

# 2020 Washington State Workforce Innovation and Opportunity Act

WIOA Youth  
WIOA Adults  
Wagner-Peyser  
Veteran Services  
Dislocated Workers  
Program Performance  
Workforce Development  
Research and Evaluations



PY 2020  
WIOA Annual  
Performance Report  
November 2021

*Submitted by:*

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



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## Section I: Workforce Innovation and Opportunity Act in Washington state

### Introduction

Last year, 46,634 Washington residents received help getting a job through our state's 90 WorkSource offices and affiliate sites; they came with a range of needs. Most needed help connecting to unemployment insurance benefits and determining their next career steps. Others needed more basic, individualized or training services to overcome barriers to meaningful employment. The Workforce Innovation and Opportunity Act (WIOA) is one of the primary funding sources for Washington's workforce benefits and services. WIOA Title I has funded activities in Washington state since July 1, 2015. This report provides an in-depth look at the impact those funds have had in Washington in program year (PY) 2020, July 1, 2020 to June 30, 2021.

### WIOA in Washington

In PY 2020, Washington state received \$94,615,437 in WIOA Title I formula funds for employment and training services designed to benefit employers, dislocated workers, disadvantaged adults and low-income youth. Washington state also received \$19,206,988 in Wagner-Peyser funds to provide specialized attention and services to individuals with disabilities, migrant and seasonal farmworkers, ex-offenders, youth, minorities and older workers.

### Overview of Washington's workforce development system

Washington's workforce development system is a coordinated and collaborative network of services, programs and investments. Network participants share the goal of improving the skills of the state's workforce to fill available jobs. The network strives to create the workforce needed by business and industry. It further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment.

Washington workforce services are coordinated through WorkSource, the state's one-stop delivery system. WIOA Title I and the Wagner-Peyser Act provide primary funding for Washington WorkSource operations and many of the WorkSource basic and individualized services.

The network functions to support economic expansion and develop the talent of our state's workforce. To meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, philanthropy, organized labor and community leaders to foster economic development and high-growth opportunities in regional economies. This system exists to help businesses find qualified workers to meet their present and future workforce needs.

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

At WorkSource Centers, affiliate and connection sites throughout the state, individuals can open a claim for unemployment benefits, find job openings, receive other job search assistance and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high-demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion and employee retention. WIOA Title I and the Wagner-Peyser Act provide primary funding for the WorkSource service delivery system. Other formula-based and competitive federal, state and local resources and services, including Temporary Assistance for Needy Families (TANF), veteran services, USDOL National Dislocated Worker Grant (NDWG), Job Corps, Trade Adjustment Assistance, vocational rehabilitation services, migrant and seasonal farmworker assistance and philanthropic funds also support WorkSource.

## Washington's labor market is recovering

Washington's labor market is rebounding from the pandemic-induced recession and is on the road to recovery. Unemployment has fallen substantially throughout the state and the economy is adding jobs at a robust pace. Even as labor market conditions improve, the after effects of the recession still linger, and the COVID-19 pandemic continues to pose an ever-present threat to the public's health and safety.

The path of the economy since February 2020 has been influenced by the prevalence of COVID-19 and the federal government's response. The first flood of cases in early 2020 caused massive job losses. The economy began to bounce back as governments responded, cases declined, and businesses and people adjusted. In the latter half of 2020 and into January 2021, however, cases again rose and federal government support tailed off, leading to a slowing of economic progress. As strong steps by the federal government started to have an impact in February and March and optimism about the health situation grew, the economy regained momentum.

Employers added nearly 147,000 payroll jobs from July 2020 to June 2021, with a large percent of the jobs added in leisure and hospitality. The unemployment rate was 5.2 percent in June 2021, down from 10.8 percent in June of 2020. As of the June 2021 Bureau of Labor Statistics' (BLS) monthly survey of payroll employment, the state overall has recovered close to 95 percent of the nonfarm jobs lost since February of 2020. The collapse and the recovery have not been consistent across industries since the start of the pandemic. Many industries have fully recovered, while others have not. The leisure and hospitality sector, including restaurants, hotels, and entertainment venues, continues to be the largest contributor to the overall jobs losses since February 2020, and is still down 65,000 jobs as of June 2021.

Overall hiring since February 2020 was up in information, finance and insurance, and the professional, scientific, and technical services sectors. Retail trade has recovered the jobs it lost since February of 2020, with many jobs shifting to home and garden stores and online shopping. Job losses in the manufacturing sector, led by declines in employment in aerospace products and parts manufacturing, have lingered with manufacturing employment down 37,700 jobs from February 2020 through June of 2021.

At this point, the labor market continues to heal. Employment conditions are expected to improve in the coming months. However, a great deal of uncertainty remains around the path of the virus and therefore the economy. As the virus drags on and fewer workers expect to be recalled, hiring most likely will only gradually pick up. Although the rebound in the labor market is slowing, it at least continues to recover.

## 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 Workforce Board is to coordinate state policy and state strategic planning for the workforce development system, evaluate results and facilitate demonstration projects that test innovations and ideas.

The Employment Security Department (ESD) serves as the state's WIOA Title I grant recipient. ESD's WIOA responsibilities include stewardship of the funds, oversight and monitoring activities, issuing statewide policy, management of grants and contracts and allocation of the WIOA Title I funds to the Local Workforce Development Boards (LWDBs), also known in Washington as Workforce Development Councils (WDCs) for the delivery of services within an integrated service delivery system.

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

LWDBs are the local leaders, conveners and managers of the WorkSource system through which WIOA and non WIOA-funded programs are accessed. They are the strategic visionaries for local implementation of WIOA funds. There are 12 LWDBs in Washington, and each is private industry led and locally focused. Council 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 their LWDB staff to administer the funds and oversee the area's workforce development system to effectively respond to the local economy and needs of local 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 and Title III program descriptions

### WIOA Title I Youth Program

**Who is served:** Youth must be between 14 and 24 years old, low income and meet other criteria described in the WIOA, such as a need for additional assistance to complete an educational program or to secure and hold employment. To qualify as low income, one must be a welfare or food stamp recipient, homeless, a foster child, or have a family income below 70 percent of the lower living standard income level which is \$12,140 per individual or \$33,204 for a family of four.

**Participation:** 2,333 young people were served by the WIOA Youth Program between July 1, 2020 and June 30, 2021.

**Program description:** The program prepares low-income youth ages 14 through 24 for success in school and the world of work. Eligible youth may receive counseling, tutoring, job training, mentoring or work experience. Other service options include summer employment, study skills training and instruction in obtaining a GED or equivalent.

### WIOA Title I Adult Program

**Who is served:** Specific eligibility guidelines are described in the WIOA. 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:** 8,533 participants received career services, and 2,165 participants received training services from the WIOA Adult Training Services Program between July 1, 2020 and June 30, 2021.

**Program description:** The program prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services. Services are coordinated through the state's one-stop career center system, WorkSource. Basic services include skill assessment, labor market information, consumer reports on training programs and job search and placement assistance. Individualized and training include more intensive assessments, work experiences and occupational skills training. Priority is given to veterans and eligible spouses, low-income individuals and recipients of public assistance.

### WIOA Title I Dislocated Worker Program

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

**Participation:** Participation: 5,915 participants received career services, and 2,463 received training services through the WIOA Dislocated Worker Program between July 1, 2020, and June 30, 2021.

**Program description:** The program tailors employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs and fosters labor, management and community partnerships with government to address worker dislocation. Dislocated workers are also eligible for basic services including skill assessment, labor market information, training program consumer reports and job search and placement assistance. Individualized training includes intensive assessments, work experiences and occupational skills.

## Annual report coordination with Titles II and IV

As requested by DOL and directed in guidance via TEG 5-18, Workforce Training Board staff met 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 program providers in Washington, the Division of Vocational Rehabilitation (DVR) in the Department of Social and Human Services and the Department of Services for the Blind and gave them a preliminary draft of the narrative to review and comment on during development. Their feedback was minimal to this year's annual report, but both titles have a newly established understanding of their consultative role in this process and have agreed to make themselves available in the third quarter in future years to continue to advise on development of the Title I/III Annual Report.

## WIOA Title III Wagner-Peyser Program

**Who is served:** Specific eligibility guidelines are described in the WIOA. Career services are available to anyone who is legally entitled to work in the United States no matter one's age or employment status. Through Title III, basic and individualized career services are offered. A veteran or his or her eligible spouse has a priority to receive such services.

**Participation:** Participation: 46,634 participants were served under Wagner-Peyser with 45,418 having received career services between July 1, 2020, and June 30, 2021. Furthermore, 4,915 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 individuals seeking employment with employers seeking workers. 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 2,500 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.

## Section II: Customer satisfaction and effectiveness in serving employers

### Customer satisfaction

The Washington Workforce Training and Education Coordinating Board (WTB) is statutorily ([RCW 28C.18](#)) tasked to use surveys to assess both employer workforce needs and participant satisfaction with workforce programs. The participant and employer customer satisfaction feedback is used to inform workforce policy recommendations to the state Legislature and the Governor. The WTB also conducts periodic surveys to assess hiring practices and incumbent worker training.

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 to inform the development and updates of our one-stop certification process.

The follow-up employer satisfaction survey concerns employer satisfaction with hiring of workforce program participants, as well as overall satisfaction with engaging with the state's workforce development system. The [2020 Washington employer workforce needs and practices report](#) employer needs and practices and satisfaction survey is currently the most recent version.<sup>1</sup> The WTB is planning on doing the next employer survey in 2023. The next participant survey is currently under development and has an expected publication date in mid-to-late 2022.

<sup>1</sup> 2020 Washington Employer Workforce Needs and Practices Report: Identifying Challenges and Opportunities for Continued Long-term Growth, Workforce Training and Education Coordinating Board, February 14, 2020, <https://www.wtb.wa.gov/wp-content/uploads/2021/04/2020-Employer-Survey-FINAL-4-27-2021.pdf>

## Employer satisfaction

The 2020 employer survey was conducted in the summer of 2019; 27,153 Washington employers were randomly sampled from an estimated universe of 200,000. Responses reflect employer sentiment at that time.

A total of 1,765 surveys were completed yielding a final response rate of 6.5 percent. The margin of error is +/- 2.33 percent at the 95 percent confidence level, assuming a normal distribution with 50 percent sample proportions; meaning that if the survey was resampled and administered again using the same methodology, 95 percent of the time the respondents would poll similarly on average as per the law of large numbers, such that:

$$z \times \sqrt{\frac{\hat{p} \times (1 - \hat{p})}{n}} \rightarrow 1.96 \times \sqrt{\frac{.5(1 - .5)}{1,765}}$$

Where:

$\hat{p}$  = sample proportion

$n$  = sample size

$z$  = z-score

A simple non-response adjustment (*NRA*) weight based on Washington's 12 local workforce development areas (LWDAs) was then calculated to realign the response sample frame with the original sample. The decision to only use LWDAs for non-response weighting was primarily driven by small cell sizes of the few known characteristics of non-respondents. For example, a logistic regression-based adjustment on multiple characteristics, such as industry classifications, contact details, and WDA, would likely amplify noise due to limited degrees of freedom. The same issue would also arise if the sample was broken into cells by a broad cross-classification of groups, such as industry by region. An adjustment factor for each employer (*i*) by region as the inverse of the plain response weight was therefore used:

$$f_{region_i}^{NRA} = \frac{\text{Sample size by region}}{\text{Sample response by region}}$$

A rescaling bootstrapping method, sometimes referred to as a Rao-Wu Bootstrap, was then used to estimate bias and the standard error, which is required to correct for some bias by limiting the influence of outliers. This procedure produces a more conservative estimate while increasing the standard error but is generalizable to any distribution, and is suitable for complex surveys with small subsets of observations, such as employers that reported hiring job seekers from WIOA-funded programs.

Following the rescaling bootstrap procedure, the response data was calibrated using a technique called iterative proportional fitting, i.e., "raking." This type of calibration is necessary to achieve representation of firms with different known characteristics. For example, suppose the composition of the general population was known to be 50 percent male, and 50 percent female, with the ages of both genders known. If a survey was used to determine their opinions on a certain matter, but the response characteristics skewed older and more female, the opinion polling may be biased towards that group. Raked calibration weighting addresses the problem of unequal probabilities of selection by algorithmically replicating lower represented groups until the marginal proportion of the survey respondent characteristics converges with that of the general population. However, the characteristics of the general population must be known.

Aggregate industry data from ESD's Data, Architecture, Transformation and Analytics (DATA) division, previously known as the Labor Market and Economic Analysis (LMEA) division, was used to provide a proportion of what the general population of employers looked like along certain dimensions: WDA region, firm size, and industry classification by goods-producing and service-providing establishments. These proportions were used to calibrate the marginal proportions of the survey respondents until they converged on the general population.

The sample sizes for each group must be sufficiently large. Otherwise, the raking algorithm could be replicating individual respondents who are more peculiar in some unusual way compared to their peers. To prevent this, weights were trimmed to prevent an observation from being replicated more than three times.

Mean estimates with small sample counts will have large standard errors resulting in less precision around the point estimate. Nonetheless, estimates of employer satisfaction with WIOA-funded workforce system services is generalizable to employers on average. The findings are as follows:

Employer satisfaction with workforce system services is mixed. Although 56 percent of employers that reported using state services to help find and hire employees would recommend them to another employer, 94 percent of employers are satisfied with the overall quality of new hires from WorkSource offices or WIOA-funded training programs, and 69 percent are satisfied with new hires through labor-exchange services, i.e., WorkSourceWA.com (partially funded through WIOA as well).

Employers (54 percent) would recommend seeking support services for workers with non-skills-related challenges, such as accommodating employees with disabilities. Employers (64 percent) would recommend accessing industry, labor, and wage information through the state workforce system. Employers (48 percent) that accessed training for employees through the state workforce system would recommend using them to another employer.

### **Program participant satisfaction survey**

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/occupational relevancy of training and education services, i.e., usefulness of skills gain
- 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 percent to 50 percent.

