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# Appendix 2: Evaluations, surveys and studies

## WTR background

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**Organizational unit responsible:** Research Unit, WTB

**Methodology:** <https://wtb.wa.gov/research-resources/workforce-training-results/>

**State partners involved in planning and feedback:** 12 LWDBs, Employment Security Department, Department of Social and Health Services, Labor & Industries, Office of the Superintendent for Public Education, and the State Board for Community and Technical Colleges.

**Workforce training results (WTR) funding:** As the WTR evaluation examines the Adult, Dislocated Worker, and Youth Title I programs in addition to non-WIOA programs, part of the cost of the evaluation is paid out of the state set-aside.

**Coordination with partners:** WTB has worked with all of the LWDBs and relevant agencies, particularly the Employment Security Department. The effort has been to ensure that the data is accurate as well as meaningful at the local level. The results are produced and made available for review annually in the fall.

**Cooperation with DOL:** All WTR analysis and results have been made available when requested and all surveys and requested site visits have been accommodated.

## Customer satisfaction and net impact evaluations

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The Washington Workforce Training and Education Coordinating Board (WTB) conducts three evaluation studies on a staggered schedule. Two of the research studies focus on customer needs and satisfaction, while the other seeks to determine the return on investment for participants in workforce training and education programs, taxpayers, and society. These include:

- The Employer Workforce Needs and Practices, and Satisfaction Survey (the Employer Survey)
- Workforce Training and Education Program Participant Satisfaction Survey (the Participant Survey)
- The Net Impact and Cost-Benefit Evaluation of Washington State's Workforce Development Programs (The Net Impact Study)

The employer and participant surveys are conducted on a rotating basis every two years, while the Net Impact Study occurs every four to five years. The Employer Survey was last published in early 2020, the Net Impact Study in early 2021, and the Participant Survey is currently under development and has an expected publication data in late 2023. The workforce training and education programs evaluated are:

- Community and technical college career and technical education programs
- Adult Basic Education programs
- Private career school programs
- Apprenticeship programs
- Workforce Investment and Opportunity Act (WIOA) federally funded programs
- WorkSource Employment Placement programs
- Employment services for students, youth and adults with disabilities through the Division of Vocational Rehabilitation at the Department of Social and Health Services.
- WorkFirst services at the Department of Social and Health Services

As WIOA Title I is included in these evaluations, all of them are partially funded by the WIOA state set-aside. They are all used to assess customer sentiment, which is then used as part of the continuous improvement process for one-stop certification process.

## The Employer Workforce Needs and Practices and Satisfaction Survey

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The Employer Survey is a scientific survey designed to identify employer needs and practices, as well as employer satisfaction with workforce system services to better meet the needs of its customers. The findings, which are generalizable to employers on average in the state, helps clarify the workforce system's value proposition, customer pain points, areas of improvement, and domains of strength, as well as estimates for employer awareness of these services. The primary research objectives are:

- Assess the difficulty Washington employers have in finding qualified applicants
- Estimate future needs for skilled employees
- Identify types of training that employers provide themselves
- Assess employer awareness and engagement with the Workforce System

The Employer Survey uses a combination of mail, phone, and online collection. The latest survey sample included 30,000 records and achieved a 6.5% response rate. A sufficiently large number of survey mail-outs were required to reliably sample from all 12 workforce development areas. Several factors were identified as contributing to lower response rates in the past, including survey length, bad address data, and lack of an explicit survey follow-up strategy. Past improvements that boosted survey response rates included reduced survey length, supplemental web-survey options, telephone follow-ups, and a cover letter within the mailed-out survey package indicating co-sponsorship supported by the Association of



Washington Business (AWB) and Washington Chamber of Commerce Executives (WCCE). These past improvements were applied for the redesign and administration of the 2020 survey.

Local Workforce Boards and State agencies charged with administering Workforce Development Programs were consulted on the questionnaire development. The survey is used in the preparation of strategic state-level workforce development plans and in the strategic plans of the Workforce Development Councils serving 12 local workforce areas in Washington. The governor and state legislature have used past survey estimates to prepare the budget related to workforce development in the state.

Project Budget was approximately \$200,000, with an additional estimated 480 FTE staff hours allocated to the project at a cost of about \$33,600.

The 2020 Employer Survey yielded key insights regarding opportunities for improvement in service delivery:

- 70% of Washington employers claimed that finding qualified talent was their biggest workforce challenge.
  - Manufacturers are 12% more likely than all other employers to report recruitment as their biggest challenge.
- Small employers (less than 20 employees) make up 90% of businesses and employ 20% of the Washington labor force.
  - Small employers are 10% more likely than larger employers to report recruitment as their biggest workforce challenge.
  - 17% of small employers that reported recruitment as their biggest workforce challenge also reported having to turn down new business opportunities because of that challenge. Only 2% of larger businesses turned down new business opportunities because of recruitment challenges.
- Larger employers have access to more recruitment tools.
  - 70% of employers that increased recruitment efforts reported successful outcomes to address recruitment challenges.
- 30% of larger employers use WorkSourceWA, whereas only 9% of small employers do.
  - 80% of employers that automated certain job functions reported successful outcomes to address recruitment challenges.
  - 70% of employers that lowered job requirements reported successful outcomes to address recruitment challenges.
- 36% of Washington employers are unaware of the state's workforce system services.
  - 26% of employers claimed to not use state workforce system services because they think the services do not fit their needs.

- 12% of employers claim job candidates from the state workforce system would be the wrong fit for their organization.
- Larger employers are 13% more likely to report turnover and retention as their biggest workforce challenge.
  - 11% of employers that report turnover and retention as their biggest challenge also report having turned down new business opportunities because of that challenge.
- 7% of employers reported training and professional development as their biggest workforce issue.

The complete employer survey report is thorough and includes a full description of the technical methodology and in-depth findings. The report is available through the WTB website:

<https://wtb.wa.gov/employer-survey/>

## Workforce Training and Education Program Participant Satisfaction Survey

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The Participant Survey is currently under development and will closely follow the methodology of the Employer Survey. Questionnaire design is being done in collaboration with State Workforce System partners. The objectives are to measure:

- Participant satisfaction with services provided.
- Job and occupational relevancy of training and education services, i.e., usefulness of skills gained.
- The extent of which training and education services helped the participant get a job and receive better compensation.

Data gleaned from these measures will be combined with program administrative data to determine equity gaps in service delivery, best practices, and areas of improvement. The starting sample size for each program is 1,300 with a target of 210 completed surveys for each of the 8 to 12 programs being evaluated. This target is consistent with past Participant Survey response rates of between 10% to 50%.

The WTB has contracted with the Social and Economic Sciences Research Center (SESRC) at Washington State University (WSU) to handle the administrative aspects of the survey. The survey is conducted by phone, mail, and email over the course of two months. The survey contract with SESRC started in April 2023; data collection began in June 2023, data and reports were delivered in August 2023.

## The net impact and cost-benefit evaluation of Washington state's workforce development programs

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The WTB serves as the state's objective evaluator of public investments in workforce development and maintains a dashboard of annual performance outcomes. Every four to five years, the WTB takes a closer look at the state's workforce development system to evaluate how well it is serving its customers by measuring the direct economic impact programs have on participants and the broader public.

The Net Impact and Cost-Benefit Evaluation study is rigorous and detailed. While most evaluations of workforce system programs identify average participant outcomes like earnings and employment, this study takes it a step further by using a quasi-experimental design to estimate the causal relationship between programs and participant outcomes. The findings produce employment, earnings, and social assistance outcomes that are attributed to program participation itself by isolating other influencing factors, such as prior employment history, education, gender, or race. This makes it possible to calculate the average net benefit of these programs for individual participants, and a return on investment to society and taxpayers.

Prior studies were contracted out to third parties at significant cost. In 2018, the WTB's research unit successfully replicated findings from previous studies to determine the feasibility of bringing the study in-house, and within an acceptable level of staff time. Bringing the study in-house was made possible by increased staff expertise and technical know-how in econometric research design, statistical programming, and project management. An independent review was conducted to validate the evaluation methodology used. This new approach yields several advantages:

- Substantial cost-savings.
- Standardization of research design and evaluation methodology.
- Study repeatability and reproducibility.
- Increased research unit capabilities.

These improvements make it feasible to conduct the study more frequently and make incremental improvements to the process with acceptable fiscal commitment. Independent reviews can be conducted periodically to preserve the integrity of the study.

The findings of this study reveal – in direct quantitative terms – the economic impact of workforce development programs. More frequent and consistent net impact and cost-benefit evaluation of these programs will be helpful to ongoing economic recovery, and workforce planning efforts.

The programs evaluated serve around 343,000 Washingtonians per year at an average total cost of \$2.6 billion, which includes federal and state funds plus student tuition. The direct social impact – the total economic impact of these programs – is a net gain of \$14.5 billion over five years, for a social return on investment (ROI) of \$5.60 per \$1.00 spent.

From a taxpayer perspective the total cost is about \$1.6 billion, with an estimated net gain in federal, state, and local tax revenues of \$1.1 billion over five years, rising to \$3.3 billion over 10 years, which is a net five-year taxpayer ROI of \$0.67 per dollar spent, and a 10-year ROI of \$2.02.

The programs evaluated in this study address different populations with different needs and barriers. Because of these differences, comparing program ROI, as a means of ranking program efficacy or allocating public resources between these programs, requires a closer look at participant barriers — and outcomes — over time. Findings from more frequent and regularly conducted studies will help track specific program performance, measuring improvements or setbacks over multiple years and provide insights into larger trends in Washington state's workforce development system.

Project budget for the independent peer review was \$50,000, with an additional estimated 960 FTE staff hours allocated to the project at a cost of about \$67,200.

The complete report is available through the WTB website: <https://wtb.wa.gov/research-resources/net-impact-study/>.

## Appendix 3: Washington's Local Workforce Development Boards



Each of the 12 certified Local Workforce Development Boards (LWDBs) oversee their respective areas ensuring the workforce system focuses on the local economy. LWDBs are authorized by Local Elected Officials and Board members are appointed by the Chief Local Elected Official (CLEO). Boards are governed by business majority, and local business leaders chair the boards. LWDBs serve local needs; are responsive to the thinking and demands of local business and community leaders. As community-based organizations, they are grounded by the values and commitments of the people they serve to the vitality of that region.

LWDBs are the strategic visionaries for local implementation of WIOA legislation and funds. They convene a diverse set of public and private stakeholders to develop workforce solutions that drive the economic prosperity for their residents, businesses and industries. LWDBs analyze economic and labor force data to identify targeted industries and determine where talent gaps exist; cultivate the local partnerships needed to fill those gaps; and pursue the resources necessary to execute local workforce development strategies, interagency initiatives, projects and programs. Their oversight of the local service delivery system, including WorkSource, requires they determine strategic outcomes and local performance standards.

LWDBs understand that workforce development must directly focus upon overcoming the barriers that limit people and our economies. Equitable recovery and prosperity require strong focus on the untapped, underutilized talent of Black, Asian, Latinx, and other communities of color; and those who are impacted by poverty and the justice system.

LWDBs are a group of community leaders appointed by local elected officials and charged with planning and overseeing workforce programs and services in their area. These boards are made up of people who represent business, education, economic development, organized labor, community-based organizations, state agencies, and local government. Washington has 12 local workforce areas to support locally-driven decisions and programs. These boards play multiple roles in their communities in support of the local workforce:

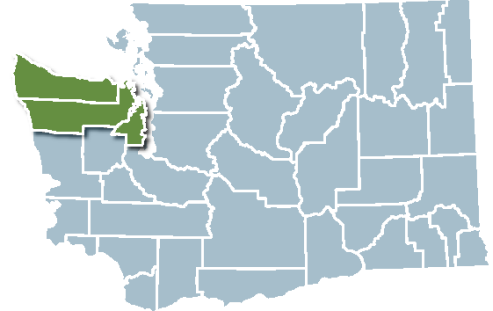
- Convener: Bringing together business, labor, education, and economic development to focus on workforce issues and promote strategic alignment. These collaborations strengthen our local economy.
- Workforce analyst: Developing, disseminating, and assisting with the analysis of current labor market and economic information and trends in industry sectors in partnership with the Employment Security Department and local community-based organizations.
- Broker: Bringing together community stakeholders to solve common problems; aligning systems and strategies; forging new relationships between business and education.
- Community voice: Articulating the issues for the needs of a skilled workforce. Demonstrating and speaking to the effectiveness of training programs.
- Capacity builder and investor: Enhancing the region's ability to meet the workforce needs of local employers through the utilization of federal and state funds.



# Olympic Workforce Development Council

## Our Purpose

The OWDC leads regional workforce efforts, dedicated to the development and implementation of innovative workforce systems, with a focus on community prosperity and economic well-being.



*Serving Clallam, Jefferson and Kitsap counties*

## Outstanding services to businesses and great jobs for the region's jobseekers

This year was a very exciting time for the Olympic Workforce Development Council serving Clallam, Jefferson and Kitsap counties.

Finding quality talent to keep the region's businesses thriving has always been a huge part of what we do, and this year was no exception. The year saw our bells ringing at hiring events throughout the year. When a job seeker provides a return to work or gets a conditional offer, the customer rings the bell and all staff stop their work, stand up and clap.

In Program Year 22/23, The region's WorkSource Centers held 74 multiple Employer Hiring events with over 1,600 attendees. Over 192 on-site job offers were made at these events. In addition, the region conducted 39 specialized custom recruitments. These interview events resulted in 152 additional job offers.



*A job seeker rings the bell to celebrate being hired during a hiring event.*

## Economic Security for All changes lives in the Olympic Region

Washington's Economic Security for All (EcSA) is a poverty reduction program that aims to support low-income Washingtonians in their pursuit of equity, dignity, and sustained self-sufficiency. The program is designed to coordinate existing systems through intensive program navigation, local innovation, and flexible support that fills gaps and meets needs within existing programs and regulations.



The program takes an innovative approach to equitably reduce poverty, focusing on historically marginalized populations and people with multiple obstacles to self-sufficiency. At the local level, EcSA is run by partnerships of community service providers, includes the voices of those who have experienced poverty, and is convened and coordinated by Local Workforce Development Boards like the Olympic Workforce Development Council (OWDC).

In 2022, the Legislature appropriated state funds for EcSA in proviso, expanding its capacity to deliver comprehensive and coordinated services to the 26% of Washingtonians who live in poverty.

The program's commitment to equity and inclusion is reflected in customer demographics with over 1.8 million Washingtonians, 26% of the state's population, currently living in households that earn less than 200% of the Federal Poverty Level (FPL) 1. Of those, more than 500,000 are children.

Here in the Olympic Region, EcSA has been a huge success and lifechanging for many of our participants. Olympic was tasked with serving 40 individuals this first year of the State funded EcSA program. The region's provider knocked it out of the park and enrolled 95 participants, or 140% of our contracted goal. In addition, we were able to provide almost \$40,000 in incentive investment to our customers so far in this innovative program.

Approximately 98% of the region's EcSA enrollments are also enrolled in one or more of our WIOA funded programs. EcSA investments have bolstered the success rate of our WIOA participants and helped them to persist in training when resources ran short.

One example of the successes which EcSA has brought to local participants is Austin Wood. Wood was enrolled in the Economic Security for All (EcSA) program in February 2023 to receive assistance in obtaining a CDL-A from the Port Orchard Commercial Driving School (CDS). Wood was unable to continue in his previous line of work. With the assistance from EcSA, he excelled at CDS and became the first recipient of incentives to persist in training. As of June 2023, Wood completed training for his new position at Werner Enterprises as a commercial truck driver and is now making \$80,000 per year. Wood was extremely appreciative of the support he received from the case management staff.

The WIOA and EcSA staff are proud of Wood's accomplishments!



*Evan Salveson presents Austin Wood his first EcSA incentive payment at WorkSource Kitsap in Silverdale, Wash.*



## **Skookum Contract Services win Hire-A-Vet Employer of the Year**

The Olympic Region is the home of Skookum Contract Services who has been awarded the 2022 Hire-A-Vet Employer of the Year, large employer for 2022. This award recognizes Skookum's commitment to hiring veterans. The program acknowledged that Skookum had hired 46 veterans in Washington state in 2022 and 25% of their workforce nationwide are veterans.

Founded in 1988 out of a desire to do good in the community, Skookum has carried forward their social mission "creating opportunities for people with disabilities" in all that they aspire to be. From their humble beginnings in small-town America, they have grown to be the best value provider of choice in the defense industrial complex and aerospace manufacturing sectors. Skookum does this by first investing in their people.

Skookum is dedicated to ensuring specialized recruitment, career advancement, and job training methods are employed across the nation. Skookum is a national leader in disability and veteran recruitment, hiring, and retention.

## **Regional offices win JVSIG Service Awards again**

The Olympic Region is very proud of our services to our veteran customers. The Jobs for Veterans State Grant (JVSIG) program is a federal program that provides funding to states to help veterans find employment. The program encourages the improvement and modernization of employment, training, and placement services for veterans, and recognizes eligible employees and employment service offices for excellence in the provision of such services or for having made demonstrable improvements in the provision of services to veterans.

The program includes a performance incentive award plan that grants states the authority to administer performance incentive cash awards to eligible employees and employment service offices using designated incentive award funds, and to administer nonfinancial awards using base allocation funds according to criteria established by the Secretary of Labor.

WorkSource Kitsap won the JVSIG Incentive award for 2022. In the past four years WDA1 has received this incentive. WS Kitsap 2022, 2021, WS Clallam 2020, and WS Kitsap 2019. The area focused hard on implementing a referral process and frontline WP POS process to ensure all eligible veterans and military spouses receive POS at point of entry. Join us in congratulating ESD's Veterans Team for their outstanding services to those who have served our nation.