Project Budget was approximately \$120,000, with an additional estimated 480 FTE staff hours allocated to the project at a cost of about \$33,600

### **Agricultural and seasonal workforce services (ASWS) customer experience study**

The Agricultural and Seasonal Workforce Services (ASWS) Advisory Committee was appointed by the ESD commissioner in accordance with [RCW 50.75.040](#). The bill directs the ASWS Advisory Committee to complete a report and recommendations in even years on how to improve the ESD's recruitment process as part of the H-2A application, as well as the costs incurred, and federal funding received to administer the H-2A program and other agricultural programs within the department. In the [2020 ASWS report](#), the advisory committee provided several recommendations on how ESD could improve its recruitment process with the intention to provide a faster and more effective connection between domestic farmworkers and employers.

The ASWS Advisory Committee recommended that the ESD should conduct a customer experience study to better understand the experience of farmworkers and employers with the ESD H-2A application and referral process. The study will explore the farmworker and agricultural employer perspectives on barriers to accessing jobs, existing job search and recruitment strategies, usability of ESD systems, and the disconnect between the number of available jobs compared to the number of successful referrals. Since the study is still in the planning stage, it is not yet clear whether the customer experience study will involve conducting surveys, one-on-one qualitative interviews, or focus groups. The number of farmworkers and agricultural employers to be surveyed or interviewed as part of the study will depend on several factors including the mode of outreach, interviewing and study incentives.

The results from this study will directly inform the ESD's H-2A application and referral process. The results and response rates will be used to make changes in the current procedures, which may contribute to improved experiences for farmworkers and agricultural employers and increase the rates of job referrals and placements. The ESD will issue the request for proposals (RFP) to identify and select a contractor to conduct the customer experience study.



## Effectiveness in serving employers

WIOA implemented a pilot performance measure to determine the effectiveness in serving employers. States were requested to select two of three USDOL pilot measures and could include additional state-defined employer measures. The state of Washington has chosen for the pilot period to report on the following for the effectiveness in serving employer performance indicator:

- Repeat business customers (repeated use of core programs).
- 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).

## Section III: Research and evaluations

### Workforce Training and Education Coordinating Board performance measures and results

The legislation that established the Washington Workforce Training and Education Coordinating Board (WTB) also created a comprehensive research program. This program continues under WIOA and is used to measure the results of federal and state workforce investment activities. The research effort assesses the effectiveness of workforce training programs.

Performance measures focus on the results for the portion of WorkSource customers who are registered for basic, individualized or training (only Title I) services funded under Title I and Title III. Separate Title I 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 the ESD. In addition, Washington participates in the state wage record interchange system (SWIS), which provides unemployment insurance wage records from 20 other states and the District of Columbia.

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

### Workforce training results

Workforce Training Results is an 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 the 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 *Workforce Training Results* report also includes measures such as hourly wage and hours worked (both Washington and Oregon unemployment insurance systems record hours worked per quarter). 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:

1. 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.
2. 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 TANF WorkFirst.
3. Programs serving youth, including secondary career and technical education and WIOA youth services.

Washington’s 12 WDAs spent \$69.12 million on basic, individualized and training services during PY 2020 (July 2020 to June 2021). The programs served 62,338 participants. The average cost per WIOA participant was \$1,109 for PY 2020. Data for PY 2020 are shown in *Figure 1*.

**Figure 1:** Participants and expenditures in PY 2020  
Source: Workforce Education Training and Coordinating Board

Target population	PY 2020 participants	PY 2020 expenditures	Cost per participant <sup>1</sup>
Adults	8,543	\$16,163,330	\$1,892
Dislocated Workers	6,044	\$20,957,992	\$3,468
Youth	2,333	\$20,098,460	\$8,615
Wagner-Peyser	45,418	\$11,904,883	\$262
<b>Total</b>	<b>62,338</b>	<b>\$69,124,665</b>	<b>\$1,109<sup>2</sup></b>

<sup>1</sup> This total is expenditures divided by participants to show cost per participant for that program.

<sup>2</sup> This total is total expenditures divided by total participants to show cost per participant for all programs combined.

More information for this section can be found in *Appendix 1*.

## Employment Security Department program evaluation

ESD has developed an internal capacity to conduct program evaluations. We created the program evaluation, research, and analysis (PERA) unit within the division of Data Architecture, Transformation and Analytics (DATA). The unit uses the evaluation processes outlined in *Appendix 2*. The ESD evaluation team has recently finished, or is amid the following major program evaluations:

- [Net Impact Study for the Training Benefits Program, 2002 through 2016 – technical report.](#)
- [Training Benefits Program Report – survey.](#)
- [Reemployment services and eligibility assessment \(RESEA\) evaluation.](#)
- Opioid disaster national dislocated worker grant (in progress).
- Agricultural and Seasonal Workforce Services (ASWS) evaluation (in progress).

These programs overlap with WIOA because the services provided through the programs are available to WIOA recipients. The evaluations are described in detail in the sections that follow.

### 2021 net impact study on annual earnings for the Training Benefits Program

The training benefits program assists dislocated workers, veterans, National Guard, low-income individuals and the disabled to train for high-demand work. The Washington state Legislature ([RCW 50.22.155](#)) requires ESD to conduct an evaluation of the program every five years. The most recent [Training benefits program impact study](#) was published on the ESD’s website in September, 2021.

The goal of this study is to assess the net impact of the program on participant earnings, employment, and education or training. To measure program effects, the ESD’s Program Evaluation, Research and Analysis (PERA) unit compared training benefits participants to a comparison group of unemployment benefits claimants who did not participate in the program but were otherwise similar. We combined ESD data from ESD’s Unemployment Tax and Benefits (UTAB) and Next Generation Tax System (NGTS) data systems with data from the [Washington Education Research and Data Center](#) (ERDC) to assess earnings, time employed, and enrollment in education and training programs.

The ESD evaluation team was responsible to conduct the study with assistance from the Joint Legislative and Audit Review Committee (JLARC) and the ERDC. Evaluation is conducted on a five-year cycle. The most recent evaluation analyzed the training benefits program’s net impact for those enrolled between January 2002 and December 2016. The data ran from January 1999, three years before any program participant included in the study joined the program, to December 2019, three years after the final cohort included in the study joined the training benefits program. Most data analysis and report write-up were conducted between June 2020, and May 2021.

We applied a difference-in-differences model to compare the training benefits participant outcomes to comparison group outcomes. We used one-to-one propensity score nearest-neighbor matching without replacement to create a comparison group of UI claimants who were similar to training benefits participants on numerous observable characteristics like pre-program earnings, age, and veteran status. We verified the robustness of these results by using several different matching methods to generate difference-in-differences estimates, including one that uses a Mahalanobis distance metric and coarsened exact matching. The study used ESD administrative data on unemployment claims and earnings for training benefits participants and non-participants. The study also used education data received from the ERDC for community and four-year colleges. JLARC engaged [Marta Lachowska](#) of the [Upjohn Institute for Employment Research](#) to review the study methodology and results. Their review is available at: <https://leg.wa.gov/jlarc/reports/2021/trainingbenes/docs/Training%20Benefits%20-%20Review%20of%20the%20WA%20ESD.pdf>

The average net impact of the program overall was a loss of earnings. However, younger and poorer people both tended to experience increases in lifetime earnings because of their participation in the program. For these specific populations, the overall impact of the program was positive. Younger participants who enrolled in health care, education, mechanics, transportation, or physics classes tended to benefit more than young participants who enrolled in other programs. JLARC is reviewing the report to produce policy recommendations now.

The project was funded through Washington state funds. The amount spent during each state fiscal year (SFY)<sup>2</sup> included: \$128,360 in SFY 2020, \$282,492 in SFY 2021, and \$24,721 in SFY 2022.<sup>3</sup> No other funds or sources were used to fund this project.

The results of the training benefits impact study, as well as the training benefits survey and report described below, are presented to the Washington state Legislature, who uses the results to set funding levels and program policy.

### Training Benefits survey and report

Washington state Legislature ([RCW 50.22.157](#)) also requires ESD to produce a survey and report on the status and outcomes of the training benefits program every five years. The report provides information that may be used to improve the services offered, claimant outcomes, and inform the Washington state Legislature of the program's overall status. The [Training benefits program survey and report](#) was published on the ESD's website September 2021. It provides a description of training benefits participants in calendar years 2015 to 2019, corresponding to academic years 2015 to 2016 through 2019 to 2020.

The ESD PERA unit was primarily responsible for conducting this evaluation. The team subcontracted with the [University of Washington \(UW\) Survey Research Division](#) to conduct customer surveys designed by ESD evaluation staff. The surveys were administered according to the division's standard operating procedures. Data from the State Board of Community and Technical Colleges (SBCTC) were used in the evaluation, and the JLARC also provided consultation and guidance during the evaluation process. No USDOL or US Department of Education (ED) evaluation contractors assisted with the evaluation.

The evaluation consisted of a review of training benefits program data and a training benefits participant survey (see survey form in *Appendix 2*). The data used came from the following sources:

- ESD claimant administrative data
- ESD administrative data on administrative costs and programs
- Survey of program participants conducted by the University of Washington (UW) on behalf of ESD
- Training data from the State Board of Community and Technical Colleges (SBCTC)

Study results showed that over a half of training benefits program participants came from the following five industry sectors: manufacturing, retail trade, administrative and support and waste management and remediation services, health care and social assistance, and professional, scientific, and technical services. The participants came from the following

<sup>2</sup> Washington state fiscal year *i* includes July 1 of year *i-1* through June 30 of year *i*, e.g., SFY 2020 runs from July 1, 2019, through June 30, 2020.

<sup>3</sup> The cost estimate for SFY 2022 runs from July 1, 2021, through September 30, 2021.

four occupations: office and administrative support, management, production, and sales and related. In addition, survey results showed that of those survey participants who had started their training, two thirds reported that the job they were training for required a degree, certificate, or license. Of those who stated they had completed training, more than half reported using training benefits funds to pay for their training.

The project was funded through the Washington state funds. The amount spent included: \$222,473 in SFY 2021, and \$29,329 in SFY 2022. No other funds or sources are used to fund this project.

### **Reemployment Services and Eligibility Assessment (RESEA) evaluation**

The U.S. Department of Labor (USDOL) requires states that receive Reemployment Services and Eligibility Assessments (RESEA) funds to spend 25 percent of these funds on program components found to reduce claim duration and improve employment outcomes, starting in fiscal year (FY) 2023. The percent increases over time. In FY 2027 and thereafter, at least 50 percent of the funds must be allocated to effective, evidence-based programs. Evidence of this effectiveness can be provided by an evaluation that receives a high or moderate causal evidence rating from the USDOL. The program's objectives include promoting alignment with the broader vision of the WIOA, and establishing the program as an entry point for individuals receiving unemployment compensation into other workforce system partner programs.

The ESD PERA unit is responsible for conducting this evaluation. ESD evaluation staff have worked with USDOL and Abt Associates, a consulting firm hired by USDOL as a RESEA evaluation technical assistant, to design the current study, but have not requested that USDOL or Abt collect or provide data or visit sites. Evaluation team staff are working with the ESD Employment Connections division to implement the evaluation, which is currently underway. Data collection is expected to last at least one year, and the final report is expected to be published in 2023. The evaluation will assess the RESEA program's impact on claimants' earnings, employment, and claim duration using administrative data from ESD's UTAB and NGTS data systems, as well as the RESEA scheduling from the Reemployment Appointment Scheduled (RAS). In addition, the PERA unit will study whether RESEA improves the quality of the match between employer and employee using structural econometric analyses.

The ESD evaluation team designed a randomized controlled trial (RCT) to evaluate RESEA. RESEA eligible UI claimants will be randomly assigned to a control group (receiving no RESEA services) or treatment group (receiving RESEA services). After the first round of data collection is complete, we anticipate launching a second phase of the RCT effort to study the relative efficiency of providing services remotely instead of in-person. This is a question of renewed significance because of the pandemic. Find the pre-analysis plan [Reemployment services and eligibility assessment evaluation](#) published on the AEA RCT Registry for more information.

The project is funded through the federal RESEA grant. The amount spent included: \$89,543 in SFY 2020, \$202,338 in SFY 2021, and \$101,498 in SFY 2022. No other funds or sources, including Washington state funds, are used to fund this project. The total expected cost of the evaluation will be up to 10 percent of the annual RESEA funding received by the state.

Results will be used to improve the RESEA program, potentially offering subsequent or additional services to assist participants. Information about how to better target the program may be provided.

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

The Pacific Mountain (PacMountain) Workforce Development Council received an Opioid Disaster PY 2018 National Dislocated Worker Grant (NDWG) in May 2019. The grant provided over \$885,000 to fund services to individuals who were adversely impacted by the opioid crisis, unemployment and underemployment, and at risk of homelessness, including dislocated workers, laid-off workers, long-term unemployed, and self-employed individuals who have become unemployed or significantly underemployed.

Grant services included:

- Basic career services: including assessment and job placement assistance to aid participants in finding and filling jobs in identified emerging or high-demand sectors.

- Training services: including but not limited to traditional classroom training and on-the-job or customized training programs and apprenticeships.
- Supportive services: services that help ensure individuals to participate in employment and training activities or temporary disaster-relief employment.
- Individualized services like an internship or other work experience that may be arranged within the private for-profit sector, the non-profit sector, or the public sector.

The program's goals included:

- Serve 80 individuals.
- Meet program placement rate of 50 percent.
- Deliver array of enhanced services to participants.
- Place clients in professional fields that could impact the opioid crisis.

The ESD program evaluation team was responsible for conducting the evaluation. Research was funded by the dislocated worker grant, and evaluation parameters were established with the Pacific Mountain Workforce Development Council. The current analysis was conducted mostly between January 2021, and July 2021. The evaluation is currently under editorial review and will be released for distribution in November 2021.

The evaluation assessed the impact of special interventions created for the opioid disaster relief program, including the Wraparound Instruction for Navigating Gateways (WING) academy. The WING academy provides high-demand skill training focused on basics of logistics, warehousing, manufacturing and construction. The academy includes training in tools, safety, measurement, CPR, forklift, flagging, and other related skills. The evaluation assessed the efficacy of these services and whether they are associated with higher earnings and decreased use of unemployment insurance benefits. The evaluation provided descriptive statistics and regression analyses on the clients' labor market outcomes and services including placement, employment status, working hours, and earnings.

The evaluation used displaced workers who participated in the PacMountain dislocated worker program as a comparison group. The treatment group included those receiving Opioid Disaster PY 18 National Dislocated Worker Grant. The services offered through the grant were augmented versions of services provided through the dislocated worker program in the comparison group. The evaluation employed a differences-in-differences estimation strategy, with individual fixed effects in a panel data setting. The evaluation used data from ESD's Efforts to Outcomes (ETO) case management system and administrative data on claimants' employment and earnings history. No USDOL or ED evaluation contractors assisted with the evaluation.

Because claimants received augmented services via the Opioid Disaster PY 2018 National Dislocated Worker Grant, their earnings in the labor market increased. Augmented services, especially when targeted to populations in need, can result in large positive impacts on recipients' lives. This result has a generalizable takeaway: reemployment services targeted to populations in need can have a large marginal return. The marginal services provided through this augmented version of the dislocated workers program resulted in a \$3,050 increase in earnings over the study period.

No Washington state funds were used to fund this project. The project was funded through the National Dislocated Worker Grant (NDWG) under WIOA. The amount spent included: \$2,066 in SFY 2020, \$54,742 in SFY 2021, and \$29,388 in SFY 2022.

### **Agricultural and Seasonal Workforce Services (ASWS) evaluation**

In addition to conducting a customer experience study described in Section II, the ESD PERA unit is conducting another evaluation in response to the Agricultural and Seasonal Workforce Services (ASWS) Advisory Committee's recommendations. The evaluation analyzes the impact of the changes in the ESD's customer case management software on customer experiences.

Prior to June 2021, Washingtonians could create a WorkSourceWA (WSWA) account that provides access to important ESD resources, such as job postings, workshops and hiring events, career development and other services. The registration process did not allow most of the WorkSource (WS) staff to register customers without higher level

approval. Customers who did not have access to appropriate technology and internet, were restricted by geographic, social, or language constraints, or lacked technical skills were less likely to register and use resources. This included migrant seasonal farmworkers (MSFWs). In June 2021, the ESD implemented changes in the customer case management software to allow all WorkSource staff and partners the ability to manually create records directly into the case managements system (ETO) on behalf of the customers without the need for higher level approval. This programmatic change is expected to facilitate access to workforce development resources and better meet the needs of economically and socially vulnerable ESD customers, including MSFWs.

The evaluation will assess how programmatic changes in the customer case management system influence customer engagement with employment services and employment outcomes. The evaluation focuses on the experience of MSFWs. The study will examine several outcomes such as the number of registrations, the use of workforce development services and programs, employment outcomes in the H-2A. We will employ the interrupted time series (ITS) method to study key outcomes. The ITS approach is a quasi-experimental research design that attempts to determine if the time series of a specific outcome is “interrupted” when an intervention happens. The evaluation uses administrative data from ESD, including data from ETO, as well as data on claimants’ employment and earnings.

The ESD PERA unit is responsible for conducting the evaluation. Evaluation team staff are working with the ESD ASWS unit to implement the evaluation, which is currently in progress, and the final report is expected to be completed in 2022. No USDOL or ED evaluation contractors will assist with the evaluation. Results from the evaluation will be used to inform and improve the ESD’s operational processes and enhance the efforts to integrate job seekers, including MSFWs, into the workforce development system. Study findings can also be used to develop additional changes in the customer case management system in the future.

The project is funded through the Washington state funds. The amount spent included: \$683 in SFY 2020, \$16,719 in SFY 2021, and \$10,620 in SFY 2022. No other funds or sources are used to fund this project at this time. The expected cost of evaluating this as well as remaining recommendations proposed by the ASWS Advisory Committee is expected to be at least an additional \$470,000.

## Section IV: Common exit

### Common exit policy

ESD’s common exit policy is found in [WSS Policy 1020 Revision 1](#), Data Integrity and Performance Policy and Handbook. System exits and system exit dates are discussed in sections 1.5 and 1.5.1.

Section 1.5 of the handbook states that “Exit” refers to a participant who has not received a qualifying participation-level service through any of the programs in the state’s Management Information System (MIS) Efforts to Outcome (ETO) for 90 consecutive calendar days and is not scheduled to receive future participation-level services. This definition supports the integrated service philosophy and acknowledges that a system exit is a common exit from all qualifying WorkSource system programs as listed in WSS Policy 1020 Revision 1:

- WIOA Title III Wagner-Peyser Employment Service (WP)
- WP Migrant Seasonal Farmworkers (MSFW)
- WIOA Title I-B Programs
  - Adult
  - Dislocated Worker
  - Youth (Youth participants must have first satisfied all applicable program requirements for the provision of services, including eligibility determination, objective assessment, development of an individual service strategy, and receipt of one or more of the 14 WIOA Youth program elements)
- National Dislocated Worker Grants (DWGs)
- Trade Adjustment Assistance (TAA)
- Jobs for Veterans State Grants (JVSG)

Section 1.5.1 of the handbook notes that ETO calculates “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 WSS 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.

## Section V: Data validation, reporting and performance accountability

The ESD workforce monitoring unit is the agency’s principal WIOA Title IB and Trade Adjustment Assistance Act (TAA) program monitor who conducted quarterly monitoring of Trade Adjustment Assistance (TAA). The unit performs annual onsite monitoring of each local workforce development board (LWDB) and other direct sub-recipients for WIOA. The workforce monitoring unit incorporated data element validation (DEV) into the annual PY 2020 WIOA Title IB monitoring visits, and TAA quarterly monitoring visits. The unit completed data validation for Wagner-Peyser once annually prior to certification of annual data reports. Data validation activities for WIOA Title IB and TAA were based on guidance in [TEGL 23-19](#). Wagner-Peyser data validation activities were based on guidance in Washington state’s data element validation policy, ESD WorkSource System Policy 1003, Revision 2, which was based on guidance in [TEGL 23-19](#). Below are the procedures for each of the programs.

### WIOA Title I B core programs and dislocated worker grants

1. DATA division staff provide the workforce monitoring unit with a sample participant list before each LWDB monitoring entrance.
2. Records are selected based on a timeframe that includes all new enrollments since the last monitoring review up to the time the participant list is created. Records are also sampled based on the level of service delivery, giving preference to records with support services; services that showed up as carry over items to address from the previous monitoring cycle and higher monetary risk services such as occupational skills training, and needed on-the-job training and work experiences.
3. Sample size and methodology:
  - a. For each of the 12 LWDB monitoring reviews:
    - i. Each core Title I-B program had 10 records selected with a minimum number of files reviewed depending on resources.
    - ii. Each DWG program, identified in the LWDB monitoring entrance letter, had five records selected with a minimum number of files reviewed depending on resources.
    - iii. If less than the 10 or five records, respectively, appear in the table, all were sampled.
    - iv. During early stages of the COVID-19 pandemic in PY 2019, four LWDBs had no participant files reviewed for DEV. A smaller sample of PY 2019 records were reviewed along with PY 2020 records, for those LWDBs during the PY 2020 review.
  - b. The sample size methodology was based on a fixed number of participant records. The required data elements selected for review were identified on each PY 2020 program participant file checklist. The sample included a mix of active and exited participant records.
4. Failures were documented on each participant file checklist as an item to address, with actions required to correct the individual file, or to correct the process moving forward.
5. Errors in the majority of files were also documented on the daily observation reports with additional actions required from the LWDBs.

## Wagner-Peyser

1. DATA staff provided the workforce monitoring unit with a participant record table that included the participant individual record layout (PIRL) data values to be validated against source documentation.
2. Using a random identification number field to create a random sort of the table, sorted from largest to smallest random identification number field, every fifth unduplicated record was selected.
3. Sample size and methodology:
  - a. A random sample of 24 records was selected, including some migrant seasonal farmworkers (MSFWs).
  - b. The sample size methodology was based on a fixed number of participant records with all required data elements being reviewed per the resources available. The sample included a mix of active and exited participant records.
4. The workforce monitoring unit provided DATA staff with the sampled records to obtain the identified validated wage data elements.
  - a. DATA validated the following data elements: 1600-1607; 1614-1618 (1610, 1612, and 1613 elements were not populated); 1700-1706.
  - b. The workforce monitoring unit validated all other data elements as identified on the Wagner-Peyser DEV worksheet.
5. Timelines and documentation of error resolution:
  - a. Once the review was completed, the workforce monitoring unit provided Wagner-Peyser program and DATA staff with the DEV worksheets showing items that failed. The program and LMEA were required to resolve the items identified and communicate to the Workforce Monitoring unit when resolved or, if they can't, why they can't.
  - b. The DEV worksheets identified passes and failures for each record by element. A comment was added to each cell in the worksheet identified as a "P" with notes about the failure.
  - c. The data element "Pass/Fail" column in the DEV worksheet indicates whether each data element passed or failed based on exceeding the 10 percent programmatic pass/fail ratio as prescribed in ESD Policy 1003, Rev. 2. If any element failed, each respective unit was required to develop and submit a corrective action plan.
  - d. Wagner-Peyser and DATA has 60 business days to resolve errors, document resolution and outcome, or the reason for failure to resolve in the respective program worksheet and send the completed worksheet back to the Workforce Monitoring unit. Each respective unit/division will use the reply feature in each comment to document and communicate the resolution, or reason for failure to resolve.

## Trade Adjustment Assistant (TAA)

1. Before each entrance, the TAA monitor ran an ETO case management report to sample records.
2. Records were selected based on a variable timeframe to reach the desired sample size for the WorkSource office under review in that quarter. Records were also sampled based on the level of service delivery, giving preference to records with higher monetary risk services such as occupational skills training, on-the-job training, transportation, job search allowance, relocation allowances, Reemployment Trade Adjustment Assistance (RTAA) and Alternative Trade Adjustment Assistance (ATAA) services.
3. Sample size and methodology:
  - a. A sample of 80 records is selected and reviewed annually. The four quarterly samples cover at least four different regions of the state (20 records each quarter include cases from at least two certifications).



- b. The sample size methodology is based on a set number of participant records. The required data elements selected for review are identified on each PY 2020 program participant file checklist and are reviewed per resources available. The sample includes a mix of active and exited participant records.
4. Failures are documented on each participant file checklist as an item to address, with actions required to correct the individual file, or to correct the process moving forward.
5. Errors are identified in the monitoring response document as well as actions required from the WorkSource office under review. The WorkSource office has 30 business days to make corrections and respond. The monitoring response document also identifies staff training needs and areas for program improvement.

At the conclusion of the PY 2020 data element validation, ESD assessed the effectiveness of the data validation process and updated procedures for PY 2021 to address any gaps, inconsistencies, and inefficiencies. ESD provided data element validation training during annual monitoring tool review sessions for in September 2020. ESD's approach for the regular review of the quality of reported program data is addressed during quarterly and annual monitoring visits.

The method used for calculating error rates among data elements for Wagner-Peyser is established in state policy as above a 10 percent failure rate for any element under review. The policy was published July 1, 2021.

Data validation results are saved for five years. Source data for wages are destroyed immediately after use.

## Quarterly Report Analysis (QRA)

Washington is not a pilot state, but we are analyzing the QRAs to increase positive results in specific QRA areas.

Washington state has set up a process to work through each QRA. The process is as follows:

1. Washington state receives QRAs from USDOL for the most recent quarter.
2. Related data elements are gathered for the specified QRA.
3. Queries are built to replicate USDOL numbers.
4. Results are analyzed to determine the following anomalies:
  - Front and back-end anomalies in the management information system (MIS)
  - PIRL script anomalies
  - Preliminary business process anomalies
5. Analysis is written to include the following:
  - USDOL QRA background
  - Washington state status (in relation to previous quarters and other states)
  - DOL requirements (DOL denominator and numerator definitions)
  - Findings
  - Suggested proposed business process action
  - Needed fixes (for the MIS front end and back end and the PIRL script)
6. Final analysis and record-level data are distributed throughout the system. Results are analyzed to identify necessary changes to policies and monitoring or business processes.
7. Business and functional requirements are written for all identified MIS (front end and back end); PIRL script fixes are implemented.

## 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 out to area contacts, who work with staff to ensure adequate training to correct existing errors and prevent future errors. If wide-spread 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. Additionally, where data is associated with critical areas of performance (e.g., measurable skill gains), the ESD System Performance team works with their assigned field representative to create specialized reports addressing data gaps, errors, needed corrections, and opportunities to improve business processes.

## Section VI: Waivers

The USDOL has no WIOA waivers listed for Washington state on its [DOLETA Departmental Waiver Decisions](#) website. (Note that although USDOL does have the state's upskill-backfill waiver request of August 15, 2018 posted, it was never approved because it was deemed unnecessary, per USDOL's response to the request).

## Section VII: Rapid response activities

### Statewide rapid response

ESD contracts with the Washington State Labor Council (WSLC) and Washington Workforce Association (WWA) to work with the workforce areas on rapid response activities. This Statewide Rapid Response Team (SRRT) is made up of ESD's Rapid Response Manager and Trade Act Program Operator, WSLC Workforce Development Managers, and WWA's Executive Director. The Labor Council is a full partner, providing rapid response services to all impacted workers irrespective of whether they are union represented. Washington's 12 LWDBs coordinate and provide rapid response services in their areas, most typically through their business services teams.

Rapid response (RR) team activities during PY 2020 included:

- Collaborate on major layoffs across key sectors impacted by the COVID-19 pandemic:
  - Assist the LWDBs in pivoting toward and providing virtual Rapid Response events and provision of services to laid-off workers.
  - Coordinate with the local areas in assisting laid-off workers in accessing needed services
  - In the latter part of the year, coordinate with the local areas in assisting businesses in attracting talent as they reopen.
  - Coordinate with Trade Adjustment Assistance (TAA) program in providing RR services to trade-impacted workers.
- Facilitate quarterly community of practice events with the LWDBs and local implementers to share best practices and brainstorm strategies. Topics covered at these quarterly events in PY 2020:
  - Develop public virtual RR events.
  - Implement best practices on providing hybrid virtual and in-person RR events to increase equitable access for those with limited or no technology or internet.
  - TAA and Dislocated Worker co-enrollment and enhanced communication with RR.
  - UI collaboration in RR events.
  - SharedWork (short-term compensation) promotion to area businesses.
  - Implementation of TAA worker outreach plan to broaden awareness and increase outreach to both workers and local businesses.