PACIFIC MOUNTAIN  
**WORKFORCE**  
DEVELOPMENT

*building community prosperity*

## Pacific Mountain Workforce Development Council

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### The One Workforce Initiative

As of July 2022, WorkSource PacMtn fully transitioned to the principles outlined in the TEN 13-20 and *One Workforce* guidance to refine and modernize in-person service delivery. Building on its existing framework and informed by a 2021 review of the pandemic's impact on local job markets, PacMtn continues its steadfast commitment to customer-centric, data-informed, and integrated service delivery.



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

Guided by the TEN 13-20 emphasis on strategic coordination and alignment across federal, state, and local systems, PacMtn has refined its co-enrollment strategy to minimize service duplication. The objective is to seamlessly channel Title 1B resources to locations where clients are already engaged, thereby eliminating the need for separate referrals.

The *One Workforce* initiative remains a demand-driven system. By updating its 2019 cluster study to include data reflecting the post-pandemic economy, PacMtn has reoriented its business solutions team to focus on demand-responsive career pathways. The one-stop operator, in collaboration with the one-stop operations board subcommittee, has thus redesigned the service delivery model to directly align clients with in-demand occupations correlated to actual job orders.

This approach resonates with the *One Workforce* call for sector strategies, enabling a shift from the outdated push model to a more efficient and effective pull system. By doing so, WorkSource PacMtn ensures job seekers are matched with specific opportunities tailored to meet the demands of the local labor market.

One Workforce PacMtn, initially launched in May 2021, began the comprehensive rollout of this updated model in July 2022, ensuring greater alignment with federal guidelines and a more agile, responsive system for both employers and job seekers.

### Focus on Economic Security for All

In July 2022, PacMtn utilized State Economic Security for All funds championed by Washington state's Poverty Reduction Task Force to benefit job seekers of our region. PacMtn implemented programming designed to incentivize participant engagement within the workforce system. The program adopted a best practice strategy by combining financial services with career development, occupational training,

and retention services for participants in order to effectively minimize barriers to achieve self-sufficiency.

## **Focus on the unhoused community**

In PY22, PacMtn continued to administer The Journey 2 Jobs program to support our unhoused Olympia community. Journey 2 Jobs provides peer navigator training and work experience for unhoused residents in Olympia. This programming effort connected new housing-focused partners with the WorkSource system and provides key linkages to system resources for unhoused clients.

## **Workforce Development for justice involved**

Since 2009, PacMtn has made it a priority to provide workforce development services to those involved in the justice system. In PY 2022, we adapted our approach in response to the challenges of COVID-19, introduced new investments, and rolled out our One Workforce strategy. Individuals transitioning from incarceration often face amplified challenges due to limited access to fair employment services and resources.

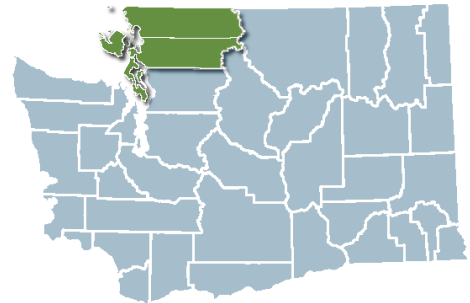
Expanding upon PacMtn's innovative certified peer counselor approach, which incorporates individuals with lived experience, PacMtn secured Pathways Home 3 available by the Re-Entry Employment Opportunities grant to expand pre-release services and strengthen the connection to the WorkSource system post-release for those transitioning out of incarceration. As a result, our justice-impacted initiatives are now seamlessly integrated into the One Workforce strategy, ensuring clients have comprehensive access to all available resources.

# Northwest Workforce Council

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## Making financial literacy a priority

The largest barrier to employment is being low income or living in a low-income community, according to the U.S. Department of Labor. In addition to those who are low-income and unemployed, there is a subset of individuals who may be described as discouraged workers. They are working, but struggle to make ends meet, develop assets, or identify with and advance along a career pathway. The Northwest Workforce Council (NWC) conducts targeted and extensive outreach to these populations to improve individual outcomes and build a skilled and strong workforce.



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

Research shows financial literacy services, when coupled with comprehensive workforce development services, leads to enhanced and enduring outcomes. Outcomes can include:

- Asset development
- Empowering the individual, and
- Creating a state of security, calmness, and food security.

## WIOA Programs

A review of the financial literacy curricula produced by the banking industry typically includes career decision making as the cornerstone for financial literacy. Accessing and understanding labor market information and developing a plan to move along a career pathway is half of the equation. The other half includes understanding money management, financial planning and, perhaps most important, how behaviors and personal values impact resource development. While financial literacy has been a mainstay of young adult and adult programming for years, NWC continues to contemporize service delivery approaches through building a library of available instructional options and continuing the relationship with other agencies and businesses that provide these services.

NWC's Economic Security for All (EcSA) project is an innovative approach that combines comprehensive career and training services with financial literacy aimed at increasing financial resiliency and self-sufficiency for long-term impacts. This program has a dual generational approach to help families with children achieve their long-term financial self-sufficiency goals by combining financial literacy training with cash incentives, peer learning, and workforce development services. In addition to providing services to the workforce participant, this model also provides instruction at an age-appropriate level to

the participant's children. This project is a strong collaboration among the community action agency (Opportunity Council), the local Community Services Office of DSHS, and the local community and technical colleges.

The workforce services provide comprehensive services coupled with incentives, paid in real time, for achieving milestones on the participant's plan. Community partners work cooperatively to coordinate a robust, individualized mix of both financial literacy and workforce preparation services to enable the customer to benefit from both sets of services. Individuals needing SNAP or other supportive services are referred to the appropriate agency to remove barriers to participation.

The adults in the family participate in a series of financial literacy workshops. Upon successful completion of the workshops, participants are then paired with a trained mentor, whose role is to assist in goal development and then coach the person for one year through achieving short-, mid-, and long-term financial goals. Incentives for meeting individualized financial milestones are banked and paid to the participant upon successful completion of the one-year financial literacy component. This approach reinforces the concept of saving a portion of earned income. The children participate in age-appropriate financial literacy training and can earn incentives as well. Families have the option of opening a child's savings account to bank the incentive provided through the Opportunity Council's separate foundation funds.

Results in the first year:

- The program exceeded enrollment targets meeting 142% of target.
- The program achieved 92% of the goal established for individuals reaching self-sufficiency (two earn more than \$70,000 per year)!
- Eight families completed the financial literacy program (some have participation that starts in 2022 and ends in 2023).
- Eight families opened a child's savings account.

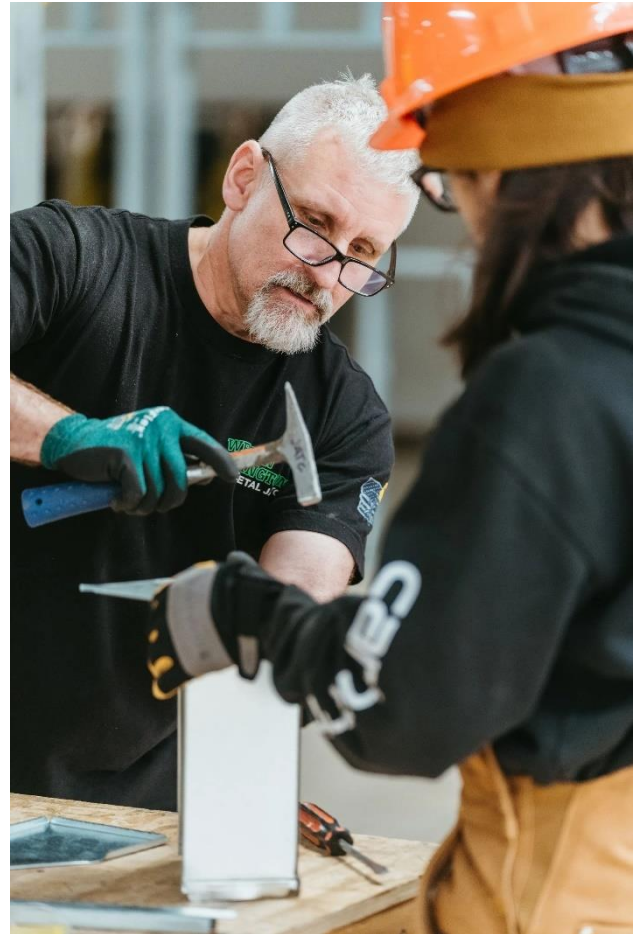
## **Developing a pipeline for key industries**

The Northwest Workforce Council (NWC) has a longstanding commitment to promoting pre-apprenticeship and apprenticeship opportunities in the trades as an excellent career pathway, particularly to support young adults, women, minorities and low-income individuals to enter careers which enable economic self-sufficiency. One strategy used to highlight the importance of the skilled trades as a viable employment and career option, and to create a pipeline of young adults interested in

postsecondary careers untethered to the college experience and expense, is showcasing the multitude of trade opportunities. The Washington Apprenticeship Vocational Education (WAVE) Tour is one such event that exposes high school students and WIOA young adults to careers in construction and related manufacturing trades, providing real-time interactions with journeymen and related hands-on activities that had been run annually for 12 years. After a three-year hold due to the pandemic, WAVE was reinstituted and once again turned out to be a resounding success for all who participated.

As part of a cross-regional strategy, NWC partnered with Career Connect WA Northwest Regional Network, registered apprenticeship programs, and nine local trades organizations to conduct the 2023 WAVE Tour. The event was attended by more than 400 individuals, including school counselors, CTE teachers, juniors, and seniors from 25 high schools, spanning across two Workforce Development Areas (WDAs) that serve Skagit, Whatcom, Island, and north Snohomish counties. The hands-on experience was conducted at the Northwest Carpenter's Institute (NWC) Technical Training Center in April 2023. Each day, Carpenters, Construction Laborers Local 292, Electricians IBEW 191, Operating Engineers, Sheet Metal Workers, Plumbers & Pipefitters, Snohomish PUD, AJAC Advanced Manufacturing Apprenticeships, and Puget Sound Energy provided activities for participants to explore trade tasks. Students from different schools visited the NWC Training Center each day, and learned about salaries, benefits, and career path opportunities in the trades while participating in hands-on activities that introduced students to what apprentices may do in the various trades.

In a survey of students who attended the 2023 WAVE tour:



*Participants of the WAVE Tour get hands-on exposure to construction and manufacturing trades.*



- 89% reported they learned more about apprenticeship programs than they had previously known.
- 59% were interested in being contacted directly regarding apprenticeship opportunities.

Due to the event's success, all parties look forward to next year's WAVE event!

## **Work-based training**

The Department of Labor emphasizes WIOA work-based training as a primary focus for building strong, job-driven workforce programs that are responsive to business needs. While COVID-19 certainly changed the dynamics within the workforce, analysts clearly predicted a shortage in skilled workers long before the pandemic. This call to action to focus on work-based training aligns with the Northwest Workforce Council's strategic goals of tailoring services to be responsive to business needs, and expanding the ways in which business is engaged with workforce activities.

## **Easy access options**

Extensive outreach and marketing to businesses has been a focus by NWC. NWC connects with local business in the manner that the business prefers. If a business needs in-person meetings to review work-based training options, this is always available to them at any point in the process of becoming a work-based training site. During 2022, NWC provided an internet site for businesses to connect and made it more convenient to explore options to increase and enhance their workforce (NWC Connect, Resources for Business). This new website hosts orienting information, FAQs, and applications for businesses to become a work-based training site. Business feedback has been positive. Businesses report that online information is handy, easily accessible, and they like the ability to fill out forms and applications online and at a time that is most convenient for them.

## **On-the-job training (OJT)**

NWC provided OJT business services to 12 different businesses, thus increasing the workforce occupational skills of 44 program participants. The following example illustrates the effective use and positive outcomes of OJT business services. Andgar Mechanical, LLC, is a business whose products and services include heating, ventilation and air conditioning services (HVAC) in the Northwest.

In order to create a talent pipeline and attract both young adults and low-income individuals who experience barriers to employment, Andgar developed a Career Acceleration Program (CAP) to bring on promising candidates for employment. When Andgar learned about NWC's OJT option, they soon entered into a partnership to train workers newly entering the workforce. WIOA IB participants are hired by Andgar for the eight-week CAP training where they learn proper material handling, hand and power tool usage, construction math skills and construction job site protocols. The CAP participants are

taught the National Center for Construction and Education Research (NCCER) Introduction to Basic Construction Skills and also complete the Career Safe OSHA 10-hour construction safety course. These two courses along with hands-on training conducted by Andgar staff in the classroom and in the field set up CAP participants for long-term success in their new career.

Individuals that complete CAP are assessed by supervisors at Andgar, and then start orienting in a focused career pathway in areas such as Commercial HVAC, Residential HVAC, Architectural Metals or Sheet Metal Fabricating. After the basics are learned, further skills are gained working in the field with seasoned technicians, allowing the participant to grow and progress in their new job.

Results: 80% of the WIOA participants successfully completed their training, meeting all Measurable Skill Gains throughout the training period. They are now employed full-time with benefits, earning at least \$21 per hour and are on a career pathway where they can expect increased skill development and higher wages over time.

## **Incumbent Worker Training (IWT)**

NWC provided IWT business services to six businesses in the region's key sectors of manufacturing and construction. Twenty-four employees received upskill training, which increased their wages and increased the competitiveness of the business. While the need to upskill a business's workforce changes based on industry, business size, and access to a qualified workforce, the following highlights the value of this business service in rural communities.

Northwest Workforce Council has had long-term relations with the majority of small businesses in rural San Juan County. In conversation with Armstrong Electrical Solutions regarding the challenges of building a qualified and skilled workforce, the business was introduced to the benefits of IWT, and a plan was put into action.

Three Armstrong Electric employees entered into a training plan to get them to journeyman electrician status. Armstrong reports, "Through the incumbent worker program, I was able to train my current workers in preparation for the Journeyman qualification exam. Immediately after the class, one of the workers was able to take the test and is now a qualified Journeyman. With an additional Journeyman Electrician staff, I have been able to hire two trainees to work under him. NWC's IWT program has increased my workforce substantially."

Results: The journeyman electrician level participant is now working full-time, moving from \$35 to \$50 per hour. The other two incumbent worker trainees continue to make progress towards completing the requirement for work hours and other CEU classes to be eligible for Journeyman qualification and to test in 2024. Each journey level employee allows both the business and employees to grow and thrive.

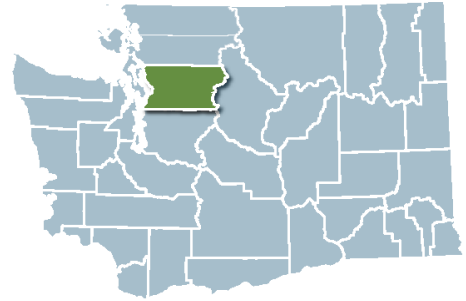


## Work Experience (WEX)

NWC has a robust young adult program which significantly emphasizes paid work experience with occupational and academic components for gaining both essential workforce skills and occupational skills. While the pandemic severely disrupted this work-based training option, 2022 proved to be a year of growth in expanding this valued business service that also meets the needs of young adults. The strategy to bring work-based training back to pre-pandemic levels for young adults necessitated targeted outreach and promotion of appealing options. In addition to re-engaging WEX host sites that provide exemplary training services, NWC created new host sites that can provide training in the region's key sectors, thus leading to career pathways that provide high wages. One of these new work sites, Pirate Metal Works LLC, was eager to provide training to young adults. The owner herself, understanding the dynamics of non-traditional employment, hoped to attract women to the occupation and was open to providing training services to any young adult interested in entering the field of welding. Recruitment efforts were explosive. A young man and a young woman were placed and continue their training in marine and artistic welding.

Results: In addition to the young adults mentioned above, 50 additional participants gained invaluable work readiness, occupational, and essential skill development.

In 2022, the economic and labor force conditions in Snohomish County slightly lagged the national growth rate in its post-pandemic recovery; however, unemployment continued to decline. Over the course of the year enrollments in WIOA and workforce grant programs increased sharply. Employers across most major industry sectors in the county continued to rebuild their workforces, as the complexities workers faced in the post-pandemic economy continued to persist.



*Serving Snohomish County*

The Snohomish County Future Workforce Alliance's focus on facilitating an equitable recovery and employer and worker resiliency catalyzed efforts in PY22, with a consistent focus on system transformation and responsiveness. Guided by the Workforce Development Strategic Action Plan (WDSAP), initiatives in PY22 continued to advance the plans' three overarching goals:

- Facilitate and build a culture of collaboration among all workforce system stakeholders.
- Grow and diversify jobs in Snohomish County.
- Cultivate talent through increased skill development and opportunities for Snohomish County.

To advise the FWA on strategic priorities and to oversee the planning and execution of those priorities, the FWA established the Workforce System Transformation Committee in PY22. This board-led committee brings together working groups to help implement specific priorities in the strategic action plan.

The FWA's PY22-23 work plan is composed of targeted, short-term action items as well as continued, sustained efforts stemming from the WDSAP and its charter, aimed at systems change and advancing a gold standard workforce development system.

### Overview of the PY2022-23 Work Plan

- Development of a roadmap for strengthening the delivery of WIOA- and non-WIOA workforce services for underserved communities through community-engaged practice and WorkSource Connection Sites.
- Continued advancement of the business retention and expansion team consisting of delegates from Workforce Snohomish, Snohomish County, and local economic development to support the growth and diversification of jobs in Snohomish County.
- Implementation of Workforce Compass' job seeker portal to improve capabilities of job seekers and employment specialists to explore careers, identify transferable skills, develop individualized

training plans and navigate career transitions. Ensure the platform supports occupational and skills-based training for participants aligned with employer needs.