## Section VIII: State strategic goals and vision

### Talent and prosperity for all, the strategic plan for unlocking Washington's workforce potential

WIOA requires Washington to develop a strategic plan for workforce development as a condition of receiving Federal funds. On October 27, 2014, Governor Jay Inslee designated the Workforce Board as Washington's strategic board responsible for coordinating WIOA implementation in Washington.

As WIOA's vision and mission were defined, the Board recognized the close alignment between the state's pre-existing strategic workforce development plan, "High Skills, High Wages," and the requirements under WIOA. To streamline the state and federal planning processes, the Board acted in 2015 to combine the plans and rebrand them under a new name: Talent and Prosperity for All, or "TAP."

While developing the first state strategic plan for workforce development under WIOA, Governor Inslee challenged the Board and its partners to develop policy recommendations and goals that:

1. Help more people find and keep jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.
2. Close skill gaps for employers, with a focus on in-demand industry sectors and occupations.
3. To work together as a single, seamless team to make this happen.

The Board responded by convening a network of workforce development stakeholders in communities across Washington, under the guidance of business and labor leaders representing the perspective of the system's customers. Over a thousand citizens from every corner of Washington participated in committees, task forces and public forums that informed the creation of the goals and strategies within TAP.

TAP emphasizes opportunities to streamline services for job seekers in an integrated and coordinated way, reducing waste, and helping people quickly connect to the education and training they need to find their footing on a career pathway. The plan set goals designed to strengthen sector-based partnerships with employers to identify and address skill gaps and affirms a commitment to eliminating accessibility barriers for all, including communities of color, immigrant and refugee communities, the disabled, older job seekers, veterans, and other vulnerable populations. The team effort that went into the creation of TAP reflected a new level of communication, collaboration, and cooperation among state agencies. TAP committed our workforce system to four overarching priorities, which each generated a subcommittee of subject-matter experts to design policy and recommendations for system partners throughout WIOA implementation:

- Strengthening business engagement;
- Ensuring accessibility for all;
- Streamlining the customer experience; and
- Building a next-generation performance accountability system.

In 2020, the state embarked on a new strategic planning process at the four-year mark of WIOA and recommitted to the same set of four overarching strategic priorities, with the additional focus on achieving equitable economic recovery and access to services for all. The Board, in early 2019, elected to pursue a combined plan as the state did in 2016. The Board also voted to integrate the state's Perkins V plan into the Combined State Plan submission, which was the only additional program added between 2016 and 2020 to our state plan.

Much staff time in PY 2020 was spent addressing the unanticipated impact of COVID-19 on system services on both businesses and job seekers. The Board convened partners from the state Department of Commerce and ESD to pilot business intelligence tools from Dun & Bradstreet (Market Insight and EconoVue) which allowed workforce system partners to receive more timely information about industry sectors, employers, and companies in need of talent across the state. This pilot was initially funded with WIOA statewide activities funds and has since been picked up by CARES Act support. Partners will collaborate on building publicly available dashboards to help coordinate business engagement efforts across the state during PY 2021.

On the job seeker side, early in PY 2020, Governor Inslee charged the state workforce board to convene system partners and create a Workforce Economic Recovery Plan (see [Washington's Workforce Economic Recovery Plan](#)).

To hone the focus of economic recovery planning, and to avoid “boiling the ocean,” the Workforce Board convened stakeholder discussions to identify the most pressing issues and to develop a set of “guiding principles.” These principles served as touch stones for the Board’s recommendation development process, outlined in the report.

- Use existing resources or seize opportunities to leverage federal, philanthropic, or other non-state general funds.
- Coordinate and align resources across agency, program, and funding silos, allowing flexibility wherever possible, and collectively identify and address specific barriers to inclusive and equitable recovery.
- Target and support those who are economically most vulnerable and least likely to return to work soon.
- Find routes to livable-wage employment, but with clear, navigable paths to higher order credentials, better jobs, and better pay.
- Engage employers, industry sector groups, unions, community-based organizations, philanthropies, and others to co-create and co-invest in high-demand career pathways, which leverage the resources of existing systems.
- Include “earn and learn” opportunities wherever possible with Registered Apprenticeship being the gold standard.
- Define measurable “inclusivity” and transparently track the state’s progress towards the North Star of inclusive economic recovery.
- Ensure the health and safety of students and workers.
- Support continuing education, upskilling, and professional development of the workforce system workforce.

## Section IX: Statewide fund activities

### Governor’s Statewide Activities funds

#### Career Connect Washington: Workforce Education Investment Act and Career Connect Intermediaries

In May 2017, Governor Inslee created the Career Connect Washington Task Force, composed of leaders from business, labor, government, non-profits, and education. The Task Force concluded that while Washington had many excellent career-connected learning programs, it lacked systemic supports to achieve the scale needed to have a transformative impact. It recommended an inclusive planning process to develop a strategic plan and policy recommendations to overcome the barriers to scale and expansion with quality. This planning process began in early 2018 and concluded in fall 2018.

The plan was transformed into legislation following a groundswell of support from stakeholders in every region of Washington. The legislation was passed in April 2019, along with significant funding to begin implementation. In its first biennium, Career Connect Washington delivered significant results by facilitating, connecting, and motivating people across the state to make career-connected learning navigable, coherent, accessible, and high quality.

The Career Connect Washington partnership has built a statewide coalition of regional networks, intermediaries (i.e., program builders), industry associations, 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. Many of the best practices and partnerships established during the WIOA-funded Career Connect Prototype projects (described in previous annual reports) informed the new legislation and local strategy. Between summer 2019 and winter 2021, Career Launch programs – those that include classroom instruction combined with a paid work-based learning, and result in postsecondary credential and employment-ready candidates – enrolled 12,826 new participants under the age of 30. Career Launch definition includes State Registered Apprenticeships.

A cross-agency workgroup is responsible for coordinating agency functions and external partnerships to scale up and expand high-quality, career-connected learning opportunities in communities across the state. Career Connect Intermediaries create, manage, and scale specific career-connected Learning programs. Intermediaries managing active programs are responsible for increasing both enrollments and scale; intermediaries developing new programs are responsible for designing new endorsement-ready Career Launch or Career Prep programs based on the skills and competencies required by employers in the region. Thirty-three unique intermediaries were funded to develop/expand 67 programs in manufacturing, agriculture, automotive maintenance, construction, health care, hospitality, information technology, and maritime trades. Out of six rounds of competitive Intermediary funding rounds, five were funded with Governor's Statewide Activities funds.

Industry and philanthropic leadership provide critical feedback from a private sector perspective on Career Connect Washington work. This structure helps ensure that industry voice is represented throughout the system, to include state-based and national funders who contributed \$3 million for 2018/2019, \$2.2 million for 2020/2021, and continuing commitments through 2022.

Career Connect Washington will continue to help our state's economy and our young adult workforce recover from this latest downturn. Career-connected learning models result in higher earnings and significant returns on investment. The speed and strength of our state's recovery is dependent on maintaining and growing our state's pipeline of skilled labor. It is vital that young people impacted by the COVID-19 pandemic have opportunities to up-skill in new industries.

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

EcSA is a poverty reduction and equity program that directly addresses the need for economic recovery, especially for people of color and rural communities. It was launched in four pilot areas in 2019 with the support of the Governor's Poverty Reduction Work Group (PRWG), multiple state agencies, including the Department of Social and Health Services (DSHS) and LWDBs. In 2021, Governor Inslee expanded EcSA to seven additional regions, covering most of the state. Services are targeted toward participants that qualify for SNAP benefits. Planning began by listening to our living experts – those individuals who have experienced or are currently experiencing poverty in Washington. Listening sessions facilitated by the PRWG helped to inform the program design.

#### *Adapting to COVID-19*

Due to COVID-19 restrictions, the four pilot programs deployed programmatic adaptations to meet the needs of the vulnerable populations they serve. This included transitioning to virtual outreach, intake, and service delivery and taking steps to address the underlying technology, digital literacy, and internet connectivity inequities that disproportionately impact low-income families. These adaptations required significant change since each of these programs were designed with intensive in-person engagement as the primary method of support and service delivery. As sites began to partially re-open in spring and summer of 2021, the programs all increased enrollments as they were able to deliver services with a hybrid approach including in-person and virtual services.

#### *Promising developments started in June 2021*

- **Partnership with early childhood education in Snohomish County** - the coordinating point for services starts with ECEAP (Headstart) beginning with an assessment of a family's holistic needs using family-centered coaching processes.
- **Olympic Workforce Development Council, in partnership with the local educational service district** - focusing on young adults and specifically those aging out of foster care:
  - Partnering with Department of Children, Youth and Families (DCYF) and the Foster Youth to Independence (FYI) initiative.
  - Partnering with local Career Connect programs as pathways to self-sufficiency wage employment.
- **North Central Workforce Development Council** - bringing training and resources directly to rural communities:

- Focusing primarily on farmworker communities in Mattawa, Othello, and Royal City who travel 45 to 60 miles to access services or attain training.
- Focusing on cohort training for transportation/CDL and advanced manufacturing and bringing access to housing support and food assistance.
- **University of Washington Self-Sufficiency calculator** – utilizing the calculator to set an accurate self-sufficiency wage goal for each participant.
- **Breaking down silos** - observing momentum with engagement between state and local partners in part through the Human Centered Poverty Reduction design team including Washington College Grant pilot, Federal Waiver Request to United States Department of Agriculture, and a Supplemental Nutrition Assistance Program data sharing agreement request with an LWDB.

After demonstrated success in four pilot regions across the state, Governor Inslee funded round two of EcSA in April 2021. These additional funds will enable seven more LWDBs) to implement the program across most of the state. Currently, EcSA is on track to serve more than 1,800 households to rise above 200 percent of the federal poverty level by March 2024 at a cost of \$6,500 per family.

### Veterans and Military Families Program

Due to the pandemic, Washington State Employment Security Department (ESD) offices reassigned frontline staff to support ESD Unemployment Insurance (UI) claimants.

ESD's service delivery model pivoted to provide virtual employment services, ensuring seamless support to veterans and military families during this critical time. Guidance by the Department of Labor-Veterans' Employment and Training Service (DOL-VETS) allowed for Jobs for Veterans State Grant (JVSG) funded staff to assist in various UI roles.

Reallocated JVSG-funded staff continued serving in these UI roles through PY 2019 into the first two quarters of PY 2020. Most JVSG-funded staff provided support to UI at a 50 percent FTE ratio, allowing them to also serve their case-managed veteran customers. Beginning July 2021, JVSG-funded staff began transitioning back to their previous roles. By September, 95 percent of JVSG-funded staff had fully returned to their original duties supporting veterans with the most significant barriers to employment.

The pandemic also limited on-base activities of Disabled Veteran Outreach Program (DVOP) specialist staff at the five major military installations in Washington state. At WorkSource Joint Base Lewis McChord (JBLM), the DVOP established weekly interagency support to provide virtual services to wounded military members assigned to the Soldier Recovery Unit. This provided those warriors with employment readiness skills needed to successfully transition from the military to civilian sector employment. JBLM remains the only location with an on-base WorkSource center, contributing to Washington state named as the Community Impact Leader of the Year by the U.S. Chamber of Commerce's Hiring our Heroes division for the extensive efforts to boost employment for military spouses.

Public health considerations continued to limit off-base outreach. Staff adopted and embraced communications technology, and used existing data to perform virtual outreach to those who met eligibility for individualized DVOP career services. These were powerful and important steps to support Washington state veterans.

Using the Brazen platform, the Veterans and Military Families Program hosted ESD's first ever statewide virtual hiring event in coordination with National Hire-A-Vet Day. JVSG-funded staff operated a virtual booth to engage with veteran job seekers. Just like the in-person outreach days, staff directed veterans to resources available at WorkSource offices across the state, such as the resources available with WIOA.

The innovative use of these virtual tools, amongst other strategies to serve our customers, remained essential. Reflected in the second half of this program year, new JVSG program enrollments and overall DVOP caseloads were 20 percent higher than all of calendar year 2020. Statewide, JVSG-funded staff continued to work closely with WIOA partners to co-enroll transitioning service members and military spouses, primarily in the Dislocated Worker (DW) program, as well as the Adult program.

## **National dislocated worker grant activities**

### **Opioid Crisis Demonstration NHE NDWG: Pacific Mountain and Snohomish County LWDBs**

Recognizing the opioid crisis as a national health emergency, ESD partnered with the Pacific Mountain and Snohomish County Local Workforce Development Boards to build scalable, replicable models that directly address the economic and workforce impacts associated with opioid misuse through new interventions and innovative strategies. The combined \$4.9 million projects supported by this grant targeted specific populations affected by opioid addiction such as homeless youth and adults, youth under the care of the state juvenile rehabilitation system, adults in and out of county jails, mothers addicted while pregnant, and individuals with mental health challenges. The LWDBs specifically targeted services to individuals who have lost employment while receiving treatment for opioid use disorder, or to those who have lost work while caring for a friend or family member with an addiction. Additionally, grant funds supported training for people interested in working in professions that fight the opioid epidemic. At the culmination of the program, the LWDBs planned to serve 605 individuals, and direct 257 of these into employment.

Due to COVID-19 impacts, the grant was extended from June 30, 2020 to October 31, 2021. The LWDBs adjusted outreach and service delivery strategies to accommodate the changing environment and continue service to grant participants. As of June 30, 2021, the LWDBs enrolled 732 individuals and exited 280 individuals into employment, exceeding the enrollment target by 20 percent and employment target by nearly 10 percent.

### **Opioid Crisis Disaster Recovery NHE NDWG – Pacific Mountain LWDB**

In March 2019, the USDOL further awarded ESD more than \$880,000 to provide disaster relief jobs and employment services to eligible individuals impacted by the health and economic effects of widespread opioid use, addiction, and overdose. The funds were awarded to the Pacific Mountain LWDB to support activities in the five Washington counties that make up the Pacific Mountain workforce development area. Through this grant, the Pacific Mountain LWDB has expanded its regional partnership between ESD, local governments, non-profit organizations, regional health networks, and higher education entities to facilitate the provision of individualized career, training, and support services to 80 selected homeless at-risk individuals, with the goal of placing 50 percent of exiting participants in employment.

Additionally, four individuals were placed into disaster relief employment to serve as peer recovery navigators. These navigators provided one-on-one peer navigation support to participants, scaffolding participant engagement in career training and education programs, including apprenticeships; social service support, including food and housing assistance; health services support, including mental health and recovery counseling; and the full range of career services available through the One-Stop system.

As of June 30, 2021, with two months remaining, Pacific Mountain LWDB far exceeded the enrollment target by 65 percent, supporting 132 participants, and achieving a 72 percent employment at exit rate, significantly exceeding the 50 percent target placement rate.

### **Opioid Crisis Disaster Recovery NHE NDWG – Workforce Southwest Washington LWDB**

In July 2020, the USDOL further awarded ESD more than \$860,000 to provide disaster relief jobs and employment services to eligible individuals impacted by the health and economic effects of widespread opioid use, addiction, and overdose. The funds were awarded to the Workforce Southwest Washington LWDB to support activities in Clark and Cowlitz counties in the Southwest Washington workforce development area. Through this grant, the Workforce Southwest Washington LWDB expanded its regional partnership between ESD, local governments, non-profit organizations, regional health networks, and higher education entities to facilitate the provision of individualized career, training, and support services. By June 30, 2022, Workforce Southwest plans to serve 90 selected homeless at-risk individuals, with the goal of placing 50 percent of exiting participants in employment at the conclusion of the grant.

After a slow start, the Workforce Southwest Washington LWDB achieved 70 percent of the quarterly target for enrollments at 34 out of 50 planned, improving from one of four enrollments in the previous two quarters. The LWDB exceeded the quarterly target for participants in career and training services, enrolling 28 out of 20 planned. Placements will be reflected in later quarters as individuals progress through and complete their career and training services.

So far, Workforce Southwest Washington achieved 70 percent of contract enrollments (55 of 80) and a 70 percent employment at exit rate (28 of 40 exited individuals), with two quarters remaining in the initial contract period. We were on a trajectory to achieve contract deliverables through the original contract end date of December 31, 2020; however, services were significantly impeded by the COVID-19 pandemic. Despite these challenges, we have worked hard to make swift adjustments to accommodate the changing environment and continue to serve grant participants. Washington applied for a no-cost extension to continue to serve Washingtonians in need through December 31, 2021.

### **COVID-19 Disaster Recovery (DR) and Employment Recovery (ER) NDWGs**

ESD received \$12 million each from USDOL from the COVID-19 Employment Recovery NDWG and the COVID-19 Disaster Recovery NDWG. DWG funds temporarily expand government capacity to serve workers who are dislocated by large, unexpected layoff events. Both grants have performance periods that last through June 30, 2022:

- The Disaster Recovery (DR) grant focuses on response and recovery to the immediate aftermath of the pandemic, via fully subsidized temporary Disaster Relief Employment positions, boosting local emergency response capacity.
- The Employment Recovery (ER) grant is longer-term in focus, aiming to expand the workforce development system's capacity to serve dislocated workers and support economic recovery.

These grants are intended to respond to the COVID-19 pandemic disaster by targeting dislocated workers and long-term unemployed individuals who have lost employment or are struggling to obtain employment because of the economic and societal impacts of COVID-19. All 12 of Washington's LWDBs have received funds as subrecipients under both grants.

The ER and DR DWG grants are just beyond the mid-point of their period of performance. During the July 7, 2020 to July 30, 2021 period:

- The NDWG Recovery and Coordination Team, comprised of ESD, WWA, and the Workforce Board, has regularly convened to track statewide progress of this grant, in conjunction with the state's collective workforce development system responses. They meet quarterly to highlight successes, challenges, and strategize on fund reallocation among LWDBs.
- LWDB program managers began to convene monthly in October 2020. These "Community of Practice" meetings ensure best practices and lessons learned are shared among those closest to the work. Additionally, the meetings highlight ongoing successes, statewide updates, and peer learning from other Region 6 states and beyond.
- The WTB was highly engaged in the state's spring 2021 legislative session and began a literature review of credentialing along with career pathway resources published on the new [Future of Work resource portal](#).

During the July 1, 2020 to June 30, 2021 period, LWDBs faced significant challenges in engaging both participants and employers, primarily due to statewide public health lockdowns and the subsequent shift to fully virtual service delivery. Fear of COVID-19 exposure, lack of childcare availability, layoffs, closure of many job training and certification programs, and an influx in social support funding for the public exacerbated a challenging service-delivery environment. Expenditures and performance in both grants were sluggish through April 2021, yet both grants saw a marked increase in performance and expenditures starting in May of 2021. Given the contributing factors, such as statewide re-openings and hybrid service delivery, these increases are anticipated to continue over the remainder of the performance period through June 30, 2022.

LWDBs report that businesses are hesitant to engage in in-person training activities, such as work experience opportunities (WEX's) and OJTs, until there is more certainty around COVID-19 safety in the workplace amid phased re-openings, yet there's been a notable increase in the number of customers interested in trainings.

ER expenditures and enrollments are trending upward. LWDBs continue to refine strategies and develop local partnerships for most effective implementation. By June 30, 2021, enrollments stood at 604 of a planned 575, 105 percent of the quarterly target. Statewide accrued expenditures through June 30, 2021 were \$2,896,688.70.



For the DR grant, as of June 30, 2021, accrued expenditures were at \$4,380,692. Statewide enrollments were at 715, 174 percent of a planned 410. Total Disaster Relief Employment (DRE) positions were at 175 this quarter, 98 percent of a planned 179. Performance has caught up to initial targets, an indicator that LWDBs have identified effective strategies to respond to the needs of the public, and that the general economic conditions are increasingly encouraging both job seekers and employers to reengage in employment readiness activities.

## Appendices

### Appendix 1: Statewide performance reports

This section looks at specific statewide outcomes (participant counts, expenditures, employment and earnings) for Title I 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 2019 and June 2020. Federal employment rates four quarters after exit are calculated for participants who exited between January 2019 and December 2019.

Federal youth employment, education and training rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2019 and June 2020. Federal youth employment, education and training rates fourth quarter after exit are calculated for participants who exited between January 2019 and December 2019.

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

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

The annual update of these analyses is underway, and the data for participants exiting for the most recently available year is published at: <https://www.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>4</sup> Data were collected from the unemployment insurance agencies in Washington and Oregon. Results are shown in *Figure 2*.

**Figure 2:** Employment and earnings of WIOA/WIA<sup>1</sup> adult participants in the third quarter after leaving program  
Source: Employment Security Department, Data Architecture, Transformation and Analytics (DATA) division, PIRL

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Employment rate <sup>2</sup>	69%	72%	70%	70%	67%	67%	72%
Employees in full-time job <sup>3</sup>	61%	59%	58%	62%	62%	63%	61%
Median quarterly hours <sup>4</sup>	450	455	448	449	456	464	449
Median hourly wage <sup>4</sup>	\$15.50	\$15.01	\$15.09	\$15.96	\$19.60	\$21.93	\$22.11
Median annualized earnings <sup>4</sup>	\$26,900	\$26,500	\$26,700	\$28,400	\$33,900	\$38,100	\$37,800

<sup>1</sup> The table includes data on both WIOA and WIA cohorts.

<sup>2</sup> These figures apply to those with employment reported to the state's ESD six to nine months 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 percent.

<sup>3</sup> Full-time employment is defined as averaging 30 or more hours per week; percent is of those employed.

<sup>4</sup> Earnings and wages are inflation-adjusted to first quarter 2020 dollars.

<sup>4</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.

## Results for WIOA dislocated workers

In *Figure 3*, 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://www.wtb.wa.gov/research-resources/workforce-training-results>

**Figure 3:** Employment and earnings of WIOA/WIA<sup>1</sup> dislocated worker participants in the third quarter after leaving program  
Source: Employment Security Department, Data Architecture, Transformation and Analytics (DATA) division, PIRL

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Employment rate <sup>2</sup>	73%	75%	74%	70%	74%	74%	75%
Employees in full-time job <sup>3</sup>	72%	73%	70%	68%	71%	72%	67%
Median quarterly hours <sup>4</sup>	481	484	483	480	484	483	464
Median hourly wage <sup>4</sup>	\$19.94	\$19.83	\$20.31	\$20.07	\$20.87	\$23.05	\$22.63
Median annualized earnings <sup>4</sup>	\$36,700	\$37,500	\$38,300	\$36,700	\$39,400	\$43,400	\$40,700

<sup>1</sup> The table includes data on both WIOA and WIA cohorts.

<sup>2</sup> These figures apply to those with employment reported to the state's ESD six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

<sup>3</sup> Full-time employment is defined as averaging 30 or more hours per week – percent is of those employed.

<sup>4</sup> Earnings/wages expressed in first quarter 2020 dollars in order to account for inflation.

## Results for WIOA youth

*Figure 4* 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://www.wtb.wa.gov/research-resources/workforce-training-results>

**Figure 4:** Employment and earnings of WIOA/WIA<sup>1</sup> youth participants in the third quarter after leaving program  
Source: Employment Security Department, Data Architecture, Transformation and Analytics (DATA) division, PIRL

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Employment rate <sup>2</sup>	58%	62%	65%	63%	63%	65%	69%
Employees in full-time job <sup>3</sup>	32%	37%	33%	38%	38%	34%	32%
Median quarterly hours <sup>4</sup>	296	310	307	314	319	297	317
Median hourly wage <sup>4</sup>	\$11.19	\$11.20	\$11.76	\$12.19	\$13.28	\$13.67	\$14.34
Median annualized earnings <sup>4</sup>	\$12,900	\$13,500	\$14,300	\$14,800	\$16,200	\$16,000	\$16,100

<sup>1</sup> The table includes data on both WIOA and WIA cohorts.

<sup>2</sup> These figures apply to those with employment reported to the state's ESD six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

<sup>3</sup> Full-time employment is defined as averaging 30 or more hours per week – percent is of those employed.

<sup>4</sup> Earnings/wages expressed in first quarter 2020 dollars in order to account for inflation.

# WIOA Adult

OMB Control Number 1205-0526  
 Expiration Date: 05-31-2024

ETA-9169

<b>Statewide Performance Report</b>		Certified in WIPS: 10/1/2021 12:11 PM EDT	
<b>PROGRAM</b> WIOA Adult		<b>TITLE (select one):</b>	
<b>STATE:</b> Washington	Title I Local Area:	<input checked="" type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
<b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser
From ( mm/dd/yyyy ): 7/1/2020	To ( mm/dd/yyyy ): 6/30/2021	<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	8,533	4,907	\$12,292,251	\$1,441
Training Services	2,165	1,044	\$3,871,079	\$1,788
<b>Percent training-related employment<sup>1</sup>:</b>		<b>Percent enrolled in more than one core program:</b>		<b>Percent admin expended:</b>
3.8%		100.0%		75.5%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021	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>		
				Cohort Period: 7/1/2019-6/30/2020		Cohort Period: 1/1/2019-12/31/2019		Cohort Period: 7/1/2019-6/30/2020	Cohort Period: 1/1/2019-12/31/2019		Cohort Period: 7/1/2020-6/30/2021		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
<b>Total Statewide</b>				Negotiated Targets		66.6%		66.8%	\$8,212		66.4%		50.0%
				Actual	10,341	59.2%	14,998	64.2%	\$8,070	725	64.7%	851	46.3%
<b>Sex</b>	Female	4,230	2,401		5,004	59.7%	7,056	64.4%	\$7,285	310	62.1%	388	46.3%
	Male	4,147	2,414		5,160	58.9%	7,647	64.2%	\$9,117	400	66.4%	456	46.4%
<b>Age</b>	< 16	0	0		0		0			0		0	
	16 - 18	57	31		50	71.4%	65	57.0%	\$4,580	18	40.9%	8	50.0%
	19 - 24	841	464		840	67.8%	1,102	69.6%	\$5,849	118	60.8%	126	55.3%
	25 - 44	4,426	2,528		4,988	60.8%	7,213	66.4%	\$7,807	376	65.7%	509	48.6%
	45 - 54	1,615	986		2,415	60.8%	3,637	67.7%	\$9,538	123	68.0%	122	40.3%
	55 - 59	726	441		1,052	58.7%	1,557	62.7%	\$9,279	65	75.6%	42	32.8%
	60+	878	462		996	45.2%	1,424	48.4%	\$8,390	25	56.8%	44	37.6%
<b>Ethnicity/Race</b>	American Indian / Alaska Native	257	153		321	60.9%	401	57.9%	\$6,349	17	54.8%	22	50.0%
	Asian	866	448		805	58.8%	1,421	66.8%	\$8,926	63	60.6%	75	38.5%
	Black / African American	830	426		647	58.6%	1,043	63.7%	\$6,631	46	48.9%	64	27.1%
	Hispanic / Latino	794	415		786	65.1%	1,095	69.4%	\$7,259	124	72.9%	162	57.2%
	Native Hawaiian / Pacific Islander	188	106		230	62.8%	333	65.4%	\$8,034	16	50.0%	21	43.8%
	White	5,500	3,301		7,551	59.5%	10,527	64.2%	\$8,232	497	68.8%	579	51.6%
	More Than One Race	332	174		366	59.9%	492	62.0%	\$7,148	25	58.1%	38	46.3%

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	8,543	4,912	Negotiated Targets		66.6%		66.8%	\$8,212		66.4%		50.0%
			Actual	10,341	59.2%	14,998	64.2%	\$8,070	725	64.7%	851	46.3%
Displaced Homemakers	45	40		78	52.0%	65	51.6%	\$6,017	4	66.7%	3	60.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	810	441		819	59.4%	1,216	62.6%	\$7,060	105	61.8%	85	37.1%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	929	674		906	54.6%	1,096	55.5%	\$6,273	100	69.0%	129	54.4%
Homeless Individuals / runaway youth	494	348		501	50.9%	613	50.6%	\$5,309	55	57.9%	38	36.5%
Long-term Unemployed (27 or more consecutive weeks)	182	91		48	65.8%	33	54.1%	\$9,361	14	73.7%	39	44.3%
Low-income Individuals	2,468	1,538		2,014	55.9%	2,573	58.2%	\$6,007	265	69.4%	365	53.1%
Migrant and Seasonal Farmworkers	41	23		41	73.2%	42	67.7%	\$6,580	7	87.5%	6	42.9%
Individuals with Disabilities (incl. youth)	874	495		774	50.0%	992	50.8%	\$6,318	69	67.6%	71	46.7%
Single Parents (Incl. single pregnant women)	736	416		457	60.4%	545	63.9%	\$6,470	84	60.9%	116	47.5%
Youth in foster care or aged out of system	2	1		3	60.0%	4	80.0%	\$459	5	100.0%	0	0.0%

#### ADDITIONAL COMMENTS:

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

- 79 records were stripped in order to pass the WIPS edit checks successfully.
- 2,365 records were hard-coded in order to pass the WIPS edit checks successfully.
  - 1,773 records were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
  - 370 records were hard-coded with a value of one, where "NDWG numbers were present" to correct a scripting error.
  - 195 records were hard-coded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.
  - 27 records were hard-coded in order to pass the 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.