Workforce System Transformation Committee Action Items included:

- Developing a community centered service delivery strategy.
- Developing a career and training navigation and pathways strategy.
- Developing a youth apprenticeships strategy.

Collectively, the three priority areas identified by the Transformation Committee are designed to evoke stronger customer outcomes among underserved communities and employers by moving towards a community-responsive model of workforce service development and delivery. The FWA goals, workplan and correlating action items are inherently and intentionally connected and dependent to achieve the desired outcomes. The implementation of the work plan is reflected in the reporting below.

## **Goal 1: Facilitate and build a culture of collaboration among all workforce system stakeholders**

**Community centered service delivery strategy.** The community centered service delivery strategy upholds the definition of community-engagement, developing reciprocal partnerships with a wide range of organizations with the intent of improving access and services to populations historically underserved and disproportionately impacted by the pandemic.

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*Community engagement describes collaboration between the workforce development system and the communities we serve, supporting the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. – Adapted by Workforce Snohomish from Carnegie Classification*

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These partnerships are diverse as the communities they serve and continue to evolve and develop, based on need, organizational mission alignment and clear definition of community-engaged practice and partnership.

In PY22, Future Workforce Alliance in partnership with Workforce Snohomish and WIOA Adult/DW and Youth subrecipients continued to expand partnerships with community-based organizations.

**Community-based organization partnerships.** Informed by geographic data on customers served and an increasing need among employers for talent, the board charged Workforce Snohomish with expanding services to north Snohomish County. The cities of Arlington, Marysville, Lake Stevens and the

surrounding area are rapidly growing. Employers in north county, particularly in advanced manufacturing, transportation and logistics continued to report vacancies and difficulty hiring.

**Volunteers of America Western Washington (VOAWW).** VOAWW provides thousands of Snohomish County residents with an array of essential services and programs, including food, early childhood and assistance program, job search help, clothing, paperwork and application assistance, disability services and youth center. These services and programs are delivered at certified Community Resource Centers (CRC) located across the county, including the Arlington Community Resource Center that also serves as a WorkSource Connection Site. Recognizing the opportunity to strengthen the connection of individuals and households served by VOAWW to the opportunities in the local labor market, and the benefit to WIOA participants in accessing supports provided by VOAWW; the organizations agreed to partner.

With support from the QUEST Disaster Recovery Dislocated Worker Grant, an investment was made to support dedicated staff time supporting the collaborative design of service delivery in north county with VOAWW. The development process began with establishing mutual understanding of how VOAWW, WIOA Title I subrecipient, Career Path Services and Workforce Snohomish serve customers; customer profiles, staffing models and competencies and the programs and services provided. In spring 2023, services commenced, resulting in five referred customers enrolled in QUEST.

Advancement of the partnership with VOAWW's CRCs and additional community-based organizations is planned in the coming year, as the Transformation Committee advances its work plan. These partnerships are a critical component to reaching underserved and diverse populations across the county, supporting access to talent for existing and emerging industries and employers.

## **Goal 2: Grow and diversify jobs in Snohomish County**

The Workforce Snohomish business engagement and retention team continued to adapt to changing economic conditions and employer needs for talent in PY22. Despite the slight decline in overall employment, sectors including advanced manufacturing continued to report severe shortages. The business engagement and retention team maintained its charge to cultivate relationships with local employers and related organizations, supporting immediate needs; while cultivating employer relationships and a deep understanding of emerging skill and hiring needs in sectors of advanced manufacturing, health care and social assistance, maritime and construction and infrastructure.

As job seeker activity increased, employer utilization of business services also increased.

- 228 unique businesses served through meaningful interactions
- 26 Employer of the Day events held, generating 24 offers of employment
- 360 job seekers attended hiring events
- 6 rapid response events held, serving 65 jobs seekers

In support of increasing demand for talent, the business team focused on building their relationship and workflow with WIOA subrecipients and system partners, as well as connecting with community-engagement efforts to support employer hiring and skill development needs, including refugee-focused hiring events.

### **Goal 3: Cultivate talent through increased skill development and opportunities for Snohomish County.**

**Refugees and immigrants.** Snohomish County welcomed 1,938 refugee and humanitarian immigrant applicants for Washington Department of Social and Health Services between October 2022 and June 2023. The county's newly arrived refugees come from countries spanning the globe, including Ukraine, Afghanistan, Iran, Syria and Haiti. As the population of refugees sought assistance with their transition to a new country, many enrolled in English language courses at local community colleges – stretching the capacity of these programs and generating substantial waitlists. College partnerships with community-based organizations expanded ELL capacity and workforce development programs and partnerships mobilized to serve the population, utilizing an array of braided federal, state and local resources.

In response to the significant community need, Workforce Snohomish directed the investment of state funding under the Economic Security for All (EcSA) program to enhance system capability to serve refugees living at or below 200% of federal poverty level. Workforce Snohomish and Adult/Dislocated Worker subrecipients, Career Path Services, Pacific Associates and Refugee & Immigrant Services Northwest (RISNW) worked collaboratively to co-enroll participants, based on their needs and backgrounds in WIOA Title IB, EcSA and Refugee Career Pathways Initiative (RCPI) grant, funded by the US Department of Health & Human Services, Administration for Children and Families.

- Subrecipients provided wraparound supports for refugee participants, including ELL referrals, housing referrals, transportation assistance, and laptop purchases for participants to engage in online learning.
- The RCPI program supported refugees with professional backgrounds to support foreign credential assessment and facilitate workforce re-entry through occupational training or employment.
- RISNW provided bilingual case managers and translation services.

- Partner VOAWW provided rapid housing assistance as well as other wraparound supports to ensure participants could successfully complete training and attain employment.

In collaboration with Volunteers of America of Western Washington, the business engagement team hosted two hiring events focused on the Ukrainian refugee and immigrant population. Between the two events 11 different employers participated, and over 200 job seekers gained exposure to employers across many industries, learned proper etiquette on approaching recruiters, and accessed resources for job seekers provided by WorkSource.

**Data analytics.** Data analytics uses various techniques to organize and translate business data into information for concrete action plans that are of critical importance to business as they recover from the pandemic and strengthen their resiliency. Data analysts provide context and interpret data that supports data-informed decision making and drives strategic advantage. The persistent demand for data analytics talent takes form both in the occupation itself and as a skill for individuals to leverage their professional backgrounds and education to progress their career and/or re-enter the workforce.

Participants continued to engage with NWIRC's 20-week, full-time Data Analytics Bootcamp in PY22, including a significant percentage of refugees. Supports provided by subrecipients, Workforce Snohomish, partnering organizations and NWIRC have yielded strong completion rates and employment outcomes. As intended, bootcamp graduates have successfully obtained jobs by leveraging their prior work experience, enhanced by the skills and credential attained in data analytics. These graduates enter positions in a wide range of industries, including advancement manufacturing, transportation and logistics, finance and healthcare and social services.

Michael is a Ukrainian refugee who was connected to a case manager in March 2023. He was struggling to find employment due to limited English skills and a medical condition. The case manager enrolled Michael in the Economic Security for All (EcSA) grant and began counseling him to overcome his barriers to employment. They defined his goals of working as a carpenter, his previous job in Ukraine for over 30 years, and identified potential employers. The case manager created an English resume on behalf of Michael and assisted him in sending applications to local businesses. Due to Michael's friendliness and impressive knowledge of carpentry, he was able to make excellent impressions on multiple employers and accepted a position in April 2023. With his new employment, he has achieved 187% of his self-sufficiency level.



*Graduates of the Washington Data Analytics Bootcamp landed new jobs in a variety of industries.*

**Cybersecurity.** Subrecipients collaborated with FOUR18 Intelligence to train dislocated workers and adults, including a large percentage of refugees in cybersecurity through the Tradecraft program. Unique in its design, the Tradecraft program is a fully-online program that utilizes real-world threat data to feed a gamified platform integrated with industry-standard tools that provides an experience equivalent to performing cyber analysis professionally, with a rich and constantly changing stream of real threats and direct coaching feedback from professional practitioners. Program completers received a number of industry-recognized credentials as they progressed through the program.

FOUR18 Intelligence provided individuals one-on-one tutoring in addition to their standard curriculum and established a peer-to-peer learning group to support collaboration among refugee participants, supporting successful completions.

Dartur was co-enrolled into WIOA Title IB in January 2023 after being laid off from their Network Administrator job in February 2021, and co-enrolled with the Trade Adjustment Assistance program between April 2021 to May 2023. They received support from their WIOA Employment Specialist with their job search, resume reviews and funding for TradeCraft training. They also received support services for transportation, hygiene supplies, and medical equipment so they could attend and successfully complete training. They obtained employment as a Network Engineer in May 2023 making \$35 an hour for 40 hours per week.

**Youth.** In PY22, WIOA youth enrollments increased sharply over the prior year, exceeding local targets. Youth subrecipients worked to restore pre-pandemic work experience opportunities for youth participants and strengthen collaborations with local organizations and open doors programs.

**Arlington Employment Expo.** The Arlington Employment Expo was a joint effort with Arlington Public Schools, including Weston High School's Open Doors Program. In total, there were 32 businesses in attendance and 125 community members. WIOA employment specialists were onsite to help attendees with resume building and other job search questions. The team provided on-site resume review and job search support to all attendees.



**Apprenticeship awareness.** The Snohomish & Island County Labor Council, in partnership with Workforce Snohomish hosted two Trade UP events in PY22. Trade UP is an all-day hands-on event that brings juniors and seniors together from different school districts to explore a variety of trades and apprenticeships that are prevalent in Snohomish County.

The Edmonds School District Trade UP event convened 100 students with eight different trades and apprenticeship programs, including Snohomish County Public Utilities District, Community Transit, and the Laborers.



*Participants of the Trade UP event get a hands-on introduction to a variety of trades. Photo courtesy of Annie Barker, Everett Herald.*

The second event was the regional Trade UP event that took place at the Livestock Pavilion of the Evergreen State Fairgrounds in Monroe. Two hundred students from Sultan, Gold Bar, Monroe, Snohomish and Granite Falls school districts attended. Trainers represented Snohomish County Public Utility District, Snohomish County Public Works, Community Transit, International Union of Operating Engineers, Machinists Institute, the Cement Masons & Plasterers Union and AJAC Advanced Manufacturing Apprenticeships.

In the coming year, guided by the Board's Transformation Committee and partners, we will focus on expanding youth apprenticeship programs in Snohomish County.

## Conclusion

Demand for re-training and re-employment services remains high as we enter PY23, as community-engaged practices yield stronger access, awareness and community connection. As employer demand for talent remains robust, new skill demands continue to emerge as new companies are formed and traditional industries adapt and grow. At the same time, investments in infrastructure and workforce recovery across a number of sectors further drive local demand for a skilled workforce.

The Future Workforce Alliance is excited to continue its exploration of innovative models for broadening the pool of talent in Snohomish County through employer and partner engagement, ensuring that business is supported in accessing skilled talent and every individual in Snohomish County has access to meaningful work.





### Introduction

In PY22, the Workforce Development Council (WDC) of Seattle-King County continued its commitment to transforming the workforce landscape, emphasizing racial equity, job quality, and partnership.

Throughout the year, under the Workforce Innovation and Opportunity Act (WIOA), we served 637 adults, 611 dislocated workers, 331 youths, and provided services to 2,549 businesses.



*Serving Seattle-King County*

We dream of a Puget Sound region where economic prosperity is shared by all - where racial wealth gaps and systemic racial inequities are remnants of the past. Our primary objective as the local workforce board is to synchronize the needs of the regional labor market with industry and community resources, striving for enhanced prosperity, superior job quality, and racial equity for all.

Here are our highlights for the year:

### Innovative collaboration

This year built up the WDC's capacity to conduct its daily operation and raised the bar for job quality.

- 13 hires and promotions
- 3 newly created positions
- 3 internal promotions

Over the course of the year, the WDC gained 10 new staff members, filling seven vacancies and creating three new positions, and promoted three internal staff.

We've always encouraged staff to engage in professional development and this year our staff took these opportunities to heart. Team members attended conferences and training sessions across the country to improve their skills and knowledge base, including:

- MIP Accounting Conference
- National Association of Workforce Boards Conference
- National Skills Coalition Summit

- Uniform Guidance Training
- WWA Annual Conference

Advancing daily operations means smooth and united collaboration. This year, our fiscal and operations staff researched and implemented new practices that center accountability and efficiency across the organization. Across the WDC, we developed new procedures to align our workflows for more streamlined teamwork.

In an intentional effort to secure the sensitive data our staff handles, our team advanced processes to enhance delivery of accurate, reliable, and transparent data internally and externally. Working alongside ESD, we sought to develop new solutions to best fit the needs of case management staff and local workforce development boards. Alongside this, we conducted over 20 ETO training sessions for WIOA Title I service providers.

The Self-Sufficiency Calculator's statewide use for all EcSA program participants was championed this year by WDC staff. The calculator also had its infrastructure modernized, allowing for future updates to be conducted seamlessly.

This year saw the launch of Workforce Dynamics, a data visualization tool that uncovers significant racial inequities in King County's labor market, including employment, wages, and access to quality jobs. This tool is an important part of our overall strategy and combined our data and communications staff to closely examine the disparities as they exist within our regional economy and workforce.

## **Community engagement**

This year we platformed our community members in creative ways with a focus on population-based strategies and worker-centered storytelling

One example of intentional support to community-based organizations was our Population-Based Strategies Pilot targeting youth impacted by the pandemic to uncover new approaches to systems change. Service providers include Boys and Girls Clubs of King County, El Centro de la Raza, Safe Futures, and Partner in Employment. By bringing in organizations that have historically been disregarded and disengaged from the traditional workforce system, we will continue learning to identify, address, and support these populations. We will continue catering our approaches to these communities experiencing more barriers to career and education opportunities so that we can ensure a more equitable workforce.

To better engage our community members, we also delved into new mediums of communication. We sought to highlight the lived experiences of our participants and staff throughout our online presence via websites and social media. Our new social media strategy sought to engage the culture of the WDC

by showcasing our staff's lives and work journeys, emphasizing the values and mission of our organization.

## **WorkSource Seattle-King County**

WorkSource Seattle-King County leapt into new opportunities to develop our local system.

Providing local jobseekers with the training options to enhance their skills, the WDC and the one-stop operator team gave a greater purpose to the use of Coursera. Featured courses were selected to align with ESD's in-demand skills report promoting the top 25 skills listed in current job postings.

During the program year, jobseekers that connected to WorkSource-SKC enrolled in 6,389 courses through Coursera, with 1,605 courses completed so far.

- 6,389 Coursera enrollments
- 1,605 Courses completed

Our partnership with Unite Us brought regional service providers together on a new client referral platform. This platform, centered around the Job Seeker Request Form, simplifies the process for clients to connect with providers and resources in their job search.

The recertification of WorkSource sites and selection of a new one-stop operator team for our local system helped us end the program year with new plans and opportunities for continued growth going into the future.

## **Partnerships**

We cultivated our partnerships and emphasized the value of economic empowerment and community building across our programs.

- Bank of America
- Seattle Storm
- Build2Lead
- Black Coffee Northwest

Through paid internships, job training programs, and pre-apprenticeship certifications, youth and young adults were able to gain quality job experience with local employers.

Part of changing workforce development includes addressing the underlying barriers that impede economic mobility. Programs like Employment Supports for Individuals Impacted by Criminal Legal System (ESIICLS), King County Jobs and Housing Program, and QUEST helped provide services and

additional financial support for vulnerable populations. These programs provided services like these to grow skills in participants:

- Peer navigators
- Housing, rental, and tuition assistance
- Pathways to permanent jobs
- Culturally and linguistically sound community events

Featured Partners:

- King County Housing Authority
- YWCA
- Asian Counseling & Referral Service (ACRS)
- TRAC Associates
- Weld
- Chief Seattle Club
- Organization for Prostitution Survivors
- Community Passageways

Networking has strengthened our partnerships as well. Our Healthcare Industry Leadership Table (HILT) convened leaders from small and large health care providers across King, Pierce, and Snohomish counties to come together and improve access to the pathways for a skilled health care workforce.

The success of the HILT's Sound Careers in Healthcare event gives us added confidence as we engage in more Leadership Tables.

## Advocacy

Collective advocacy and joint efforts made a difference in our approach to developing a better workforce system.

Policy priorities for this year emphasized equitable workforce growth, removing barriers to economic mobility, and building pathways to quality jobs.

The State Economic Security for All (EcSA) model of Seattle-King County piloted a Guaranteed Basic Income (GBI) program, which provided unrestricted funds, career development assistance, and financial education and coaching to community members hit hard by the pandemic – Black, Indigenous, People of Color, and refugee and immigrant communities.

To address the underlying obstacles faced by our region's most vulnerable communities, we targeted the gaps in government aids. Members of our staff met with legislators to garner support for digital equity and bridging programs that provide assistance to communities no longer eligible for public benefits.

Added capacity in our staff this year led us to more deliberate advocacy pushes and coalition building.

## **WIOA Adult Program overview**

In PY22, WIOA Adult Program providers embraced a multifaceted strategy aimed at enhancing outreach and service delivery. This was evident in collaborative efforts with external partners: ACRS building bridges with entities like credit unions and IT-focused organizations, while YWCA was forming strategic alliances with groups like Community Passageways.

A significant commitment was made to promote racial equity, with a specific focus on assisting refugees and immigrants. This included efforts by Neighborhood House to recruit bilingual career specialists, and initiatives by ACRS and TRAC Associates to support Afghan and Ukrainian refugee communities. In tandem with this, providers harnessed technological advancements to bolster internal communication, such as YWCA's dedicated SharePoint platform development. TRAC Associates' focus on experiential learning was the result of a long-term strategy to improve the transition from training to employment.