#### 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  
Expiration Date: 05-31-2024

ETA-9169

<b>Statewide Performance Report</b>		Certified in WIPS: 10/01/2021 12:14 PM EDT	
<b>PROGRAM</b> WIOA Youth		<b>TITLE (select one):</b>	
<b>STATE:</b> Washington	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
<b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser
From ( mm/dd/yyyy ): 7/1/2020	To ( mm/dd/yyyy ): 6/30/2021	<input checked="" type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	1,715	834	\$15,771,963	\$9,196
Training Services	411	191	\$4,326,497	\$10,527
<b>Percent training-related employment<sup>1</sup>:</b>		<b>Percent enrolled in more than one core program:</b>		<b>Percent admin expended:</b>
3.1%		100.0%		66.6%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021	Youth Employment/Education/ Training Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2019-6/30/2020		Youth Employment/Education/ Training Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate <sup>3</sup> Cohort Period: 1/1/2019-12/31/2020		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2020-6/30/2021		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
				Negotiated Targets		Actual							
<b>Total Statewide</b>		2,333	1,086		60.7%		60.0%	\$3,480		66.3%		50.0%	
<b>Sex</b>	Female	1,124	512	914	56.1%	1,216	59.0%	\$3,822	332	64.8%	508	39.6%	
	Male	1,161	550	421	58.6%	539	59.6%	\$4,011	144	63.7%	242	38.7%	
<b>Age</b>	< 16	21	4	473	54.5%	656	58.7%	\$3,692	184	66.9%	258	40.6%	
	16 - 18	1,127	481	2	28.6%	3	42.9%	\$2,977	1	16.7%	2	9.5%	
	19 - 24	1,185	601	407	55.2%	554	57.1%	\$3,236	129	55.4%	277	37.4%	
	25 - 44	0	0	505	57.1%	658	60.8%	\$4,455	201	73.9%	229	44.0%	
	45 - 54	0	0	0	0.0%	1	50.0%		1	100.0%	0		
	55 - 59	0	0	0		0			0		0		
	60+	0	0	0		0			0		0		
<b>Ethnicity/Race</b>	American Indian / Alaska Native	160	84	0		0			0		0		
	Asian	177	84	60	51.3%	77	50.0%	\$3,223	15	40.5%	28	35.9%	
	Black / African American	328	154	74	67.3%	79	63.7%	\$3,294	16	57.1%	31	30.7%	
	Hispanic / Latino	675	271	118	57.3%	170	61.4%	\$2,850	41	55.4%	59	31.9%	
	Native Hawaiian / Pacific Islander	81	34	218	61.2%	282	63.5%	\$4,385	78	69.0%	171	43.6%	
	White	1,379	666	29	61.7%	40	57.1%	\$3,061	17	68.0%	11	23.4%	
	More Than One Race	181	81	563	53.7%	775	58.2%	\$3,745	227	67.4%	311	42.9%	
		181	81	69	58.0%	90	55.6%	\$2,162	23	45.1%	30	33.3%	

BY EMPLOYMENT BARRIER <sup>4</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>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
				Negotiated Targets		Actual						
<b>Total Statewide</b>	2,333	1,086			60.7%		60.0%	\$3,480		66.3%		50.0%
				914	56.1%	1,216	59.0%	\$3,822	332	64.8%	508	39.6%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	834	349		356	58.3%	498	57.8%	\$3,643	154	68.1%	227	45.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	359	169		124	56.1%	167	58.4%	\$3,434	50	66.7%	68	40.5%
Homeless Individuals / runaway youth	313	154		130	57.8%	164	55.8%	\$3,222	48	65.8%	56	39.4%
Long-term Unemployed (27 or more consecutive weeks)	0	0		0		0			0		0	
Low-Income Individuals	744	355		301	54.7%	392	56.7%	\$4,060	111	63.1%	142	36.1%
Migrant and Seasonal Farmworkers	12	9		5	55.6%	7	63.6%	\$7,146	3	100.0%	4	80.0%
Individuals with Disabilities (incl. youth)	534	272		188	50.4%	200	50.6%	\$3,524	61	59.8%	92	37.2%
Single Parents (Incl. single pregnant women)	186	100		71	57.7%	85	55.6%	\$4,529	37	75.5%	28	25.9%
Youth in foster care or aged out of system	83	41		22	41.5%	42	53.2%	\$1,535	11	52.4%	10	31.3%

**ADDITIONAL COMMENTS:**

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

- 79 records were stripped in order to pass the WIPS edit checks successfully.
- 2,365 records were hard-coded in order to pass the WIPS edit checks successfully.
  - 1,773 records were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
  - 370 records were hard-coded with a value of one, where the "NDWG numbers were present" to correct a scripting error.
  - 195 records were hard-coded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.
  - 27 records were hard-coded in order to pass the 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.

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

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# WIOA Dislocated Worker

OMB Control Number 1205-0526  
 Expiration Date: 05-31-2024

ETA-9169

Statewide Performance Report		Certified in WIPS: 10/1/2021 12:16 PM EDT	
<b>PROGRAM</b> WIOA Dislocated Worker		<b>TITLE (select one):</b>	
<b>STATE:</b> Washington	Title I Local Area:	<input type="checkbox"/> Title II Adult Education	<input type="checkbox"/>
<b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.)		<input checked="" type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/>
From ( mm/dd/yyyy ): 7/1/2020	To ( mm/dd/yyyy ): 6/30/2021	<input type="checkbox"/> Title I Youth	<input type="checkbox"/>
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2019-3/31/2020	Funds Expended Cohort Period: 7/1/2019-6/30/2020	Cost Per Participant Served Cohort Period: 7/1/2019-6/30/2020
Career Services	5,915	2,593	\$15,473,611	\$2,616
Training Services	2,463	1,020	\$5,484,381	\$2,227
<b>Percent training-related employment<sup>1</sup>:</b>		<b>Percent enrolled in more than one core program:</b>		<b>Percent admin expended:</b>
5.9%		100.0%		79.7%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021	Negotiated Targets Actual	Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate <sup>3</sup> Cohort Period: 1/1/2019-12/31/2019		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					<b>Total Statewide</b>		6,044	2,654		3,263	62.8%	3,629	67.6%
<b>Sex</b>	Female	2,642	1,193		1,559	64.0%	1,631	67.0%	\$8,068	250	68.9%	298	35.4%
	Male	3,301	1,422		1,642	61.8%	1,929	68.5%	\$10,457	515	82.9%	633	45.0%
<b>Age</b>	< 16	0	0		0		1	100.0%		0		0	
	16 - 18	8	5		1	25.0%	5	83.3%	\$16,743	1	33.3%	1	33.3%
	19 - 24	435	193		206	72.5%	225	69.4%	\$6,687	49	81.7%	80	45.7%
	25 - 44	2,889	1,238		1,452	65.6%	1,672	70.8%	\$9,080	410	79.6%	544	43.8%
	45 - 54	1,352	616		837	64.4%	917	70.5%	\$9,788	180	75.6%	173	36.8%
	55 - 59	702	318		426	62.0%	459	68.0%	\$9,649	91	75.2%	77	33.5%
	60+	658	284		341	48.0%	350	50.0%	\$8,800	46	74.2%	66	41.0%
<b>Ethnicity/Race</b>	American Indian / Alaska Native	144	63		82	58.6%	107	69.0%	\$7,753	32	82.1%	16	42.1%
	Asian	719	262		254	59.1%	310	67.2%	\$9,097	76	73.1%	85	35.7%
	Black / African American	544	204		168	66.7%	193	69.2%	\$8,050	54	71.1%	65	26.4%
	Hispanic / Latino	685	313		332	73.5%	334	73.4%	\$8,811	110	82.1%	165	49.4%
	Native Hawaiian / Pacific Islander	135	57		54	60.7%	54	66.7%	\$10,144	12	63.2%	27	52.9%
	White	3,841	1,776		2,420	62.9%	2,679	67.9%	\$9,311	528	79.3%	627	44.8%
	More Than One Race	209	87		97	60.6%	133	75.6%	\$8,819	32	72.7%	30	42.3%



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	6,044	2,654	Negotiated Targets		72.2%		72.8%	\$9,579		71.3%		50.0%
			Actual	3,263	62.8%	3,629	67.6%	\$9,185	777	77.8%	941	41.3%
Displaced Homemakers	44	37		65	47.1%	59	50.0%	\$5,627	3	60.0%	3	30.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	497	214		247	60.8%	255	62.2%	\$9,074	56	76.7%	49	27.4%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	389	182		160	53.9%	182	61.7%	\$8,031	56	91.8%	97	57.1%
Homeless Individuals / runaway youth	119	63		84	52.2%	79	50.0%	\$5,520	19	73.1%	14	34.1%
Long-term Unemployed (27 or more consecutive weeks)	817	284		201	71.8%	213	67.2%	\$9,739	110	79.7%	148	37.6%
Low-Income Individuals	1,048	523		526	62.9%	495	61.1%	\$7,307	125	80.6%	197	47.5%
Migrant and Seasonal Farmworkers	24	8		14	87.5%	21	84.0%	\$7,927	12	85.7%	8	66.7%
Individuals with Disabilities (incl. youth)	447	200		201	51.3%	236	57.0%	\$7,200	53	71.6%	39	31.0%
Single Parents (Incl. single pregnant women)	289	118		119	68.0%	134	74.9%	\$8,519	38	71.7%	59	46.1%
Youth in foster care or aged out of system	1	0		0		0			0		0	0.0%

#### ADDITIONAL COMMENTS:

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

- 79 records were stripped in order to pass the WIPS edit checks successfully.
- 2,365 records were hard-coded in order to pass the WIPS edit checks successfully.
  - 1,773 records were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
  - 370 records were hard-coded with a value of one, where the "NDWG numbers were present" to correct a scripting error.
  - 195 records were hard-coded with "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.
  - 27 records were hard-coded in order to pass the 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.

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

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Statewide Performance Report												Certified in WIPS: 10/1/2021 12:09 PM EDT			
PROGRAM Wagner-Peyser						TITLE (select one):									
STATE: Washington REPORTING PERIOD COVERED (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2020 To ( mm/dd/yyyy ): 6/30/2021						Title I Local Area:		<input type="checkbox"/> Title I Adult <input type="checkbox"/> Title I Dislocated Worker <input type="checkbox"/> Title I Youth <input type="checkbox"/> Title I and Title III combined		<input type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title III Wagner-Peyser <input checked="" type="checkbox"/> Title IV Vocational Rehabilitation <input type="checkbox"/>					
SUMMARY INFORMATION															
Service		Participants Served Cohort Period:		Participants Exited Cohort Period: 4/1/2020-3/31/2021		Funds Expended Cohort Period: 7/1/2020-6/30/2021		Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021							
Career Services		45,418		37,847		\$11,904,883		\$262							
Training Services															
Percent training-related employment <sup>1</sup> :				Percent enrolled in more than one core program:				Percent admin expended:							
4.8%				31.8%				N/A							
BY PARTICIPANT CHARACTERISTICS															
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate <sup>3</sup> Cohort Period: 1/1/2019-12/31/2020		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2020-6/30/2021			
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate		
Total Statewide		46,634	38,388	Negotiated Targets		68.5%		67.3%	\$7,150						
				Actual	50,463	60.7%	56,700	63.0%	\$7,875						
Sex	Female	22,410	18,659		22,726	60.6%	24,846	62.9%	\$6,898						
	Male	23,177	18,902		26,636	60.9%	30,523	63.4%	\$8,902						
Age	< 16	28	9		4	23.5%	16	47.1%	\$3,331						
	16 - 18	1,501	762		868	53.3%	1,184	55.2%	\$3,208						
	19 - 24	5,134	3,757		5,016	64.7%	5,892	65.3%	\$5,624						
	25 - 44	20,846	17,414		22,837	62.3%	25,856	65.3%	\$7,900						
	45 - 54	8,821	7,639		11,153	63.3%	12,555	66.4%	\$9,151						
	55 - 59	4,509	3,849		5,290	60.4%	5,862	62.4%	\$8,951						
	60+	5,795	4,958		5,295	49.5%	5,335	48.8%	\$7,813						
Ethnicity/Race	American Indian / Alaska Native	1,344	1,069		1,538	58.0%	1,743	57.0%	\$6,638						
	Asian	4,428	3,353		3,760	58.9%	4,613	64.2%	\$8,580						
	Black / African American	3,787	2,811		3,157	55.6%	4,054	60.5%	\$6,492						
	Hispanic / Latino	6,758	5,057		9,679	71.4%	10,679	68.8%	\$7,290						
	Native Hawaiian / Pacific Islander	853	625		958	60.5%	1,165	62.0%	\$7,075						
	White	28,097	23,545		31,573	59.7%	35,803	62.7%	\$7,941						
	More Than One Race	1,428	975		1,356	56.5%	1,698	59.4%	\$6,617						

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	46,634	38,388	Negotiated Targets		68.5%		67.3%	\$7,150				
			Actual	50,463	60.7%	56,700	63.0%	\$7,875				
Displaced Homemakers	51	41		78	49.7%	75	50.7%	\$6,017				
English Language Learners, Low Levels of Literacy, Cultural Barriers	5,114	3,732		6,307	67.6%	7,221	65.1%	\$7,320				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0						
Ex-offenders	3,166	2,420		3,060	53.9%	3,512	54.2%	\$5,819				
Homeless Individuals / runaway youth	1,775	1,379		1,828	49.6%	2,143	48.9%	\$4,908				
Long-term Unemployed (27 or more consecutive weeks)	817	284		201	71.8%	213	67.2%	\$9,739				
Low-Income Individuals	7,722	5,853		7,442	56.0%	8,734	56.8%	\$5,795				
Migrant and Seasonal Farmworkers	1,377	1,126		2,597	79.5%	2,655	70.9%	\$7,439				
Individuals with Disabilities (incl. youth)	4,086	3,037		3,138	46.6%	3,718	48.3%	\$5,998				
Single Parents (incl. single pregnant women)	2,094	1,382		1,541	61.0%	1,743	63.4%	\$6,268				
Youth in foster care or aged out of system	93	45		23	41.8%	43	53.1%	\$1,545				

**ADDITIONAL COMMENTS:**

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

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- 2,365 records were hard-coded in order to pass the WIPS edit checks successfully.
  - 1,773 records were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
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## Appendix 2: Evaluations, surveys and studies

**Evaluation Name:** Workforce training results

**Organizational Unit Responsible:** Research Unit, Workforce Training Board

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

**Methodology:**

<https://public.tableau.com/app/profile/workforce.training.and.education.coordinating.board/viz/WorkforceTrainingResultsfortheDataExplorer2021/WTR>

**State Partners Involved in Planning and feedback:** 12 LWIBs, 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:** The WTB has worked with all of the LWIBs 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

The Washington Workforce Training and Education Coordinating Board (the Workforce Board) 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:

1. The Employer Workforce Needs and Practices, and Satisfaction Survey (the Employer Survey)
2. Workforce Training and Education Program Participant Satisfaction Survey (the Participant Survey)
3. 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 mid-to-late 2022. 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
- WorkFirst services through the Division of Vocational Rehabilitation 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 in for one-stop certification process.