Overall, WIOA Adult Program providers are converging on a model that champions collaboration, places a premium on equity, and ensures an end-to-end approach from training to job placement.

## **Frontline staff experience**

Frontline staff across WIOA Adult providers are emphasizing continuous professional development, with organizations like ACRS and Neighborhood House investing in training sessions ranging from SharePoint to motivational interviewing. Collaboration stands out as a central theme; TRAC Associates' partnerships with ESD and YWCA's collaborations with IRC, Urban League, and Consumer Direct Care Network Washington reflect their drive to broaden impact.

To bolster efficiency, providers are incorporating tools and technologies; for instance, ACRS utilizes SharePoint for scheduling, while YWCA employs financial planning tools for job seekers. Initiatives like YWCA's Ethical Storytelling Workshop highlight a commitment to principled and respectful client interactions.

The overarching goal for staff is comprehensive service delivery. The collaboration between YWCA and PIM Savvy, aiming to guide participants toward essential DSHS services, and the services of ACRS at WS Rainier and Auburn, showcase the diverse ways providers are ensuring comprehensive support.

## Challenges

WIOA Adult partners face many challenges in providing comprehensive workforce development services. The job market presents difficulties such as decreased demand for specific roles, like manufacturing and phlebotomy, and saturated sectors like IT and finance. Bureaucratic hindrances, including lost paperwork (especially for selective service registration and essential documents for enrollment), and prolonged exception requests for specific trainings or programs, complicate enrollment processes.

Additionally, language barriers, especially among Cantonese and Vietnamese speaking clients, combined with digital literacy needs, pose service accessibility issues. Staffing and training issues were prevalent in PY22, ranging from general understaffing to the need for improved training modules in everything from data entry and system usage to staff's emotional and professional needs.

The financial fallout from the pandemic has intensified the need for rental aid among participants, prompting partners to seek further funding for extended assistance for clients. Over the year, client interactions sometimes proved challenging, and staff have expressed desire for peer support groups to help handle the challenges and emotional toll associated with difficult clients. There remains a need to streamline the enrollment process and implement digital tools like Cognito Forms to enhance service efficiency.

## Sector-based programming

Across the WIOA Adult partners, there is a drive towards forging collaborations and amplifying sector-based training. ACRS showcases versatility with diverse collaborations, from manufacturing to IT, while Neighborhood House and TRAC Associates emphasize targeted employer partnerships and the expansion of work-based learning sites respectively. YWCA stands out with its multi-faceted approach, encompassing health care partnerships, city recruitments, employment-centric events, and pronounced corporate synergies. A notable feature is YWCA's forward-thinking in the realm of 5G telecommunications, combined with its youth-centric initiatives. Collectively, these endeavors emphasize the partners' commitment to inclusive workforce development prioritizing equity.

## WIOA Dislocated Worker Program overview

In PY22, the WIOA Dislocated Worker providers showcased dedication and adaptability in addressing the needs of their communities.

## Community engagement and collaborations

Providers have been deeply committed to community engagement. ACRS formed notable partnerships with Unite Us and various CBOs, particularly emphasizing support for the Vietnamese-speaking

demographic. Pacific Associates bolstered their connections with educational institutions such as the Lake Washington Institute of Technology and actively participated in outreach events. TRAC Associates emphasized outreach to the African-American community and trained new staff to serve LEP clients.

## Rapid response and supportive services

Providers were quick to respond to immediate community needs. ACRS stood out in its rapid response services to companies like Greenleaf and Blue Nile, ensuring support during layoffs. Pacific Associates also noted their increased efforts adapting to challenges arising from regional tech layoffs. TRAC Associates focused rapid response efforts on addressing individualized client needs.

## Challenges and adaptability

Despite facing significant challenges, providers remained adaptable. ACRS contended with significant rental assistance needs and barriers of technology access and English proficiency. Pacific Associates navigated challenges posed by the tech industry layoffs and uncertainty about the future of the agency amid a restructuring, choosing to prioritize client welfare. TRAC Associates tackled diverse challenges from managing specific client demands to navigating administrative barriers.

## Sector-based programming

ACRS continued its collaborations with educational and skills training institutes. Pacific Associates initiated a promising partnership with All New LLC, a Black, female-owned business. Meanwhile, TRAC Associates developed a plethora of work-based learning sites across sectors like construction, health care, IT, and transportation.

## WIOA Youth Program overview

During PY22, the work of WIOA Youth providers could be characterized by several themes. First was an emphasis on diverse work-based learning initiatives. Boys and Girls Clubs of King County (BGCKC) recognized and adapted to the dynamic needs with robust programs like Advanced Manufacturing Academy as well as new pre-apprenticeships in a range of disciplines. Partners have shown how collaboration enriches program offerings, from initiatives like Evergreen Goodwill's work with Boeing to BGCKC's partnership with AJAC and Federal Way Public Schools, and Urban League's efforts with the University of Washington's AVELA program.

As partners have expanded program offerings, it has been important to cultivate operational efficiency to support enrollment. Several organizations have leveraged tools, classes, and outreach mechanisms to broaden their impact. King County Education & Employment Resources (KCEER) showed a robust emphasis on academic and post-secondary pathways, with a focus on facilitating transitions to higher

education and ensuring academic excellence. Finally, all providers emphasized the importance of consistent engagement and support, building initiatives that prioritize a nurturing and comprehensive development environment for youth.

## Youth outreach efforts

The past year was marked by strategic and impactful outreach initiatives across partner organizations. Central to these efforts was the establishment of strategic partnerships with educational institutions. BGCKC, for instance, has collaborated closely with prominent school districts to roll out career readiness and internship programs, preparing students for future employment opportunities. Meanwhile, community engagement from organizations like Partner In Employment (PIE) and YMCA Social Impact Center resulted in job fairs and community events, hosted with a range of partners. King County Education & Employment Resources (KCEER) located at Shoreline Community College Learning Center North (LCN) has implemented a revamped targeted outreach strategy that is especially notable, focusing on inclusivity through regular engagement with diverse community entities, from schools and religious groups to community agencies. Mentorship initiatives, like BGCKC's partnership with Blacks at Microsoft, enriched these outreach endeavors, offering youth invaluable interactions with professionals and insights into diverse career pathways. The collective drive across these initiatives aims for a future where youth are not only well-informed but are also actively inspired to explore a spectrum of career opportunities.

## Challenges

Across WIOA Youth organizations, several shared challenges have emerged in the execution and delivery of programs. Central among these was the issue of communication and turnover, with organizations like PIE experiencing disruptions due to frequent personnel changes at partnering entities, which strained their capacity as a program lead. Recognizing these challenges, PIE plans to revise its partnership model for future cycles. Another significant bottleneck has been enrollment documentation delays, which impedes the swift progression and realization of program objectives.

Wage disparity was an additional challenge among program participants. This was especially pronounced at LCN, as their internships were forced to compete with high wages offered by local businesses. The inability to match or increase these wages, due to factors like County policies, further compounded the challenge. In response, LCN is focusing on shorter-term training opportunities leading to a Work Experience (WEX), with community collaborations such as those with car dealerships for automotive programming.

Additionally, organizations are grappling with the dual challenges of staffing and efficient training, with providers such as Urban League playing catch up to staff and train their two full-time case managers at Foster High School. Training for the inefficiencies of the state ETO database add administrative burden



to partners. These challenges are further magnified by the need to adapt to competitive external factors—LCN’s struggle with the allure of higher wages in local job postings reflects a broader challenge to meet the cost of Seattle-King County’s economy with competitive training programs.

## Work experience and career-connected learning

WIOA Youth providers have focused on a few major areas to improve their work experience and career-connected learning programs. First is the shift from traditional job readiness training to real-world applications, as organizations like BGCKC are focusing more on tangible internships and apprenticeships. This is complemented by comprehensive training programs championed by entities such as the Urban League, which equip participants with a gamut of skills, ranging from resume crafting to holistic job readiness strategies.

Collaboration remains paramount, with many organizations forming alliances with external partners to ensure work experiences resonate with industry demands. The YWCA embraces digital tools and online platforms, and the Y Social Impact Center’s weekly Job Club also plays a pivotal role in connecting youth with potential employers and providing career guidance.

While theoretical knowledge forms the foundation, organizations are putting significant weight on practical skill enhancement, be it through mock interviews, networking training, or other hands-on training modules. Feedback continues to inform new processes, with community insights from YouthSource indicating that comprehensive, thorough training reduces onboarding times and maximizes program effectiveness and employer satisfaction.

## Employer engagement

The business services team (BST) continually works with providers to align the dynamic workplace needs of youth programming. This includes the dissemination of job opportunities, ensuring that youth providers remain well-informed with available opportunities. A strategic, sector-specific engagement is the goal as providers like BGCKC work in tandem to foster industry-relevant connections. At the same time, KCEER stresses that referral mechanisms must be refined to guarantee impactful and efficient connections. Evergreen Goodwill leverages both community touchpoints and digital avenues, showcasing the power of a multifaceted approach in employer engagement. Evergreen Goodwill showed success with their strategic use of social media, compelling flyers, and sharing personal success stories in outreach, leading to an increase in participation.

## WIOA business services team

In PY 22, the business services team handled over 300 inquiries and provided more than 400 referrals to local workforce development entities. Their involvement was instrumental in organizing events

engaging over 450 employers and 3,100 job seekers, with notable interactions with 250 local public workforce partners. In response to 38 WARN notices affecting nearly 10,000 workers, the team supported over 700 businesses and affected workers with dedicated layoff presentations. Collaborating with the WDC's communications team, the team updated WorkSourceWA to streamline business inquiries, and implemented a new intake process to foster more effective communication. In media, the team expanded its outreach with a Seattle Times interview regarding our rapid response program services. Proactive participation in business events culminated at the 2023 WA State Employment Law and HR Conference, reaching over 500 HR professionals.

## King County business landscape

King County remains a core economic engine, with 63% of Washington State's top 75 publicly traded firms by FY 2021 revenue. Cities like Seattle, Bellevue, and Redmond lead this drive. The region's economic strength lies in its diverse industry landscape, ranging from tech giants like Microsoft to traditional retailers like Costco, and isn't reliant on a single sector. Moreover, 85% of the state's top 100 privately owned companies from various sectors also call King County their home, bolstered by significant government and health care employment. The dynamic job market here caters to various roles, from professional to blue-collar positions, with health care and tech sectors leading in job postings.

## Challenges in the King County business environment

While the county's economic landscape is robust, challenges persist. The most recurrent business concerns relate to workforce shortages across industries and roles. Factors like the county's aging workforce, high cost of living, and issues around transportation, childcare, and housing further exacerbate these challenges. As per U.S. BLS data, a single person needs to earn an annual income of \$86,303 to sustainably live in King County. The cost inflation also reveals that the Seattle Metro Area exceeds the average US city by 2% in terms of living costs. Job postings data indicates a declining trend over the past two quarters on WorkSourceWA, although postings on platforms like Indeed have seen a surge.

## Engagement and partnerships

Aligning with WDC's Regional Workforce Plan, we emphasize the importance of fostering partnerships to enrich the business environment. Our collaboration extends to 26 chambers of commerce and city economic entities within King County. This year alone, we've engaged with 13 chambers and have partnered with influential business organizations like the Washington Small Business Development Center (SBDC), local chapters of the Society for Human Resources (SHRM), and the Association of Washington Businesses (AWB).

## Economic Security for All

Economic Security for All (EcSA) has become one of the most important additions to the suite of workforce development programs available to the public.

Central to this work in King County is the EcSA stipend, a flexible cash payment provided using state-allocated funds which has proven instrumental to fostering tangible change in the lives of recipients. Whether it's transitioning from prison to a new career or ensuring one can commute to a job, financial support at critical moments can be transformative.

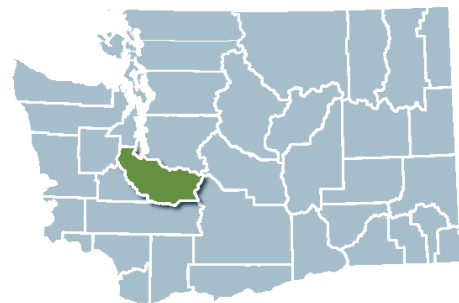
But the journey to economic security is not without its challenges. From logistical issues around class schedules to language barriers, providers have had to adapt and innovate to ensure that their offerings meet the unique needs of every client. The collaboration between various organizations underscores the importance of partnership in these endeavors. Neighborhood House's symbiotic relationship with ESD staff and TRAC Associates' extensive enrollment approach exemplifies the innovative ways providers work to meet their goals. ACRS' deep community relationships help to reach customers who are intimidated by the large amount of paperwork required for enrollment.

Incentives have played a pivotal role in maintaining engagement and fostering commitment. The integration of the Benefit Cliff Calculator has helped to ensure that aid benefits recipients without unintended repercussions. From financial incentives for training completion to rewards for sustained employment, this flexible aid, whether through direct deposits or specific assistance like rent payments, helps to provide immediate support and long-term stability.

## Basic Food Employment and Training

In the past year, both Pacific Associates and ACRS have shown dedication to the BFET program by amplifying their outreach efforts. Pacific Associates zeroed in on unhoused individuals, with consistent engagement at The Gateway shelter, and strengthened ties with North Seattle and Auburn WorkSource offices, leading to heightened enrollments. Concurrently, ACRS bolstered their recruitment and job development, collaborating with a diverse range of partners from Dress for Success to the Boeing Museum of Flight. Notably, they hosted a pivotal meet and greet event for Afghan Refugees, aligning with their QUEST outreach plan. Across both entities, there's a pronounced emphasis on individualized support through intake assessments, ensuring participants are not only informed but effectively integrated into the program.

WorkForce Central's task is to continue to look for ways to improve services that meet the needs of our different customers. This is an ongoing statement that we are dedicated to assist customers. We recognize that customer voices are different, and our goal is to meet customers where they are and help them grow. We continue to listen to our experienced partner providers and educators and the incredible customers who shared their voices so we could improve, expand, and create. You will see all the exciting work we have done this year based on the voices and feedback from our community.



*Serving Pierce County*

## **Diversity, equity, access and inclusion**

WorkForce Central continues on the journey to bring equity and diversity into the Pierce County workforce development system. We continue to approach the goal and how we respond to it a number of different ways, from outreach to our underrepresented communities and updating policies and procedures, to bringing in system partners to focus on serving our local communities of color. Most importantly, we are making sure customer voices and communities have an opportunity to be heard when it comes to programs and services. We know this was stated last reporting period but this is so important to the community that it is something we will never let go of.

Our staff continues to take steps to increase their knowledge and understanding of diversity, equity, access, and inclusion (DEAI) work. Below is a timeline that highlights some of our journey:

**RFP technical review – July 2022.** We continue to look at our contracting processes finding items we need to change and update. Customers and staff have responded well to the process changes and work to review each year for updates.

**Lunch and Learn – August 2022.** We continue this work by reading books about the subject and sharing the information with staff members. It has helped with our connection to each other and understanding the world in which we live. This has helped us write better contracts, create better engagement with the public and create better programs for our customers.

**Facilitation training – August 2022.** Staff is utilizing results-based facilitation that helps groups move from talk to action and reach collaborative results.

**Survey on public website – October 2023.** We continuously use the website information to improve customer experience. This is an ongoing activity.

## Bridging the gap between job seekers, workers and employers

### Young adult internship program

In July 2022, WorkForce Central shifted the young adult service delivery from the piloted consortium model to a focused core partner provider model. During the consortium pilot WorkForce Central learned that the core provider model allows for direct connections per the varied needs of young adults within the workforce system and streamlines reporting otherwise required of multiple providers. The core providers are Career TEAM, and Palmer Scholars. These two core providers report on services received by young adults in removing barriers to accessing employment, education and training, regardless of the organization providing these services.

While both core providers serve young adults across the county, their strengths and contributions differ. Career TEAM offers a welcoming environment to young adults accessing WorkSource Pierce as well as having a strong presence within the community where youth are experiencing barriers. Career TEAM serves both in-school and out-of-school youth to meet their goals of employment and/or education. Palmer Scholars' mission is dedicated to serving young adults of color through apprenticeship, education and employment.

### Connecting employers into the community

Workforce Central's business solutions team has worked diligently to move the ball forward on partnerships, projects and customer service. Working with our community engagement team, we identified a strong need for employers at our mobile One-Stop *Collaboration for a Cause* events. This past year, Business solutions recruited over 60 employers for the events who engaged with more than 710 job seekers in attendance. Working with employers, our chambers of commerce, and our community engagement team, we have brought employers to the forefront of visibility in Pierce County.

### Industry training programs

Employers across high-demand industries throughout Pierce County are seeking qualified job seekers to fill positions that provide living-wage employment. In August 2021, WorkForce Central responded to this need by building a strong pool of technical training providers through an RFP process to deliver employer-driven, rapid reskill and upskill cohort trainings to build the talent pipeline in these high-demand occupations. The Business solutions team has offered five different industry specific cohort-

style training courses over the past 18 months. The industries include health care, water treatment, advanced manufacturing, IT and cybersecurity.

To date, 15 training cohorts have been completed with an estimated 275 students taking part – 88 students were eligible and enrolled in WIOA. These training opportunities have assisted job seekers in building their career pathway, which has led to employment opportunities, apprenticeships or further education.