## The employer survey (workforce needs and practices), and satisfaction survey

The Employer Survey is a scientific survey designed to identify employer needs and practices, as well as employer satisfaction with workforce system services<sup>5</sup> 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 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 percent 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 developing 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:

- Seventy percent of Washington employers claimed that finding qualified talent was their biggest workforce challenge.
  - Manufacturers are 12 percent more likely than all other employers to report recruitment as their biggest challenge.
- Small employers (less than 20 employees) make up 90 percent of businesses and employ 20 percent of Washington's labor force.
  - Small employers are 10 percent more likely than larger employers to report recruitment as their biggest workforce challenge.
  - Seventeen percent 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 percent of larger businesses turned down new business opportunities because of recruitment challenges.

<sup>5</sup> The "State Workforce System" means the employment and training programs that are provided through WorkSource offices, the Division of Vocational Rehabilitation, the Department of Services for the Blind, and Community and Technical Colleges, Private Career Schools, and Apprenticeship programs across the state, along with informational and other resources provided by the Workforce Training and Education Coordinating Board and the Employment Security Department.

- Larger employers have access to more recruitment tools.
  - Seventy percent of employer that increased recruitment efforts reported successful outcomes to address recruitment challenges.
    - Thirty percent of larger employers use WorkSourceWA, whereas only 9 percent of small employers do.
  - Eighty percent of employer that automated certain job functions reported successful outcomes to address recruitment challenges.
  - Seventy percent of employer that lowered job requirements reported successful outcomes to address recruitment challenges.
- Thirty-six percent of Washington employers are unaware of the state’s workforce system services.
  - Twenty-six percent of employers claimed to not use state workforce system services because they think the services do not fit their needs.
  - Twelve percent of employers claim job candidates from the state workforce system would be the wrong fit for their organization.
- Larger employers are 13 percent more likely to report turnover and retention as their biggest workforce challenge.
  - Eleven percent of employers that report turnover and retention as their biggest challenge also report having turned down new business opportunities because of that challenge.
- Seven percent 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://www.wtb.wa.gov/wp-content/uploads/2021/04/2020-Employer-Survey-FINAL-4-27-2021.pdf>

### **The net impact and cost-benefit evaluation of Washington’s workforce development programs**

The Workforce Board 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 Workforce Board 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 Workforce Board’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 on a more frequent basis 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.

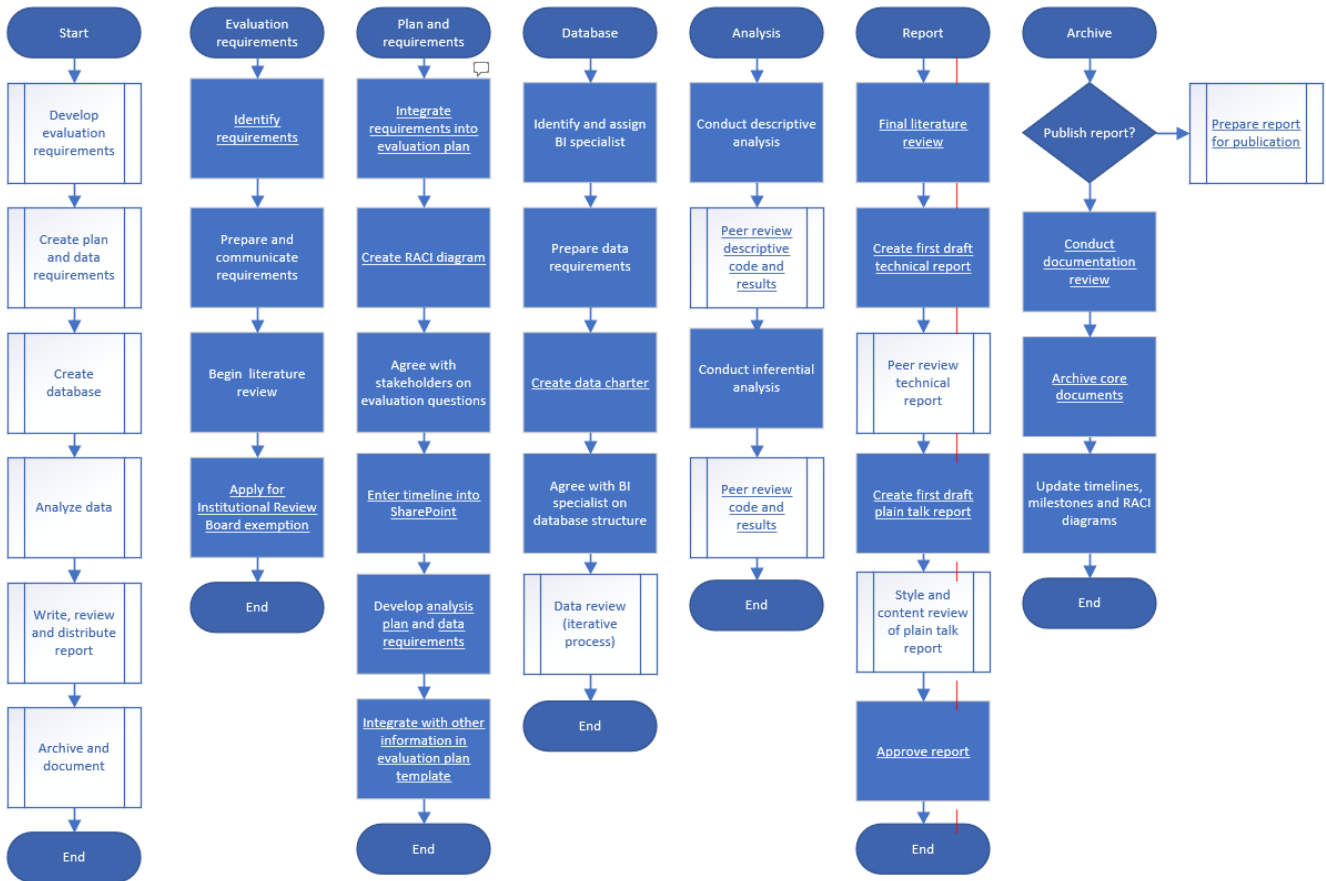
From a taxpayer perspective the total cost is about \$1.6 billion, with an estimated net gain in federal, state, and local tax revenues of \$1.1 billion over five years, rising to \$3.3 billion over 10 years, which is a net five-year taxpayer ROI of \$0.67 per dollar spent, and a 10-year ROI of \$2.02.

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.

The 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://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)

# Washington state ESD program evaluation process overview





## Training Benefits survey script

### TRAINING BENEFITS PROGRAM SURVEY WEB- AND PHONE-BASED QUESTIONNAIRE<sup>6</sup> 2020

Name of participant: \_\_\_\_\_

IDNUM \_\_\_\_\_

#### Introduction to the individual

The Survey Research Division at the University of Washington is conducting a survey on behalf of the Washington State Employment Security Department. {Web: This survey is about/Phone: We are interested in} your experience with the Unemployment Insurance Training Benefits (TB) Program, which provides extended unemployment benefits to qualifying unemployment insurance (UI) claimants who need training for a new career.

1. Employment Security Department records show that you were approved for training with the Training Benefits Program in connection with your unemployment insurance application.

Have you started your training?

Yes **Go to Q. 2**

No **Go to Q. 4**

I don't know **Go to Q. 4**

I prefer not to answer **Go to Q. 4**

2. What was (is) the name of the training program?
3. Is a degree, certificate or license required for the job you are training for?
  - a. Yes
  - b. No
  - c. I don't know
  - I prefer not to answer **Go to Q. 5**
4. {Web: Below is a list/Phone: I am going to read a list} of possible reasons why you haven't started your training program. Please {Web: select/Phone: tell me} each reason that applies to you. *Select all that apply.*
  - a. You found a job that met your needs
  - b. You did not have enough money for tuition fees, supplies and/or books
  - c. You needed to find a job rather than start school
  - d. You returned to your former job
  - e. You had other family responsibilities
  - f. Other reasons (please specify): \_\_\_\_\_
  - I don't know
  - I prefer not to answer
  - Go to End of Questions – Closing**

<sup>6</sup> The same questions and sequence were used for the telephone interviews.

5. Did you complete this training?
- a. Yes
  - b. No **Go to Q. 8**
  - c. Still in training. **Go to end of Questions – Closing**
  - d. I don't know **Go to end of Questions – Closing**
  - e. I prefer not to answer **Go to end of Questions – Closing**
6. {Web: Which of the following sources did you use to pay for your tuition?/Phone: I am going to read a list of sources for paying for your tuition. Tell me which ones apply to you.} *Select all that apply.*
- a. Personal funds
  - b. Family support
  - c. Other governmental assistance, for example, GI Bill or Workforce Innovation and Opportunity Act (WIOA)
  - d. Financial assistance through the school or college
  - e. Training Benefits weekly funds
  - f. Some other source of funds (please specify): \_\_\_\_\_  
 I don't know  
 I prefer not to answer
7. When did you complete this training?
- Month/Year \_\_\_\_\_ **Go to Q. 10**
- I don't know
- I prefer not to answer
8. When did you stop taking this training?
- Month/Year \_\_\_\_\_
- I don't know
- I prefer not to answer
9. {Web: Below is a list/Phone: I am going to read a list} of reasons you might have for not completing the training. {Web: select/Phone: tell me} each reason that applies to you. Select all that apply.
- a. You found a job that met your needs
  - b. You needed to find a job rather than continue school
  - c. You returned to your former job
  - d. You did not have enough money for tuition fees, supplies and/or books
  - e. Your unemployment benefits ended before you completed the program
  - f. Some other reasons (please specify): \_\_\_\_\_  
 I don't know  
 I prefer not to answer  
**Go to end of Questions – Closing.**

**Current employment history**

10. Are you working now?
- a. Yes
  - b. No
  - I don't know

I prefer not to answer

**Go to end of Questions – Closing.**

11. When did you start this job?

Month/Year \_\_\_\_\_

I don't know

I prefer not to answer

12. How helpful was the training you received in getting this job?

a. Not at all helpful

b. A little helpful

c. Moderately helpful

d. Very helpful

I don't know

I prefer not to answer

13. Are you employed in a field for which you were retrained?

a. Yes

b. No

c. I don't know

d. I prefer not to answer

14. After completing your training, did you go back and work for the same employer who laid you off?

a. Yes

b. No

I don't know

I prefer not to answer

15. Which of the following categories best represents your current job/occupation?

[Architecture and engineering]

[Arts, design, entertainment, sports, and media]

[Building and grounds cleaning and maintenance]

[Business and financial operations]

[Community and social service]

[Construction and extraction]

[Computer and mathematical]

[Educational instruction and library]

[Farming, fishing and forestry]

[Food preparation and serving related]

[Health care practitioners and technical]

[Health care support]

[Installation, maintenance, and repair]

[Legal]

[Life, physical, and social science]

[Management]

- [Military specific]
- [Office and administrative support]
- [Other]
- [Personal care and service]
- [Production]
- [Protective service]
- [Sales and related]
- [Transportation and material moving]
- I don't know
- I prefer not to answer

16. In a typical week, how many hours per week do you work on this job?  
 Hours per week: \_\_\_\_\_  
 I don't know  
 I prefer not to answer

17. What is your rate of pay *before taxes and deductions*?  
 \$\_\_\_\_\_.\_\_\_\_\_ per hour or \$\_\_\_\_\_ per \_\_. [week/month/year]  
I don't know  
I prefer not to answer

**Training Benefits Program Experience**

18. How satisfied were you with the process of applying for the Training Benefits Program?
- a. Very satisfied
  - b. Satisfied
  - c. Neither satisfied nor dissatisfied
  - d. Dissatisfied
  - e. Very dissatisfied
  - I don't know
  - I prefer not to answer
19. Are there areas of the Training Benefits Program application process that could be improved? If so, what areas would you like to see improvement?  
I don't know  
I prefer not to answer

***End of Questions – Closing***

That is the end of the survey. {Web: If you have any questions or comments concerning this survey please enter them in the space below./Phone: Do you have any questions or comments about anything on this survey that I can add?}