*Students learning in class at Manufacturing Academy, an industry training program partner.*

## Employer Reskill/Upskill Fund

As recovery has progressed, the gap between available workers and open job opportunities has created significant sustainability challenges for employers. This workforce shortage has impacted the supply chain and inflation. To assist employers in retaining workers, we developed an employer reskill/upskill fund (incumbent worker program) designed to increase business and employee competitiveness and avert layoffs. This will allow businesses to maintain their workforce, averting potential layoffs, by funding existing staff to obtain the skills and credentials needed to retain and grow in their employment. Each business is able to determine and develop the training that suits their staff specifically. These trainings so far have included CDL licensing, de-escalation training, software training (office management), software training (payroll system), specialized machine drilling, Lean Kaizen, and Six Sigma training.

The results of these training courses have been an increase in employee retention, professional development for staff, promotional opportunities and an increase in wages.

## Paid internship milestone reached

WorkForce Central, in collaboration with its service providers, has achieved the significant milestone of awarding \$1 million in wages to interns. This has also translated to substantial savings for businesses. Over the past four years, these interns have cumulatively dedicated 69,572 hours of service to 120 Pierce County businesses.

## Pierce County Internship Convening

WFC business solutions will continue to bring together local paid internship programs. The focus of these gatherings is to discuss best practices, exchange insights, and mutually support each program. The ultimate goal is to offer a comprehensive support system for the young adults in our community.



## Exploring new funding avenues

WFC is actively searching for new funding avenues for its annual young adult paid internship initiative. While programs such as the ARPA Hire Pierce County Next Gen and the WIOA Work Experience Program have seen success, our aim is to discover ways to not only replicate their achievements but also ensure they continue to provide meaningful work experience opportunities for young adults throughout the year.

We are expanding our work into sectoral partnerships and exploring methods to fund sector-driven strategies. Our work with advanced manufacturing and construction sectors proves there is growth and sustainability in these fields, and they are the starting point for our sectoral strategy.

## Collaboration for a Cause

Collaboration for a Cause offers an easy way for individuals and families to access resources and employment opportunities right in their own community. The events first began in 2020 to serve communities struggling during the pandemic. It has grown into a large-scale collaborative event that connects people to resources and services to find stability and quality employment. No two Collaboration for a Cause events are the same – each one is catered to the identified needs of the host community.



*Community members register as they enter Collaboration for a Cause: Puyallup.*

- At *Collaboration for a Cause: Puyallup* on March 16, we had 256 participants and 976 self-referrals. Fifty-two vendors provided a connection to a variety of resources and services, including education and technical training, employment, health, basic needs, youth and young adult services, and more. There was on-the-spot hiring from Boeing with computers available and assistance for applications, as well as free services for taxes.
- On Nov. 1 at the Tacoma Dome, *Collaboration for a Cause: Pierce County* provided a connection to a variety of resources and services, including education and technical training, employment, health, basic needs, youth and young adult services, and more with a wraparound approach. Employers, education providers, and organizations throughout Pierce County connected with our community in one place at one time to support generational sustainability and a multi-generational approach to careers and career development. We expect over 120 vendors and over 1,000 people to attend the event.

## Lens of Equity Summit



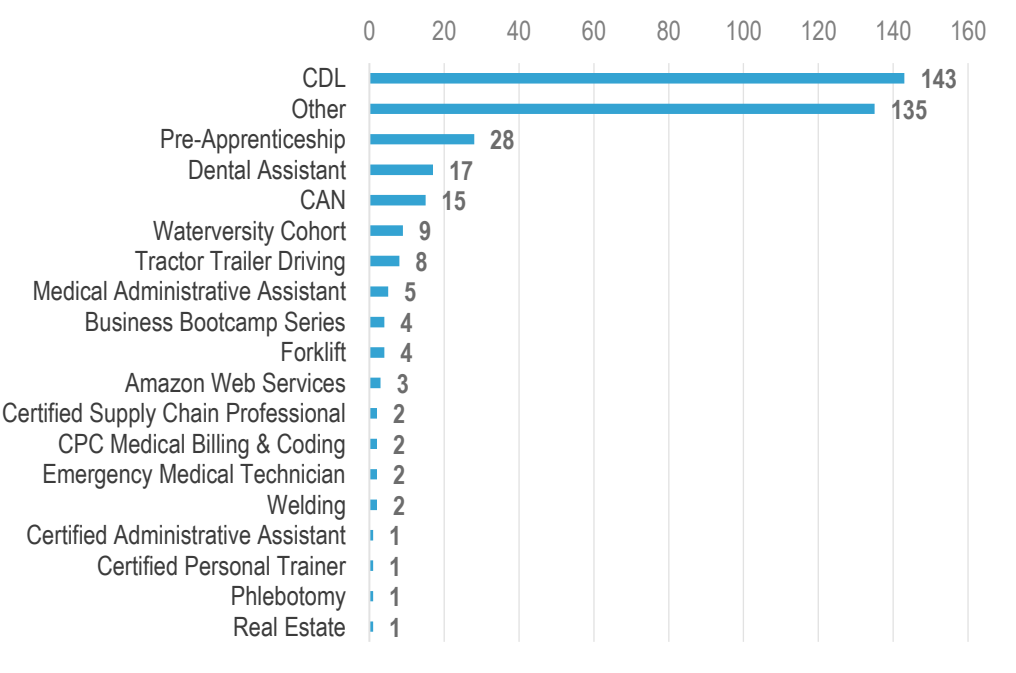
The first annual Lens of Equity Summit was held on May 18, 2023 at Clover Park Technical College's McGavick Conference Center in Lakewood. Presented by the Pierce County Community Engagement Task Force (powered by WorkForce Central), the conference provided tangible tools and information on how to build healthy diversity, equity, access, and inclusion (DEAI) frameworks for organizations, leadership, individuals, workplaces, and our community.

Featuring keynote speakers, presentations and workshops, educational resources, and more, the summit demonstrated how organizations, businesses, and individuals can be action-oriented in implementing equity work in Pierce County. Rather than having more general or generic discussion, the Lens of Equity Summit focused on specific and actionable steps you can take starting tomorrow to truly implement DEAI work and effect greater change. The summit sold out 250 tickets in March after early bird tickets were released in February.



*Special guest Ronaldo Hardy opens at the Lens of Equity summit in Lakewood with a keynote called Shatter the Glass.*

**Figure 1: Training services, certificates and credentials.** Training Services, Certificates, and Credentials obtained by customers in Pierce County from all programs between July 2022 and June 2023.



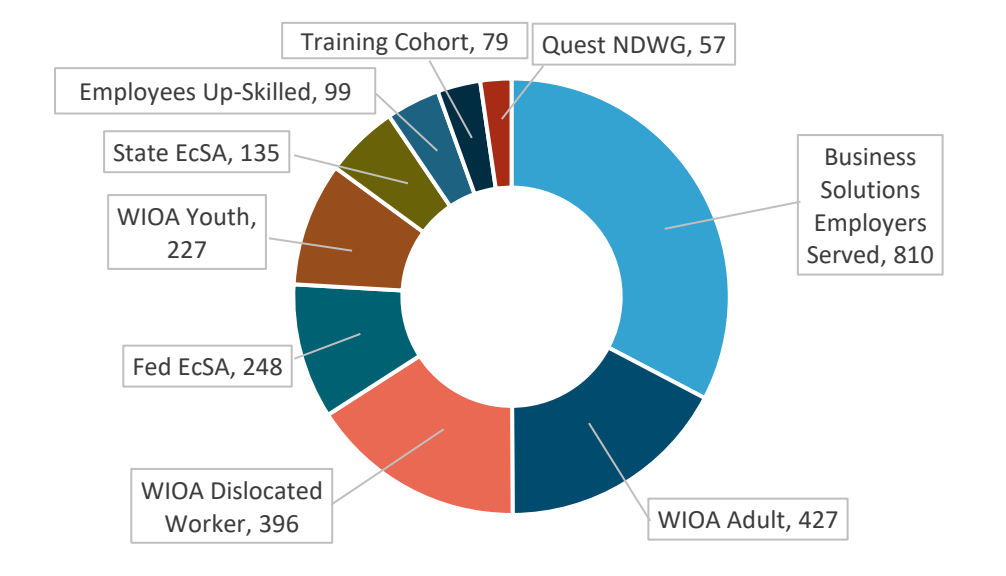
## Lead a movement for DEAI

DEAI is more than just a phrase to us; it's a fundamental value that guides our actions. Our mission now places DEAI at the forefront, recognizing it as an essential pillar of our work. We believe in accountability and responsibility in our services and how we represent ourselves as an organization.

Workforce Central is committed to DEAI internally and is a proud driving force of the Pierce County Community Engagement Task Force. This collaborative initiative underscores our dedication to serving our communities, irrespective of geographical or demographic boundaries, with a strong focus on equity. Our unwavering support for our community and colleagues continues as we strive to bring economic mobility to all residents of Pierce County.

The Pierce County Community Engagement Task Force has made significant strides in advancing Diversity, Equity, Accessibility, and Inclusion (DEAI) within our community. Our commitment to serving the community has resulted in over 1,000 individuals and families receiving support, with more than \$150,000 in donated goods distributed to those in need. Notably, the Collaboration for a Cause event is a highlight of the year, bringing together over 100 employers and a wide range of resources to connect community members with quality employment opportunities and vital services. This event, open to the public and free of charge, facilitated direct engagement with employers, on-the-spot job interviews, and on-site resume assistance. It is a holistic experience that addresses diverse needs, from essential support to specialized resources for various communities. The Pierce County Community Engagement Task Force remains dedicated to promoting DEAI principles and fostering an inclusive environment. We are immensely proud of our community's resilience and the positive impact we have collectively achieved, continuously supporting the goal of making Pierce County a more diverse, equitable, accessible, and inclusive place for all.

Figure 2: Customers served by program between July 2022 and June 2023



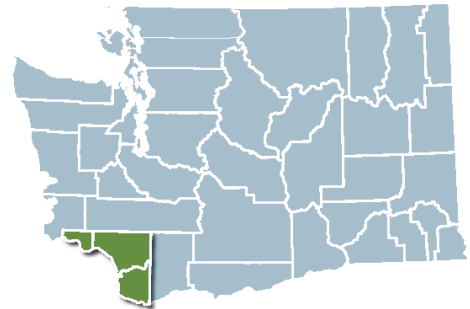
## Economic Security for All (EcSA)

The Federal EcSA grant was originally secured in 2019. The award of State EcSA in July 2022 provided an additional \$745,364 to continue to serve individuals below 200% of the federal poverty level across Pierce County. By the end of June 2023, a combined 650 people were connected to jobs, training, financial literacy coaching, education, and resources supporting their future of rising above poverty. While enrolled in the EcSA program, customers are provided with career guidance, labor market information, career research assistance, short-term training, job search and job placement assistance, interview preparation, resume building, personal branding and networking assistance, resource and partner referrals, paid internships, and on-the-job training.

WorkForce Central is excited to continue growing in collaboration with all of our partners, customers, educators, and businesses! We cannot wait to see what is around the next corner and look forward to all the exciting work to be done in our community!



As Workforce Southwest Washington (WSW) wraps up its 20th year of service we remain committed to creating a region where economic prosperity and growth exist for every person. We are guided by our strategic plan and its three pillars of business growth and recovery, economic mobility and systems change.



*Serving Clark, Cowlitz and Wahkiakum counties*

### Business recovery

**Quality Jobs Initiative.** WSW's Quality Jobs Framework is a blueprint of actionable, detailed strategies organizations can make to create inclusive and equitable quality jobs, improve work conditions and aid in employee recruitment and retention.

This public and private regional initiative aims to advance an equitable economic recovery and address long-standing inequities and disparities while helping businesses navigate the post-pandemic economy. The Quality Jobs Initiative will help increase the number of good jobs and improve the regional economy for everyone, especially those hit hardest by the pandemic.

In 2023, WSW released quality job guides for each of the standards to provide companies with a roadmap of tools, actions and metrics to implement the quality job standards of self-sufficiency wages, workplace safety, worker engagement, comprehensive benefit programs, predictable scheduling and hours, accessible hiring and onboarding, and training and advancement opportunities. Each guide includes in-depth information on the specific standard, guidance and resources to implement the strategies, and a fillable worksheet to guide businesses.

WSW understands that companies may need support and assistance to implement quality job standards. To that end, WSW is seeking consultants specializing in human resources, diversity, equity, inclusion, accessibility, and other areas to work directly with interested companies.

**Connecting companies with candidates.** As companies continue struggling to recruit new workers to fill their open positions, WSW and its WorkSource centers host hiring events where companies can meet potential candidates. Some events are industry specific as when WSW partnered with our region's High-Tech Council (HTC) to host a hiring event to fill more than 70 manufacturing job openings. The event was held at a community college to enable students to participate while also providing a venue easily accessible to the public. Job seekers gained information about companies and their job openings and participated in pre-screening interviews.

The WorkSource centers hold hiring events monthly in Vancouver and quarterly in Kelso to connect companies with candidates. A recent Vancouver event drew 206 job seekers. The excellent turnout is

attributed to WorkSource staff and partners sharing event information with clients and ongoing outreach including social media, email, radio spots and bus signs.

## Economic mobility

One of WSW's strategic plan goals is creating an equitable economic recovery by providing access to high-quality employment and advancement opportunities. Several of the grants we oversee contribute to this by holistically serving families, individuals facing barriers to employment, and historically unprioritized communities.

**Economic Security for All (EcSA).** WSW's EcSA grant, called Thrive locally, provides training and support services like rent and transportation assistance, work clothing and child care to individuals and families experiencing poverty in our rural communities. Launched in 2020 in two adjoining neighborhoods in Longview and then expanded to all of Cowlitz County and Wahkiakum County, the goal is to lift families out of poverty. So far, 521 people have enrolled in the program, 43 have engaged in training and 129 participants were placed into unsubsidized employment. Services will be expanded into Clark County in the next program year.

**Employment recovery.** Our COVID-19 National Dislocated Worker Grant was aimed at connecting those negatively impacted by the pandemic with training and job opportunities, specifically, those considered to be dislocated workers and long-term unemployed. We ended above target on all enrollments and exits to employment.

Figure 1: Employment Recovery Performance Goals and Outcomes

Outcome	Goal	Realized
Total planned participants	41	108
Number of participants in career and training services	30	98
Employment exit	35	47
Participants in disaster relief related employment*	11	12

\*Employment related to the delivery of humanitarian assistance (related to saving lives, alleviating suffering and maintaining human dignity in the immediate aftermath of the disaster—often including activities such as the provision of food, clothing and shelter).

**Opioid recovery.** With funds from another COVID dislocated worker grant, we partnered with recovery, reentry and health organizations to provide services to those impacted by the opioid epidemic. Through these partnerships, 272 individuals received assistance with career advising, training and support services to help them seek permanent employment. As a result, 158 participants returned to work. The average annual wage at employment was \$47,611. Six participants received training in fields that can have a positive impact on the opioid crisis.

One hundred and nine participants received supportive services such as auto repair, DOT physical, gas, work-related licensing fees, practice tests, study materials, work clothing and more.

Figure 2: Opioid Recovery Performance Goals and Outcomes

Outcome	Goal	Realized
Participants Receiving Career Services	90	315
Participants Receiving Training Services	40	71
Participants Receiving Supportive Services	90	109
Participants Entered Employment at Exit	45	158

In addition, WSW donated technology equipment to three recovery organizations for participant training and job search activities. WSW also hosted two events for businesses and partners to learn how to be recovery-friendly workplaces. More than 175 people attended to learn about the benefits of hiring people in recovery and how to support employees facing substance use disorder.

**Youth investments.** Our region's youth career and employment center, Next, provides education, training and support services for young adults ages 16 to 24. Since opening in 2018, Next has served more than 900 young adults.

Next provides internships and apprenticeships to enable young adults to gain work experience and develop transferable skills that can be used in future jobs. More than 187 individuals have participated in these opportunities. Nearly 40% of youth served through Next enter unsubsidized employment. Other paths participants take include secondary or alternative school, post-secondary education, part-time employment, military service and apprenticeship.

The young adults served through Next come from diverse backgrounds. Nearly 60% have not earned a high school diploma while almost 33% have a high school diploma or GED. The remainder of participants completed some college, post-secondary degrees and/or certifications beyond high school.

In 2023, Next released a new strategic plan to guide the organization over the next three years. Next aims to reach and engage youth to connect them with accessible, individualized services to empower them with the skills and competencies to succeed in education and career pathways. The plan also outlines goals to engage with businesses to make youth exiting Next a first choice for hiring and invest in Next staff to ensure retention and quality services.

**Fighting food insecurity.** In the wake of the pandemic, families across Southwest Washington struggle to make ends meet, often having to decide between paying bills and buying food. At the same time, the nonprofit organizations providing critical services and resources to the community are stretched thin by spiking demand and fewer volunteers to keep things running. The partnership between WSW and the Washington State Department of Commerce places interns with local food distribution centers, helping

individuals gain skills and work experience and at the same time building capacity at food banks. Since the program's start, 47 people have participated and after completing their internship and gaining valuable transferrable job skills, all participants were subsequently hired.

**Industry training and career exploration.** To ensure workforce system staff are knowledgeable about Southwest Washington's in-demand sectors, employers and opportunities, WSW holds quarterly sector trainings for staff to hear directly from employers. Each quarter focuses on a different sector and includes Q&A sessions with local companies so staff can learn about their needs and then share that information with job seekers. In addition, WSW hosts annual events like Manufacturing Day to raise awareness of the quality careers the trades can offer and make manufacturing a career of choice for the emerging workforce. Manufacturing Day 2022 brought together teachers from our rural school districts and gave them the opportunity to tour companies and learn about careers in the manufacturing field and the skills students will need.

## Systems change

WSW envisions the existence of an accessible and effective workforce system to advance equity for individuals and to promote the community and economic goals of the region. It is for this reason that we continue to review and revamp our internal operations and those of the region's workforce system.

**Diversity, equity, inclusion and access.** As part of its dedication and focus on equity, diversity, access, and inclusion, WSW has reviewed and updated its internal and external policies, procedures and contracts to include DEIA practices. WSW's team recently completed conflict training that included, among other things, coaching on addressing microaggressions. The results of a companywide climate survey are being reviewed and a follow-up survey is being planned. We continue to draw on knowledge gained through our participation in the Building a Community of Equity (BaCE) program through Washington State University Vancouver and have used it to improve representation and diversity on WSW's Board, create a Youth Champions Council to incorporate voices and leadership from historically underrepresented communities into the youth employment and training center, and development of WSW's inaugural internal climate survey, among other initiatives.

**WSW Board of Directors.** When openings became available on WSW's Board of Directors, leadership intentionally sought candidates from diverse communities to ensure a diversity of thoughts, lived experiences and voices were at the table guiding not only WSW but the public workforce system as well. During PY22, WSW welcomed more than a dozen new board members. As a majority private sector board of directors and a business-led nonprofit, it is imperative that the board of directors not only represents our high-growth and in-demand sectors, but also represents a diversity of size of business and the myriad identities that individuals hold in our community. This representation will allow WSW to gather input from a variety of interested parties and continue to build a competitive and



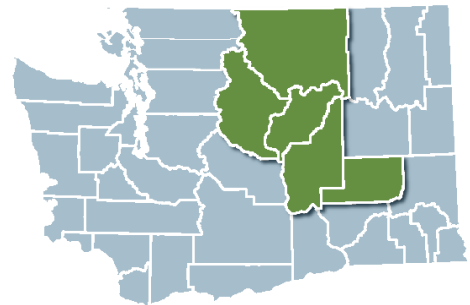
comprehensive system of leaders in our community that can in turn increase belonging and inclusion across our region.

**Incumbent worker training.** In support of our Quality Jobs Initiative, WSW has made training funds available for companies that are making jobs better for women and individuals from historically unprioritized communities. Companies must demonstrate the actions they have taken in support of equity, diversity and inclusion and training must be of high value and warrant a pay increase for the participating employees.



## SkillSource Regional Workforce Board

The reduction of COVID-19 related closures and remote measures brought the WorkSource system partners in North Central Washington back together to reconnect, examine what changes were needed in a post-pandemic landscape, and begin to plan for the future. Several emerging workforce needs became apparent to the system, as new industries entered the region and employers looked at long-standing challenges in new ways. SkillSource was ready to help career seekers fulfill their training needs and to facilitate business success in Adams, Chelan, Douglas, Grant and Okanogan counties.



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

### Regional Workforce Board – back together, better



*The SkillSource Regional Workforce Board meets in George, Wash in October 2022 to participate in strategic planning.*

The program year began with the long-delayed planning retreat for the SkillSource Regional Workforce Board in October 2022 in George, Wash. overlooking the Columbia River. The two-day retreat was both energizing and successful as long-time and new board members alike explored labor and workforce issues facing North Central Washington and examined opportunities and challenges with hope for the future. Highlights included an address from state Rep. Keith Goehner on business resiliency.

The board and staff discussed the Federal Workforce Innovation and Opportunity Act and the role of local workforce boards and how they can make a difference in our region and state. The information gathered is shaping conversations as the board looks ahead to draft its 2024 regional plan. Awards of appreciation were presented to Dave Petersen for nearly four decades of service as the SkillSource Executive Director and to Ken Johnson for his service as past chair of the board from 2018 to 2021.

## Expanding training pathways for employers in rural communities

A key function of the SkillSource Regional Workforce Board is to convene and connect employers, educators, labor representatives, and workforce development partners to benefit regional businesses and career seekers. The implementation of the QUEST dislocated worker grant has increased regional focus on business and community outreach with the goals of connecting job seekers to high-quality jobs through education and training, expanding existing cross-regional partnerships and identifying new partnerships to invest in high quality career pathways.

Convening and collaborating with business and community partners has focused on specific workforce training needs in the 14,000-square-mile rural region including commercial wireman, licensed commercial drivers, data centers technicians, licensed practical nurses, nursing assistants, manufacturing technicians, and behavioral health professionals. Business and educational partners are facing different challenges in expanding pathways from new legislation, training access in rural areas, and innovative training options in an effort to address the need for skilled talent.

SkillSource partnered with two Tech Hub grant opportunities with Big Bend Community College and Central Washington University. Staff and board members attended planning sessions around the expansion of hi-tech industries in Grant County, to include renewable energy, battery production, and data centers. Big Bend Community College convened industry and partners, including SkillSource, to apply for a Tech Hub grant opportunity which is a place-based economic development investment to drive technology and innovation centric to regional growth. SkillSource was also asked to support Central Washington University's Tech Hub consortium application, which aims to build on existing training capacity to achieve global competitiveness in Robotics, Automation, Advanced Manufacturing, and Natural and Anthropogenic Disaster Prevention and Mitigation.

## Workforce collaboration

The newly selected One-Stop Operator, North Central Workforce Consortium, led kickoff meetings for its operation at WorkSource Central Basin and WorkSource Okanogan. The partners in the Consortium include Opportunities Industrialization Center (OIC), Employment Security Department, and SkillSource.

In May 2023, over 130 representatives from more than 30 organizations gathered for the third annual Workforce Collaboration Summit hosted at Wenatchee Valley College. The summit is an annual convening of local workforce development partners, community organizations and service providers. The workforce community met with great excitement as the summit convened for the first time since 2019 due to the pandemic.

The event featured partner presentations on employment and career services, affordable healthcare resources, business services including internships, on-the-job training, apprenticeships, diverse hiring practices, employee upskilling, as well as other critical resources such as housing, child care and transportation. During a special panel, three individuals shared inspiring stories of how their career journeys were made possible through a collaboration of several partners represented at the summit. Attendees had multiple opportunities to network with staff from other partner agencies and further their connections for future collaboration. At the end of the day, a demo was given of the new staff resource website to help the network of partners provide better customer service through access to extensive program information.



*WorkSource system and community partners meet at the annual Workforce Collaboration Summit at Wenatchee Valley College on May 10, 2023.*

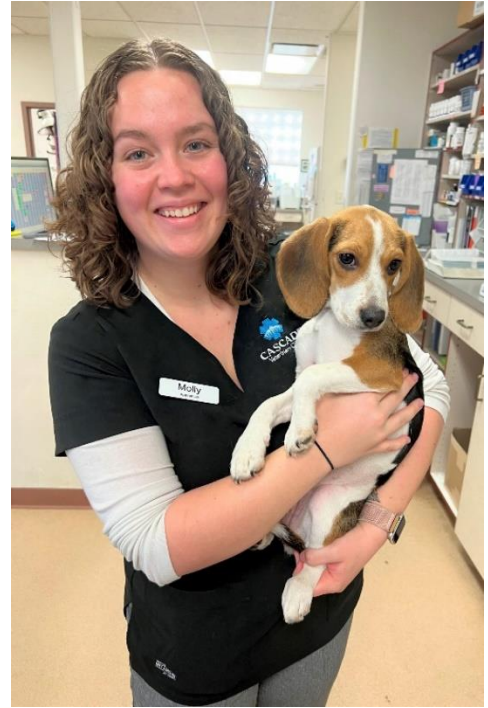
## **Apprenticeship**

For the past several years, SkillSource has been involved in the development and implementation of several registered apprenticeships. This includes partnerships with statewide labor organizations and apprenticeship councils to expand programs to North Central Washington, as well as direct development work as an apprenticeship program builder. The first of these programs created an information technology apprenticeship for youth, leading to computer technician positions in the Wenatchee School District, supported in part by Career Connect Washington.

From that success, SkillSource was asked to advise and assist multiple stakeholders in the five-county region to explore registered apprenticeship options for a variety of industries such as healthcare, veterinary care and construction trades. Some of these industries have long track records of apprenticeship training, while others see it as a novel approach to address training shortfalls.

SkillSource and Cascade Veterinary Clinics (CVC), based in Wenatchee, partnered to develop an innovative program that provides apprenticeships in veterinary care to meet an area shortage in veterinary workers. SkillSource helped steer the program through rigorous state regulatory processes, lent technical expertise in the development of apprenticeship programs, and garnered supplemental grant funding from Career Connect Washington to make the program possible. SkillSource and CVC continue to collaborate with North Central Educational Service District, Wenatchee Valley College, and Wenatchee High School to build courses and pathways that ensure robust learning.

On Oct. 25, 2022, the Washington State Apprenticeship Training Council unanimously approved the Cascade Veterinary Clinics Apprenticeship Program for Licensed Veterinary Technician and Veterinary Assistant occupations. On Jan. 9, Molly Robertson — the very first apprentice in the Cascade Registered Apprenticeship Program — began her training in the first registered apprenticeship program of its kind in Washington state and the nation.



*Molly Robertson, CVC's first licensed veterinary technician registered apprentice, cares for a four-legged patient at the Wenatchee clinic.*

## Enhancing success

SkillSource continued to offer training and education supports to individuals with significant obstacles to employment through the Governor's 10% Economic Security for All (EcSA) initiative, as well as to training cohorts in rural portions of Grant County. This year, additional funding through a state-funded version of EcSA provided opportunities for additional career seekers. A robust incentive program within State-Funded EcSA provided participants making satisfactory progress in training or education with monthly payments, easing their financial burdens and promoting their retention and success. Local partners offered financial literacy classes and other supports.

One of many success stories from the past year portrays how the extra support and targeted services of the federal and state EcSA programs are impacting the most vulnerable and in-need individuals in our region.



Domenico Tedeschi immigrated as a refugee from Venezuela to the United States in 2018. “I didn't even know the language,” Tedeschi said. Through hard work and dedication, Tedeschi earned his nursing assistant certification through Wenatchee Valley College (WVC) in December of that year, followed by his high school diploma through the Transitional Studies program in December 2019. He was referred to SkillSource by WVC for funding assistance after being accepted into the nursing program in fall 2021. SkillSource assisted Tedeschi that first year with tuition, books, testing fees and other needed supplies as well as a career and training counselor to help him navigate his career and training journey. He qualified for state EcSA funding during his second year, making him eligible for incentive payments, tuition and other support to successfully complete his associate degree in nursing and associate of arts degree with a 4.0 GPA in June 2023. Furthermore, he was nominated for the WVC President’s Medal, awarded for academic achievement, leadership and service.



*Domenico Tedeschi graduated from the Wenatchee Valley College in 2023.*

At the graduation ceremony on June 16, 2023, not only did he finally receive his nursing degree, but was also announced as the President’s Medal winner. He remarked, “Graduating from the nursing program feels like a dream come true. And yesterday, with immense pride, I walked across that stage and received the President's Medal and my diploma. What an incredible honor (even I am surprised).” Tedeschi started working at Confluence Health Hospital Central Campus in July 2023 as an RN resident in the intensive care unit, filling a vital position in that unit.

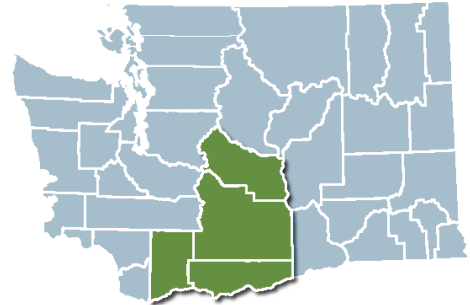
## Opening doors

For many years, SkillSource has coupled traditional youth workforce investment activities with state-funded secondary education activities. In Learning Centers in Wenatchee, Othello and Omak, youth simultaneously study towards their diplomas or equivalency certificates while also engaging in work-based learning and career exploration activities. SkillSource was selected as one of the six Open Doors program sites across the state to study best practices. Each of these programs will be described in a special report available in fall 2023 from the Community Partnerships for Reengagement Initiative, a collaboration between Education Northwest and the Washington Office of Superintendent of Public Instruction (OSPI) to strengthen the capacity of Open Doors Youth Reengagement Programs. The Initiative is funded by Kaiser Permanente and the Ballmer Group and focuses on promising practices that support positive outcomes for young people who participate in Open Doors.



### South Central Workforce staff recognized by Washington Workforce Association

At the annual Washington Workforce Conference in November 2022, the WWA honored Programs Director Meranda Smith as Workforce Professional of the Year. Meranda was chosen for going above and beyond to serve customers, collaborate with peers, and inspire both staff and customers. Smith is co-chair of the statewide Peer2Peer Workgroup formed during the pandemic to help local workforce development boards deliver employment and training programs despite the closure of WorkSource offices for 18 months.



*Serving Kittitas, Klickitat, Skamania and Yakima counties*

### EcSA expands success of WIOA

Thanks to the funds provided by the Economic Security for All (EcSA) program, more people from all ages and backgrounds can connect with employment, education, training, and support services:

- Rebecca Perez was struggling both emotionally and financially. A college student working part-time, Rebecca was contemplating dropping out. Already behind on her utility bills and rent, she was worried about buying food, not to mention tuition. As a low-income single parent lacking occupational skills, dropping out would limit her employment options. Through People For People, Rebecca was enrolled in EcSA and the WIOA Adult program. With the help of her career counselor, Rebecca created a budget and career plan. Thanks to rental assistance, essential hygiene supplies, gas vouchers, and ongoing emotional support, Rebecca graduated from Charter College and is now working as a medical assistant earning \$20 per hour.
- Elias Espana was homeless, unemployed, justice involved, and sleeping in his vehicle. Without a high school diploma, he had few job prospects and didn't know what to do. Fortunately, he



found his way to People For People. He was enrolled in EcSA and the WIOA Adult program. He participated in life skill classes, basic skills, and occupational training. He received support for basic needs like food and hygiene and connected with a mentor. Thanks to Neighborhood Connections, a local homeless service provider, he found housing and received much needed health and dental care. With encouragement and support from his career counselor, Elias persevered. After many months he completed a commercial driving course and earned his CDL. He is now driving long haul.



*Elias Espana earned his CDL and is now making a living driving as a long-haul truck driver.*

## **WIOA Youth Program expands community partnerships**

Youth career counselors found new and innovative ways to connect with young people in our four-county area:

- In February, career counselors from People For People, Salvation Army, and volunteers from the Snowboarding Outreach Society (SOS) took 14 youth to White Pass for a full day of snowboarding. While learning to snowboard, volunteers instilled valuable life skills like communication, responsibility, and other core values. On the drive back from the mountain, people talked about what they learned. Trips continued for five weeks and each ride up to the mountain focused on a life skills theme.
- Young people with disabilities face additional challenges. Thanks to a new partnership with a local group called Common Grounds, young people with disabilities are finding employment opportunities at local coffee shops.



*Fourteen young people spent the day at White Pass learning to snowboard and other life skills, such as communication and responsibility.*

- The Real Home Girls of Yakima have been providing work-based learning opportunities teaching youth the ins and outs of real estate, especially empowering young women to explore careers in the industry.
- The Cowiche Canyon Conservancy (CCC) is a non-profit organization in Yakima established to protect shrub-steppe habitat of Central Washington. CCC Trail Guides host community walks. In spring, career counselors partnered with People For People's transportation department and organized a trip to Cowiche Canyon. A group of young people explored the area with the CCC director, a tour guide, and biologist learning about the biodiversity of the land, animals that call the canyon home, the creation of the site, as well as the importance of conserving these lands.



*A group of young people learned about biodiversity and conservation during a guided tour of Cowiche Canyon.*

## **WIOA continues to make dreams come true**

- A low-income single mother, Sarah Roberts dreamed of becoming a mobile crane operator. She researched the occupation and found training within driving distance of her home in the Columbia River Gorge but could not afford school. Through WIOA, Sarah received tuition assistance, money to buy the required work boots and gloves, and gas vouchers to help Sarah make the 1.5-hour trip to school and back. Thanks to this wrap-around support, Sarah completed mobile crane operator school and passed her written exams. She was hired full-time by Everett Ship Repair at \$26.06 per hour, which will increase to \$28.55 once she is fully licensed.
- A single father, Levi Godfrey had just completed his first quarter in the welding program at Perry Technical Institute when he realized he wasn't going to be able to make ends meet despite receiving basic food benefits to support himself and his son. A full-time student, Levi had limited time to work, and his prior involvement with the justice system made finding suitable employment difficult. Gas prices were on the rise and on top of this, Perry required specific tools. Levi connected with People For People and was enrolled in the WIOA Adult Program. WIOA purchased the necessary tools, provided gas money, and much-needed tuition assistance allowing Levi to use a portion of his student loans to meet daily living expenses. Thanks to ongoing financial support, encouragement and counseling, Levi successfully graduated from Perry and is now employed as a professional welder earning \$23 per hour.
- Stacey Weeks had a long career in food service managing a local pub for years. During the pandemic the 47-year-old was laid off. She connected with People For People and was enrolled

in the Dislocated Worker program. Through career counseling, Stacey realized she had developed solid skills and strong leadership talent but lacked computer skills needed to pursue employment in administrative roles. She completed a short-term computer software course, and after months of job searching, she obtained an on-the-job training opportunity with a local food bank where she put her new skills to practice, built new ones, and gained confidence and expertise in common software and administrative tasks. The food bank has since hired her full-time and Stacey has a new career.

## **Engagement takes center stage**

The pandemic is over, and the labor market has settled into a new normal—an ongoing talent shortage. South Central saw strong employment throughout the year. (Unemployment highs were limited to winter months and the cyclical nature of the agriculture industry.)

## **Workers Wanted: Yakima County's New Labor Market**

To help business understand the new post-COVID labor market, South Central Workforce partnered with Yakima County Development Association, Yakima SHRM, and the Greater Yakima Chamber of Commerce to present a special business event in Yakima in February. The daylong event had 132 attendees and featured a keynote address by a vice president from Lightcast, the global leader in real-time labor market analytics. In addition, experts spoke about younger workers and how they differ from prior generations, incumbent worker training, rapid response, SharedWork, bonding, Work Opportunity Tax Credits, and SHRM. A panel of local employers also shared their own recruitment and retention strategies.

## **Recruitment remains challenging for employers**

Competition is tight for businesses looking to hire. In response, South Central Workforce organized several in-person events:

- Numerous hiring events were organized for both the United States Postal Service and Boeing. Despite being located in Renton and Everett, Boeing visited Yakima three different times in hopes of recruiting production workers. Even with paid training and relocation assistance, most workers opted to stay local.
- In November, a health care roundtable was held in partnership with Yakima County Development Association, South Central Washington STEM, YV-Tech, the Health Care Apprenticeship Consortium, and the Healthcare Training Fund. In addition to physicians and nurses, medical assistants, nursing assistants, and pharmacy technicians are still in demand.

Training programs are readily available, but entry level wages remain low across the industry. Burnout, looming retirements, child care, and credentialing also present staffing challenges.

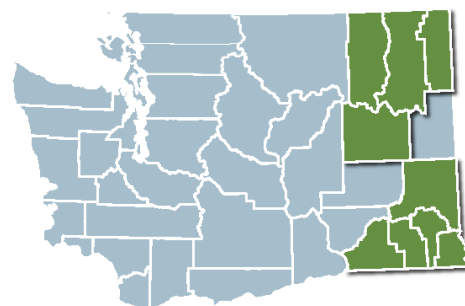
- Thanks to new funding, South Central Workforce hired a new full-time employer engagement manager in late February. With a background in recruiting, she was able to hit the ground running. She helped organize Job Fest/Chamba Fest in May. Held outside WorkSource in Union Gap, the job fair drew 44 employers and over 600 attendees. "Working with WorkSource has been such a great experience," said Oscar Chavirra of Cowiche Growers. "WorkSource helped me to fill open positions with great candidates." Shane Wilkinson of Whistling Jack's Lodge reiterated the sentiment. "We filled all our open positions with the new hires we got at the job fair Chamba Fest," said Wilkinson, whose resort is located on Highway 410 near Chinook Pass.
- South Central Workforce also partnered with ESD 105 to organize a job fair for new graduates. The event drew 89 students and 35 organizations including three labor unions, armed forces recruiting, AmeriCorps, Job Corps, and Perry Technical Institute. Loretta was one of many students who received a job offer; she accepted a full-time security job with Crowd Management Services.
- A recent hiring event for a new gas station and mini mart on the Yakama Indian Reservation drew 147 job seekers, primarily from the Yakama Indian Reservation. The employer conducted over 140 interviews and filled all open positions. "No one has ever helped us with interviewing and recruitment at this capacity," said Joel Smith of Road Warrior Travel Center. "I couldn't have hired my employees for my new location without the help."

## **New kiosk promotes WorkSource**

On May 31, South Central Workforce staff, chamber, county and city officials held an official ribbon cutting to mark the opening of a new WorkSource kiosk inside the Valley Mall. The kiosk is staffed weekdays during peak shopping center visiting hours.

## Highlights for program year 2022

The Eastern Washington Partnership (EWP) workforce development area (WDA) is comprised of nine counties in Washington, including Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla and Whitman. These counties are located on the extreme eastern border of the state, reaching from Canada to Oregon along the Idaho border. The area is over 14,000 square miles in size, approximately 21% of the state, yet only 3% of the state's population resides there.



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

The EWP's diversity, in terms of geography, resources and demographics, make it unique among other workforce areas in the country. Within the area, there are sub-regions with distinctly individual identities, different natural resources and singular economies. Each sub-region has some of its own key industries with discrete workforce training needs. Labor markets vary within the area and are determined by resources unique to each region. Natural resources such as timber production and mining historically have been drivers of the economy in the northern counties. Wheat, grain and specialty agricultural crops, along with wind generation farms, highly contribute to the economic base in the south. Intellectual capital has contributed to the prosperity of the central region.

While recognizing internal differences, the nine counties and sub-regions also share many industry and labor features. Common across nine counties and emerging as an economic driver are industries that manufacture an array of goods, including food processing equipment, aluminum boats and high-tech electronic instruments. The process of turning agricultural crops into foodstuffs is also considered part of the manufacturing sector. All counties export goods or services to a greater or lesser degree and are reliant on a strong warehousing and transportation sector. With multiple hospitals, numerous clinics, nursing home facilities and the need for home health care, a wide spectrum of workers are needed in the health care sector. Over the last year, all these industries have been adjusting to the post pandemic economy and are encountering challenges from supply chain issues to staffing shortages.

Here are some highlights of efforts to meet the workforce needs of the region during the last year.

## System delivery response

WIOA system partners from the Employment Security Department (ESD), Division of Vocational Rehabilitation, Blue Mountain Action Council, Rural Resources Community Action, Community Colleges of Spokane and Walla Walla Community College continued to offer a hybrid of in-person and virtual



service delivery. Demand for in-person service delivery increased throughout the year and all locations are experiencing higher levels of foot traffic than in recent years.

In-person service delivery continues to expand with resume preparation, work search, technology access and Unemployment Insurance assistance being the most requested services. Various workshops are returning to a regular rotation at most locations. Challenges still exist with customer capacity, ability, and resources to fully benefit from services virtually. Digital literacy resources have been identified and are available to support customers. Partnerships with library systems throughout the nine-county area have been instrumental in providing support for customers with technology use challenges.

ESD staff are actively outreaching to unemployment claimants, starting with those that have exhausted or have been filing for unemployment the longest. Distribution of newsletters through email provides information and links to job opportunities and information from WorkSource system and other community partners. Coordination between Reemployment Services and Eligibility Assessment (RESEA) and the WIOA Dislocated Worker program has been key to assisting the claimant customer.

## **Responding to business needs**

Business Services teams continue to collaborate to provide resources to our business customers. Teams have formed and serve three sub-regions of the nine-county area. One team serves Walla Walla and Columbia counties, a second team serves Ferry, Stevens, Pend Oreille and Lincoln counties and a third team serves Asotin, Garfield and Whitman counties. All three teams have members representing WIOA Titles I, II, III and IV providers, community colleges, economic development, libraries, and other community-based organizations.

As employers began to right size from the impacts of the pandemic, and in some cases expanded to meet a resurgence in the economy, the demand for business services shifted from UI-related questions back to recruitment and placement of job seekers into open positions. Demand for recruitment events shifted from primarily virtual to strictly in-person job fairs and hiring events. Previously, demand for large hiring events was minimal and often focused on one employer. That changed significantly this year with multiple events including open air job fairs in downtown Walla Walla, industry, or employer specific events at WorkSource locations in Pullman, Walla Walla and Colville and large-scale events held at Walla Walla Community College and Community Colleges of Spokane locations.

Additionally, Business Services teams collaborate to provide resources to our business customers for challenges beyond the recruitment of skilled talent. Employee expectations, new regulatory requirements and increased technology demands are having an impact on small and medium-sized employers in our area. Local teams are busy creating toolkits for business services that include resources for employers with needs beyond those typically provided by the workforce system. One clear result of the Business Services teams is that demand for on-the-job training has increased and

WIOA Youth, Adult and Dislocated Worker staff have been successful in providing employment-ready candidates.

## **Serving specialized populations**

EWP has always had a model based on a network of partners and locations throughout the area for service delivery instead of relying on a center-based service delivery model. The model has proven to be successful in serving rural populations.

EWP values our veteran customers and is fortunate to have Disabled Veteran's Outreach Program (DVOP) and Local Veteran Employment Representatives (LVER) with a passion to serve. The two individuals located in the area are committed to serving all nine counties and are key members of the Business Services teams.

Some of the challenges of delivering services in a virtual setting to limited English proficient (LEP) populations were not solved just by moving to an in-person delivery model. Providing services with bilingual staff, when possible, is critical to meeting the needs of the LEP customer. Coordination and collaboration with partner staff from EWP, as well as from Benton-Franklin WDC, helped to provide necessary services to LEP customers seeking assistance with UI and job placement. Coordinated outreach with our partners from Opportunities Industrialization Center (OIC) of Washington has also improved our services to the LEP population.

Services to youth have fully recovered from the impacts of the pandemic. With the Curlew Job Corps welcoming students back to the center and Open Doors programs returning to capacity, opportunities to assist youth with education goals has increased. Employers experiencing limited candidates for their openings have been willing to take youth with limited or no work experience and with the support of WIOA staff, train them in their vacant positions.

Services to those experiencing poverty have expanded to include support from the Economic Security for All (EcSA) project. During the year EcSA resources were available to assist individuals in Asotin, Garfield and Whitman counties to receive support to navigate from poverty to income adequacy. Beginning in July 2023 all nine counties have EcSA resources available including State EcSA designed to not only serve those in poverty but also those in jeopardy of returning to poverty.





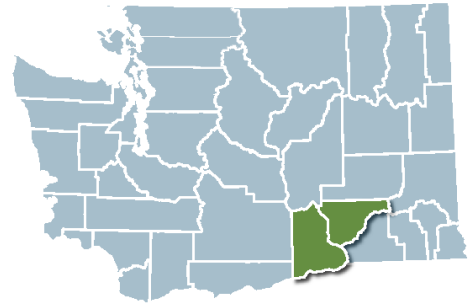
# Benton-Franklin Workforce Development Council

## Mission

The Benton-Franklin Workforce Development Council promotes a prosperous community by providing a progressive workforce system.

## Vision

The Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating human potential.

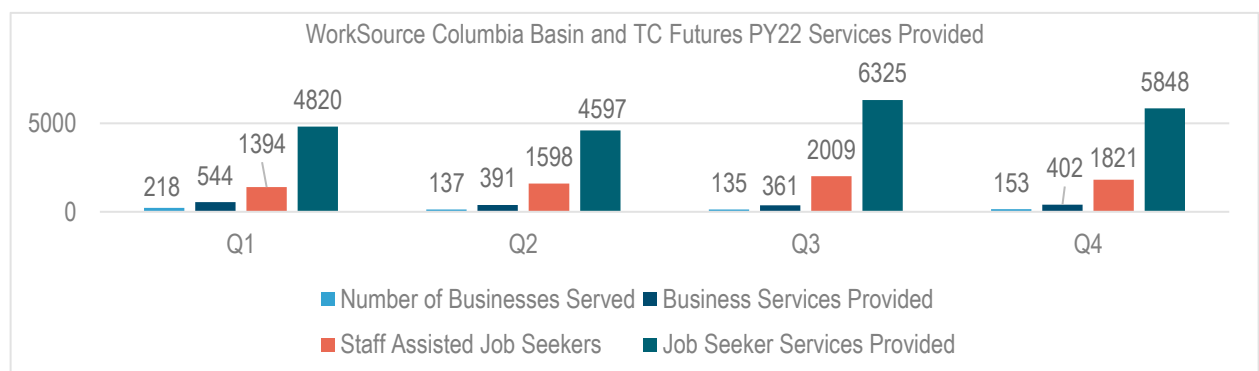


*Serving Benton and Franklin counties*

## Customer connectivity and outreach

The Benton-Franklin Workforce System continues to look for ways to engage with the community and expand our outreach. We have begun a campaign of customer success videos, one of which was completely in Spanish, that have been well received by our board and community. As we progressively grow our social media presence on LinkedIn and Facebook, and evolve from customer feedback, we continue to engage our community digitally. From July 1, 2022 to June 30, 2023 the reach of the WorkSource Columbia Basin Facebook page grew by 40% (60,666) and visits grew by 266% (11,380).

Figure 1: Services and outreach of the Benton-Franklin workforce system



Quarterly number of businesses and job seekers served, as well as number of services provided.

In February 2023 we created a new position, the business engagement manager. Carya Bair has widened our digital outreach, strengthened relationships with municipalities and community-based

organizations, helped create additional content for system engagement, and increased the number of tours we offer to the public. Bair has also joined numerous community forums, and audited where workforce development conversations are taking place for each sector in order to determine where our presence is needed, and where we may need to explore setting up industry committees to address local workforce trends.

## **Expanding employer engagement**

In partnership with Educational Service District 123, Tri-Cities Futures hosted Future Fest in May 2023. Future Fest is an education and career fair that features employers, non-traditional and traditional post-secondary schools and training providers, trade industries, and military branches. Twenty-seven vendors were featured, and over 100 youth attended the event. Local high schools such as Rivers Edge High, Riverview High, Delta High, and Columbia High also brought graduation students to explore the event. Future Fest was sponsored by Gale-Rew Construction, HAPO Credit Union, and Community Health Plan of Washington. Future Fest was a great success and will become an annual event at TC Futures.

## **Collegiate collaboration**

WorkSource joined numerous community partners at the Fall Career & Internship Fair at WSU Tri-Cities on Oct. 13, 2022. The event was coordinated by WSU Tri-Cities, Columbia Basin College, and Washington Workforce Portal to provide a connection point for employers, students, alumni, and community members to meet. Staff assisted event attendees with their resumes and connected with students and assisted with resume reviews. Many attendees networked with multiple local employers, such as Hanford contractors.

## **Strategic partnerships**

The program coordinator for the Superior Court Adult Drug Court Program met with WIOA staff in January 2023 as they were looking to partner with local organizations with similar missions. The drug court program helps individuals who faced legal repercussions due to drug and substance abuse reacclimate to society. Many of these individuals struggle immensely in re-entering the workforce and Marshall Pickett was looking for additional assistance via other programs and resources, such as WIOA programs, to help address employment barriers for his active customers.

WIOA staff took time to learn about the drug court program while also sharing information on eligibility and provisions of WIOA programs. The goal of this meeting was to eventually set up a stable partnership between both entities. The main referral JotForm link was provided so the drug court program can start sending referrals as soon as possible. If enrollments from the drug court program

are successful, then it could be a mutually beneficial partnership in the long run. Drug court program participants will receive the re-employment services they need while the WIOA program can be assured customers will follow through on tasks since the court system will be attached to their goals. This greatly reduces the risk of MIA customers.

## Success story – Olga Preciado

Olga Preciado was a 24-year-old high school graduate, unemployed, single mother who needed training, employment, housing assistance, and career guidance. Preciado wanted to participate in training in either the nursing or dental field, to secure employment and provide for herself and her 1-year-old daughter. Preciado was enrolled as an Out of School Youth participant, and able to secure housing with the assistance of TC Futures and the Housing Resource Center.

While in the program, Preciado explored her educational and career options and decided that the dental assistant industry was the right fit for her. She participated in the fall semester dental assistant training at Tri-Cities Dental Assisting School, graduating in November 2022. Preciado was top of her class and was referred by her teachers to various dental assisting jobs in the surrounding areas.

School Youth staff nominated Preciado for the Soroptimist Live Your Dreams Scholarship, a unique education award for women who are the primary financial support for their families. Live Your Dreams gives young women the resources they need to improve their education, skills, and employment prospects. Live Your Dream recipients can use the \$2,500 cash award to help offset costs associated with their efforts to attain higher education, such as books, childcare, tuition, and transportation. Preciado was the 2022 recipient of this award, thanks to TC Futures' ongoing partnership with Soroptimist 3 Rivers.

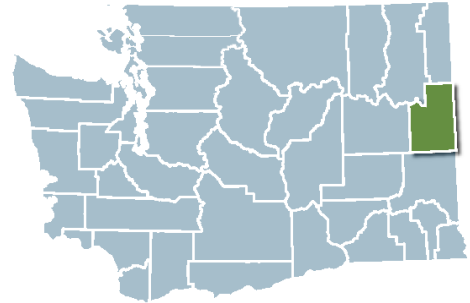
Preciado worked hard to overcome her barriers and is a well-deserved recipient of this award. Preciado continued her dedication to gaining self-sustainability and procured full-time employment with Columbia Basin Health Association in Othello, Wash., her hometown. Preciado has relocated to Othello to be closer to her family and is working full-time as a dental assistant as of December 2022. She is making \$23.00 per hour, with full benefit options. Olga is now in her desired career and able to support herself and her daughter. Olga has expressed gratitude to TC Futures and is excited about her future.



*Olga Preciado worked hard to overcome barriers and become a dental assistant.*

## Introduction

During PY22, the Spokane Workforce Council (SWC) continued to invest in innovative and highly impactful services to meet the needs of the Spokane community. The WorkSource Spokane One-Stop Campus, (consisting of WorkSource Spokane, Talent Solutions by WorkSource Spokane, Next Generation Zone, and the Resource Center of Spokane County [RCSC]) worked collaboratively to initiate best practices and sustainable service delivery components to benefit all customers who engaged with the campus.



*Serving Spokane County*

PY22 performance achievements within the workforce system in Spokane County included:

- WorkSource Spokane served 3,967 job seekers with WIOA-funded services, and the RCSC served 1,784 customers.
  - Funding, which included Economic Security for All (EcSA) and the Disaster Workforce Grant in addition to WIOA Title I, totaled \$710,435 invested in training for 218 individuals in in-demand occupations and careers.
- The Next Generation Zone served 310 young adults with WIOA-funded services.
  - 150 individuals earned their GEDs or high school equivalency.
  - 23 participants completed a work-based training program and earned an industry-recognized credential.
  - 77 young adults achieved positive outcomes through employment or post-secondary education.
- Consultants at Talent Solutions by WorkSource Spokane served 1,324 unique businesses.
  - 6,822 WIOA-funded services were given to businesses in Spokane County.
  - 93 targeted or multi-sector hiring events were hosted, including three large-scale community job fairs.

The SWC made a determined effort to strive to find opportunities to reach job seekers and businesses and provide value-added information to assist both. This was formalized through a partnership with Non-Stop News/Fox 28 and the production of the Workforce Wednesday segment featured on the Fox 28 “Good Day” show. This segment combines episodes tailored to promote campus services, as well as to provide news you can use to help individuals navigate timely workforce development topics. This, coupled with an internally produced video podcast titled “workforceNERD” which expands on the

selected Workforce Wednesday topics has allowed for a larger audience to gain awareness of programs, services, and key partnerships the SWC is involved in.

The SWC is excited to share additional projects and initiatives organized into three main categories.

1. Developing a skilled workforce
2. Advancing business solutions, and
3. Building strong community relationships.

## **Developing a skilled workforce**

### **Reconnect2Work Initiative**

The SWC partnered with the RCSC and the TST to create the Reconnect2Work initiative. This is a child care impact project with two key components: support for families, and support for providers. Recognizing that child care access should not be a barrier to individuals getting back to work, specifically women who have opted to leave the workforce due to a variety of child care issues, drove the implementation of this program. Leveraging WIOA funding, a child care navigator was positioned in the RCSC to assist working families to navigate their options, create a child care plan, learn about safe and stable child care options, and return to work. In addition, funding helped support a dedicated business navigator on the TST to help child care providers recruit, retain, and expand capacity within their organizations. Since its inception, 52 families have been served and over 200 child care providers have received consultative services.

### **CareerQuest**

In 2018, the SWC worked with WorkSource Spokane to develop a virtual career coaching tool called CareerQuest. This tool was designed to assist staff at the 17 connection sites within the system in providing a standardized platform when working with job seeker customers. As the global pandemic shifted all connectivity to a virtual and tele platform, CareerQuest was instrumental in making sure services were accessible. Over the last fiscal year, the tool has been vital in the daily career coaching interactions at the comprehensive center and connection sites. Staff are able to utilize CareerQuest to enhance their conversations with customers and help them take more control over their own pathway to success.

### **Diversity, equity and inclusion**

DEI initiatives led by the SWC on campus have promoted the role these initiatives have on social justice, enhancing economic development, attracting and retaining top talent, and fostering innovation. One

specific example is the DEI focus groups being conducted at the Next Generation Zone. These focus groups are an opportunity to hear from the youth and young adults on how we can continue to advance policies, services, infrastructure design, and overall improved decision making which will make the center more inclusive to all. The forums have brought diverse youth and staff voices to discussions on inequalities that have marginalized certain groups based on race, gender, sexual orientation, and disability while also promoting equity and social justice as a fundamental moral and ethical imperative.

## Ukrainian refugee assistance

In response to the large number of Ukrainian refugees that have been displaced in Spokane due to the ongoing conflict in their home country, campus staff have partnered with Thrive International to conduct two targeted hiring events. These events have provided the refugees a networking and connectivity opportunity with local employers eagerly wishing to employ them. Translators were on hand to assist with any communication barriers which could cause misunderstanding of job requirements and to help with the application process. Each of the attendees were also invited to a workshop in their own language to highlight WorkSource and other campus resources to assist them as they make the transition to living in Spokane.

## Next Generation Zone Academy and 1000th GED graduate

This program year the Next Generation Zone re-vamped its 21st Century Academy using Human and Customer Centered Design (CCD) processes. The Academy is a 32-hour pre-employment preparation and essential skills individualized service workshop which is taught over the course of eight days. Staff at the center developed a CCD working group which solicited feedback from past, current, and future attendees of the academy to help ensure the topics being covered during the classes were relevant and valued information that will assist young adults in making career and educational decisions.. In addition, employers were asked to provide insight into key essential skills that would make young adults more successful in retaining employment. The redesign of the academy incorporated a new employer panel so the attendees can find out more about the five key industries in Spokane. It also now includes a deeper dive into financial literacy topics such as personal budgeting, building credit, investing, and understanding how to determine a sustainable wage.

The Next Generation Zone has a yearly Embark graduation ceremony to recognize the 150 GED earners who successfully complete their high school equivalency through the partnership with Open Doors and NEWESD101. This year's graduation was highlighted by recognizing the 1000th graduate since the inception of the partnership between the SWC and NEWESD101 in 2014. Reaching this milestone shows the significant impact this partnership has had on the lives of young adults in the community to assure their future success.

## Professional career coaching and leadership training



The SWC led and facilitated intensive professional career coaching and training with WorkSource staff and leaders. This training had 11 components which advanced the essential career coaching skills necessary to serve job seeker customers. The training highlighted the use of the GROW (Goal, Reality, Options, Way Forward) model of coaching to help customers take ownership of their own job exploration journey. The training also emphasized having an employer-focused mindset. This mindset is essential so career coaches can use a data-driven approach with job seekers using local labor market information. The training culminated in capstone projects that staff presented on how they would use the career coaching training to continue to better serve job seeker customers.

## Advancing business solutions

### Hiring and Retention Strategies conference

The SWC, in partnership with several other key community organizations, hosted the first annual Hiring and Retention Strategies conference. This event was tailored to business and HR professionals to learn more about talent acquisition and development best practices. Over 120 attendees convened to discuss key topics including: retention and recruitment strategies, multi-sector collaboration opportunities, and the continued development of a reliable workforce pipeline.

### Talent solutions workshops

The TST by WorkSource developed three workshops to address specific needs represented on a business survey they initiated with area employers. These workshops addressed retention and recruitment, creation of job advertisements that promote an equitable and inclusive workplace, and how to leverage WIOA resources through the system to enhance the talent pipeline. Over 70 employers participated in these virtual workshops and gained insight on business solutions topics while strengthening their connectivity to the workforce system and services.

## Building strong community relationships

### Annual WorkSource job fair

The Non-Stop Local News/WorkSource Job Fair, our region's largest hiring event, celebrated its 10th anniversary on May 25, 2023. This job fair connected 120 employers with over 700 job seekers. The job fair moved to a larger venue due to its past success



*The Non-Stop Local News/WorkSource Job Fair connected 120 employers with more than 700 job seekers.*



and allowed for more resource and informational booths from community-based organizations who offered support to attendees. This year's job fair also included a no-cost drop-in children's activity room allowing parents needing child care to attend the event and connect with employers.

## 4th annual WorkSource system conference

The SWC hosted the 4th Annual WorkSource System Conference at Spokane Community College in June. The conference is attended by all 115-campus staff as well as representatives from each of the 17 connection sites. This year's conference theme was "Innovation to Implementation" and included breakout sessions covering disability access, DEI, career coaching tools, motivational interviewing, system design, referral processes, and case management techniques. The conference allows staff to continue to develop their skills professionally while connecting with other workforce development organizations which can grow their network within the community to better serve customers.

## Outreach efforts

Although the SWC is fully dedicated to the one-stop center concept, it is also recognized that we must be flexible and take our services to meet people where they are, rather than wait for them to connect with us. This proactive approach to awareness of the workforce system and its benefits is needed in a time when less individuals seem to be engaging on their own with our centers. We have created a kiosk at the Northtown Mall in Spokane to engage with potential customers in a location where there is a large concentration of the population. This kiosk is staffed by all four centers on a rotating basis. It provides detailed information about the services offered on campus, employment opportunities, scheduling for in-person or virtual appointments, and generic local labor market information. Since its inception in March 2022, the kiosk location has produced nearly 200 follow-up appointments with Spokane residents that would have otherwise not connected with our centers. A second key outreach location is on Fairchild Air Force Base. The air base is located approximately 12 miles west of downtown Spokane. It is home to 2,700 active duty, national guard, and reserve forces and 1,100 households. The SWC has certified the base's Airman and Family Readiness Center as a "specialized site" and two WorkSource staff members alternate days working within the center. These staff members help transitioning airmen who are separating or retiring from the Air Force navigate the Spokane job market. They provide all the components of WIOA basic services at the site and refer back to the One-Stop Center for individualized or training services. In addition, their outreach and services also encompass working with military spouses. They assist spouses with job exploration and employer connectivity once they arrive at Fairchild Air Force Base. During this fiscal year, in conjunction with the TST, the base has held four targeted hiring events focused on transitioning airmen and military spouses.

## Appendix 4: Title III – Wagner Peyser Act Program (Employment Services)

### Focus on equitable services to migrant seasonal farmworkers (MSFW)

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In Program Year 2022, the Employment Security Department (ESD) initiated the MSFW Reporting Research and Development Project, a sound/stable concept, structure, and strategy, which supports connecting Participant Individual Record Layout (PIRL) data to ESD's case management system, Efforts-To-Outcomes (ETO) data. ESD is responsible for reporting services to Wagner-Peyser Program (WP) participants, identifying Migrant Seasonal Farmworkers (MSFWs), and ensuring that MSFWs are receiving equitable services measured in quantity and quality. Until now, data that could inform ESD down to the local level has not been available. This made it difficult for local management and staff to adjust their business practices and make data-driven business decisions.

The MSFW Reporting Research and Development Project concept works not only for MSFWs, but for all WP participants. This project is a set of nine reports, all interconnected, which provide extensive data to ESD in order to make better data-driven business decisions that ultimately improve the quality of services to our customers.

This project represents a start-to-end business process. One of the primary reports provides ESD staff with the ability to analyze and monitor the quantity and quality of the services for both MSFW and WP populations. It allows ESD to correct data stored in ETO with an exception report helping to identify potentially miscoded MSFWs. This provides the ability to adjust ESD business processes in order to improve equity outcomes. The most recent DOL Monitor Advocate Report for PY2022 Quarter 3 (1-1-2023 through 3-31-2023) shows that WA State met six of the eight equity indicators.

This project also provides more awareness and transparency to WP staff, partners, and the public by posting these reports and the final report/data from the PIRL, which is produced, maintained and distributed, by DOL to all states, in the form of the Official DOL MSFW Advocate Report, which ESD posts on Washington's Workforce Professionals Center website. It is not just the Significant MSFW offices that are held accountable for the Equity Ratio Indicators and Minimum Service Level Indicators within the Official DOL MSFW Advocate Report, but it is the responsibility of all Wagner-Peyser providers.

### Wagner-Peyser success stories from around the state

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## Life skills class boosts confidence

Strategies for Success (SFS), a six-week life-skills program, has many impactful outcomes. Participants in this learning environment frequently share their gratitude for life-changing outcomes with SFS instructors. The following success story was shared by participant Tom with instructor Jeff: "Although I did not get an interview for any of the 6 WA state roles (WorkSource & ESD) I have applied for... I'm very grateful and appreciate the opportunities to learn & apply your learning concepts from the workshops and our 1 on 1 interactions. Now, more great news. I have found a new job with a bigger firm, doing what I love (working with people & accounting). Having prepped for my interviews using your concepts, the interview flowed more naturally (less transactional). When I was asked about salary, I told them "I love being an AR SME & working with people so much, that I'll do it for free... But if you need a number, then..." I gave them a middle range. Within 1 hour after the in-person interview (with 7 people), they offered the job with maximum salary (exceeding my previous employers). Thank you, Jefferey, for impacting my life with such a positive way! I wish you continued happiness, good health, and success."

## UI claimant success

A UI claimant in the Puget Sound area served through the Reemployment Services & Eligibility Assessment (RESEA) program found great success working with WorkSource. This customer, a father of two, had always held minimum wage jobs. Being unemployed was a significant concern as he lived in an apartment and needed to return to work as quickly as possible to make rent and meet his daily living needs.

During his RESEA appointment, staff discussed his skills and labor market information for his occupation, including average wages. He was shocked that the average wage for his skill set was \$10 higher per hour than minimum wage, which is what he had been making. He also shared that he was not getting calls for interviews from his resume.

Staff also conducted a resume review and found he had been using a chronological resume. They provided him a sample resume that included a Summary of Qualifications, including sample statements appropriate for his occupation and experience. The customer updated his chronological resume to a skills-based format and began using it to apply for jobs. Within two weeks, he was employed earning \$10 above minimum wage.

## Hiring event leads to a new beginning

During a large hiring event for WinCo at the WorkSource Pierce County location, dozens of people were hired on the first day of the event. One person came into the center for something else but was thrilled to walk out with a job. He left the hiring event with tears in his eyes and expressed joy with the positive change in his life knowing that he would be closer to work for a shorter commute, get paid just as much

as when he worked in Seattle 40 minutes away, and share his love for seafood with grocery shoppers. He rang our bell enthusiastically to symbolizes the new direction in his life.

## **TANF recipient finds success**

Career Scope is the Employment Security Department's 12-week WorkFirst job search program. DSHS refers participants receiving Temporary Assistance for Needy Families (TANF) assistance into this program for assistance in obtaining unsubsidized employment and ultimately self-sufficiency.

Christina came into this program at WorkSource Skagit with the goal of becoming a bookkeeper. Although she had recently received an AA in business management, she was interested in obtaining a QuickBooks certification so she would be able to apply for better positions as previously she had worked in restaurant management, an insurance center and bartending. Christina's job coach worked with her on transferrable skills, interviewing, and targeted resume creation utilizing O\*Net to conduct labor market research. They also worked on the creation and practice of 60 second commercials (aka Elevator Speeches) targeted specifically to the jobs she was applying to. As a result of all these efforts, Christina became more comfortable with interviewing for positions and her hard work paid off when she received a full-time offer of employment from Principal Warranty Corporation. She was hired on at an hourly wage of \$21.00 per hour.

# Appendix 5: Veterans

## Veterans and Military Families Program

The Veterans and Military Families Program provides a variety of services to help Veterans, eligible spouses, and transitioning service members move forward toward employment.

### Priority of service

Veterans with at least one day of active duty served in any military branch (without a dishonorable discharge), and eligible spouses (including widows and widowers) are eligible for Priority of Service (POS). POS means that Veterans and eligible spouses are entitled, by law, to precedence over non-covered persons for services, including those offered through WIOA. Of the approximate 87,352 job seekers served by WorkSource centers and affiliates, 5,816 (6.7%) were eligible for POS.

### YesVets

[YesVets](#) is a partnership comprised of [Washington State SHRM](#), the [Washington Department of Veterans Affairs](#), the [Department of Commerce](#), the Employment Security Department, and the [Washington State Military Transition Council](#). The YesVets partnership continues to collaborate with the [Seattle Seahawks](#) and [Taskforce12](#); partnering again this program year for both an annual in-person event at Lumen Field and a statewide virtual hiring event centered around the Seahawks Salute to Service game. The statewide Local Veteran Employment Representative (LVER), a key member of ESD's Virtual Services team, led the planning for both events. Each event hosted 100 employers and Veteran resource organizations, resulting in over 1,000 veteran registrations and a 67% attendance



*Above: WDVA CFO Terry Westhoff and ESD Commissioner Cami Feek present Seahawks GM John Schneider with the YesVets Military Champion Award.*

*Right: Schneider rings the hired bell, a 1944 Army Air Corps brass bell from a 104-foot rescue boat.*



rate. To date, 1,673 statewide Washington employers are signed up with YesVets and 7,412 hires have been documented since its 2016 inception. In this program year alone, 763 hires were reported from YesVets employers.

## **Transition assistance**

WorkSource centers supporting the state's five major military bases (Joint Base Lewis-McChord (JBLM), Fairchild Airforce Base, and Naval bases Everett, Whidbey Island, and Kitsap) have all resumed varying levels of on-site support for transitioning service members (TSMs). JBLM supports with a 4.0 FTE Labor Exchange (LEX) and Fairchild AFB has a 0.5 FTE Disabled Veteran Outreach Program (DVOP) and 0.5 FTE LEX. Each office supporting the three Navy bases provides regular presentations at the Transition Assistance Programs and/or Capstone and other activities. All locations support military family members with a system of warm handoffs that connects service members and their families with the American Job Center closest to their future home location, regardless of whether the service member or family originates in Washington state.

The JBLM "inside-the-gate" WorkSource center continues to be a trendsetter in providing upstream career services to service members and military families. During this year, they collaborated with five other offices in the region to implement Operation Military Culture (OMC), an initiative that allows WorkSource Specialists from King and Pierce counties to undertake a short assignment augmenting WorkSource JBLM. During their time at our nation's fourth largest military base, they gain invaluable insight into the military culture by providing intake and triage of transitioning military and their family members who are seeking meaningful post-service careers. Participants also benefit from various training and experiences including shadowing members of Team JBLM; learning first-hand through triage and intake of military-affiliated job seekers; meeting and learning about JBLM partners and resources; participating in military outreach events and activities; attending workshops provided by partner organizations; participating in partner and team member meetings; touring the American Lake co-location to learn about that unique service model. Completion of this first-hand learning and exposure benefits their assigned office, team members, and military-affiliated customers.

## **Individualized case management**

The Jobs for Veterans State Grant (JVSG) Case Management model used in Washington state primarily relies on veterans and spouses to be screened at the various entry points in a WorkSource location, to determine eligibility for an appropriate referral to a DVOP or Consolidated Veteran Service Representative (CVSR). Of the 5,816 POS-eligible customers served, 3,432 (59%) met at least one criterion for DVOP or CVSR eligibility. In PY 2022, DVOP and CVSR case managers provided individualized services to 1,505 eligible customers. A total of 1,014 were enrolled on a DVOP or CVSR caseload (67.3%), including customers referred through the U.S. Department of Veteran Affairs Veteran

Readiness and Employment program (201 referrals, 19.8%) and those carried-in from the previous program year. Additionally, 151 (14.9%) were co-enrolled, allowing DVOPs and CVSRs the ability to leverage the resources through all WIOA-funded programs. Of all the 1,014 DVOP case-managed customers, 682 (67%) were employed within their first quarter after exit.