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

No comment

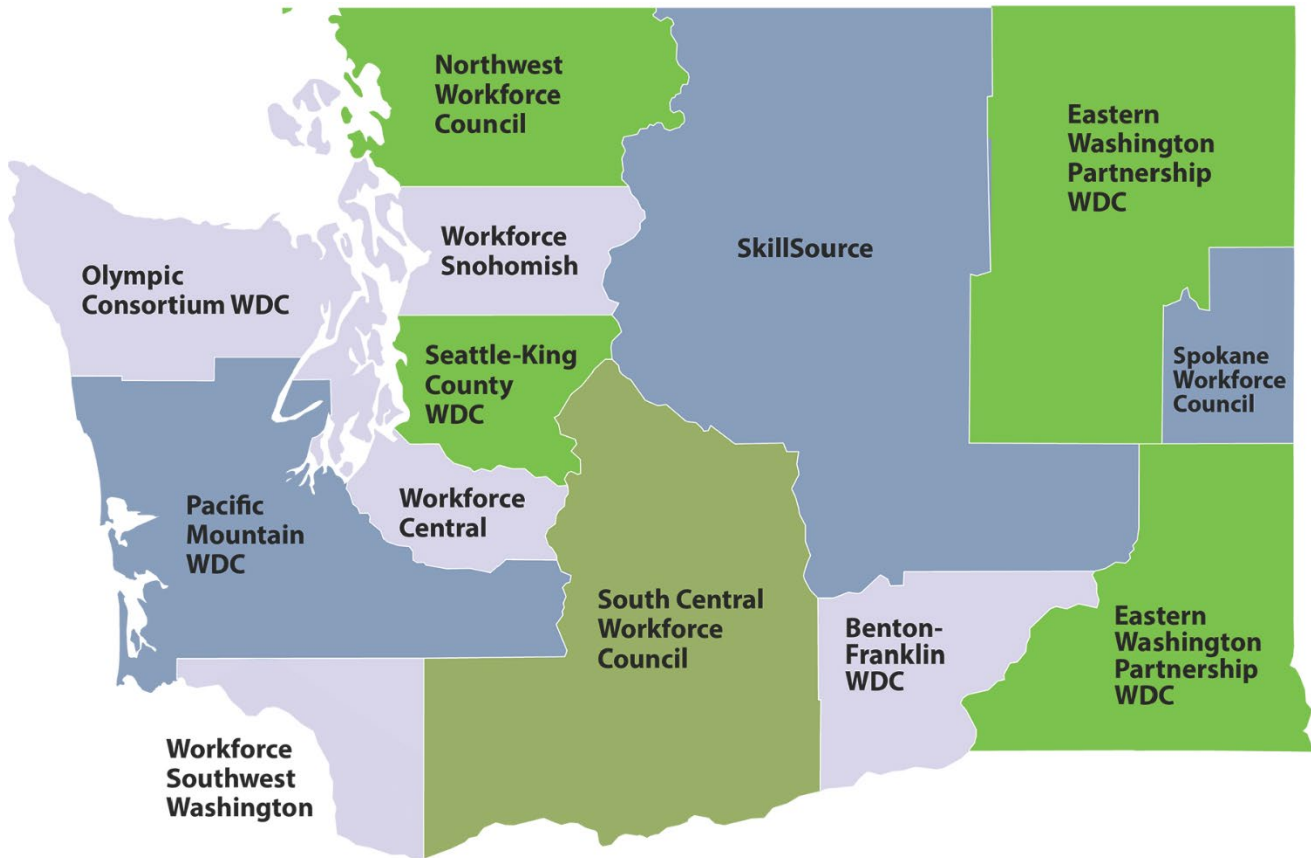
Web: Please click SUBMIT to end this survey.

BROWSER WINDOW THAT SHOWS AFTER SUBMITTING SURVEY:

Your completed questionnaire has been received. Thank You!

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

Summary overviews highlight local work from some of the LWDBs.



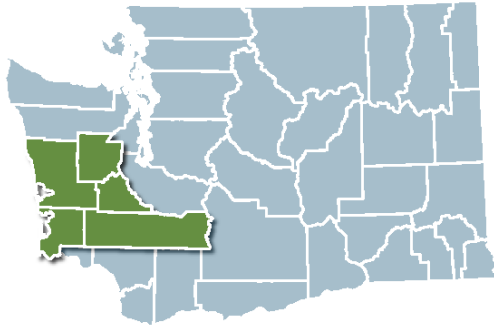
Each of the 12 certified Local Workforce Development Boards (LWDBs) oversee their respective areas ensuring the workforce system focuses on the local economy. LWDBs are authorized by Local Elected Officials and Board members are appointed by the Chief Local Elected Official (CLEO). Boards are governed 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 oversight responsibilities for workforce programs and services in their area. These Boards are made up of individuals representing business, education, economic development, organized labor, community-based organizations, state agencies, and local government. Washington has twelve 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/Investor:** Enhancing the region's ability to meet the workforce needs of local employers through the utilization of federal and state funds.



## Pacific Mountain (PacMtn) Workforce Development Council

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

### COVID-19 pandemic recovery intensifies community partnerships

The economic and labor crisis created by the COVID-19 pandemic reminded the region that the lives of those we serve are complex. The social determinants to successful employment and career advancement were significantly shaken in the pandemic. Holistic attention to basics: child care, food, shelter, and family safety deepened community relationships and sought diverse partners to deliver the employment and training services in the region. Ahead of additional federal funding, the Council shifted business service staff and offered additional funding for regional Rapid Response events to address employment impacts from the pandemic including hundreds of business closures and thousands of staff reductions.

### Focus on food security

Employment is a strategy for individual prosperity. In a time of crisis, employment that enables individuals to contribute to the community good, assist their neighbors and stabilize food security programs, helps create greater community prosperity. Combining these two things brought about Hunger Relief Staffing Services to fund food program services and operations impacted by the pandemic. Through these employment services, PacMtn strengthened access to food programs at 13 worksites with over various humanitarian assistance, clean-up and mitigation efforts. Project sites included numerous farms throughout the region: Squaxin Island Nation, Southwest Washington Food Growers' Cooperative, Thurston Economic Development Council and WorkSource PacMtn.

### Designing solutions with economic development partners

Local economies were devastated by business shutdowns. PacMtn teamed with economic development partners to plan critical services needed for the crisis, the recovery and the building of community resilience. The emergence of collaborations like [Thurston Strong](#) strengthened the region with a multi-faceted response to the pandemic impacts; enabling grants for PPE, child care and strengthening of community-based organizations. Businesses were reconnected to resources that helped stabilize them, save as many jobs as possible and offer hope during some of our bleakest times.

### Demand-driven workforce system serves hyper-local business needs

A demand-driven workforce system identifies the employer as the primary customer. It recognizes that ultimately the employer is the “end user” of the system, and that the extent to which we meet employers’ needs is the extent to which we provide the best help for job seekers. A successful demand-driven system starts with and is defined by employers and their associations, economic development agencies, labor, and local officials. Data compiled from these inputs informs the practice of supporting the employer.

### Creating opportunity through construction cohorts

Providing low-barrier ways to explore and learn about a variety of career opportunities in the construction industry can be done with successful partnerships. Construction cohort partnerships between WorkSource and ANEW, funded by PacMtn, provided training, all necessary gear, and instruction at no cost to participants. All participants received certifications in OSHA-10, Forklift, and Flagging. These certifications provide valuable opportunities in the construction industry and help to expand job seeker capabilities. 100 percent of participants were provided interviews with local companies and over 80 percent were hired.

### Coloring outside the lines – a child care toolkit

PacMtn partnered with the Thurston County Chamber of Commerce to create a toolkit for business participation in child care solutions. The toolkit provides information on the current workforce impact



and how to address the effects of COVID-19 on child care providers. It offers suggestions on how businesses can support their employees; highlighting ways 11 large companies helped employees get the child care they need and how business leaders can affect change.

### **Beyond the talk: action-oriented equity**

The social upheavals of the past year refocused PacMtn's commitment to advance our community, end the cycles of intergenerational poverty and improve the lives of those made vulnerable by intolerance, bias and racist structures. The commitment required we partner with those we want to serve and with other organizations that share a vision to make holistic, valued employment and training investments. It further drove intentional hiring, promotion and valuing the contributions of those with lived experiences similar to the priority populations we want to serve.

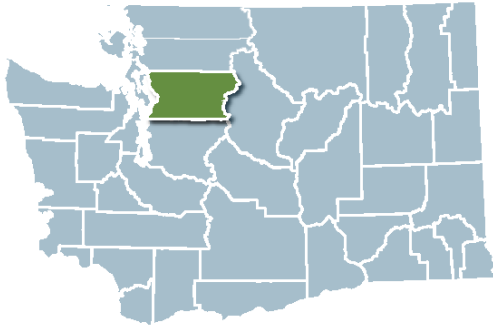
### **WorkSource PacMtn commits to equity, diversity and inclusion training**

Equitable services are much more than awareness of unique needs, challenges, and cultural differences. It is the ability to understand, communicate with and effectively interact with people across cultures. Our region is asserting our capacity to serve Communities of Color well and building an environment where all customers and vendors feel welcomed, valued and included. We are promoting a strong understanding and/or willingness to learn and continue the dialogue around the history of race and racism in America and how that history has led to the racial disparities experienced by Black, Indigenous, Asian, Latinx and other People of Color.

### **Partnering to serve those impacted by the justice system**

PacMtn has provided workforce development services for justice-involved individuals since 2009. In PY 2020, this commitment strengthened to an entire work unit dedicated to addressing these unique barriers and impacts. The challenges individuals face pre- and post-release from incarceration is exacerbated by barriers to equitable access of employment services and resources. The impacts of justice involvement extend deep into families and into the lives of children. Addressing these gaps could lead to the reduction of recidivism and poverty. In recognition of these challenges, PacMtn has implemented innovative

approaches in providing justice impacted workforce development programming by incorporating individuals with lived experience, such as Certified Peer Counselors, to provide direct services to participants by navigating our workforce system, accessing resources to remove barriers, and connection to services while transitioning to our communities. Equally important, this work acknowledges the significant potential contribution of these members of our community and supports their ability to add to the success of local businesses.



## Future Workforce Alliance

### *Serving Snohomish County*

The economic and labor force conditions in Snohomish County in 2020 followed similar trends across the state and nation. As businesses were shuttered by stay-at-home orders, tens of thousands of working adults and young adults were displaced from their jobs. In response, the Snohomish County Future Workforce Alliance (Local Workforce Development Board), Workforce Snohomish (WFS) and One-Stop partners worked tirelessly to support our community, ensure continuity of services and protect the health and safety of our staff and customers.

As Centers and connections sites closed their doors, services were quickly adapted to virtual delivery. The Board and WFS invested in research to better understand the trajectory of employer hiring needs and provide critical information on transferable skills to job seekers. WFS worked in partnership with statewide coalitions to aid the local pandemic response and recovery, supporting hundreds of impacted workers in subsidized jobs and work experiences in community-based organizations aiding in the pandemic response.

### Continuity of service in a pandemic

Expansion of virtual service delivery continued in the first half of PY 2020 to afford continued high-quality access to services to businesses and job seekers. WFS in partnership with the Future Workforce Alliance (Local Workforce Development Board), Snohomish County, Washington Workforce Association (WWA) and the Employment Security Department (ESD) secured millions in additional funding to aid in the local pandemic response and stabilize households and employers. In the first half of PY 2020, WFS continued to expand virtual services to Snohomish County job seekers to meet their needs through: weekly standing

WIOA orientations about employment programs, one-on-one career and training services, hiring fairs, Rapid Response events, Employer of the Day events, and industry exposure events.

- Customers were served by Dislocated Worker Basic services – 272.
- Customers fully enrolled in Dislocated Worker Individualized services, of which 119 received funding for training – 207.
- Customers served by Adult Basic services – 532.
- Fully enrolled in Adult Individualized services, of which 47 received funding for training – 227.
- Youth served with basic, individualized, or training services – 247.
- Dislocated workers enrolled in the Employment Recovery grant – 117.
- Dislocated workers enrolled in the Disaster Recovery grant, with 21 job seekers placed in Disaster Relief Employment positions with the county’s emergency management team supporting vaccine sites – 38.

### Access to technology

WFS partnered with the Sno-Isle libraries, local community colleges, and other community partners to provide access to computers and internet for WIOA customers. Laptops, hot spot devices and internet access was provided with WIOA supportive services to customers with no access to publicly available options.

### WIOA Youth Program

The WorkSource Youth Center provided services virtually to eligible customers in PY 2020. The pandemic exposed the shortcomings of the center model as customers are expected to access services at one location. The board engaged a subject matter expert to research effective service-delivery models for youth; this led to the development of a community-based model with employment specialists embedded within various organizations in Snohomish County.

Advancing the Board’s vision of community-connected service delivery, a consortium of four local organizations were selected by the Board to serve youth and young adults. The new consortium consists of Cocoon House as the consortium lead, and includes

Housing Hope, Refugee & Immigrant Services NW, and Seattle Jobs Initiative. The Consortium maintains a presence at Everett WorkSource Center; the vast majority of services are delivered in-community.

return to work and/or aid in the pandemic response, supported by Snohomish County's Disaster and Employment Recovery Dislocated Worker Grants.

## **Business sector engagement**

WFS deepened its engagement with local employers to understand their changing needs, challenges and to provide demand-driven solutions. In PY 2020, WFS added a dedicated Business Engagement Project Manager focused on development of Work Experiences (WEX) for job seekers, and cultivation options to link employers with local, available talent. The Employment Recovery & Disaster Recovery grants provided additional capacity and funding for training, supportive services, and WEXs.

- Employers served – 673.
- Rapid Response events hosted, of which 38 WFS-led aerospace-specific tri-county Rapid Response events served over 2,643 Dislocated Workers – 65.
- Virtual Employer of the Day events to connect employers with available candidates – 26.
- Four local virtual job fairs and one remote-work-focused statewide job fair attended by over 1,000 job seekers.

## **Community engagement and support**

Supported by Snohomish County CARES Act funding, WFS worked with Parker Staffing and over 40 community-based non-profits to provide subsidized jobs and work-based experiences to workers most impacted by the COVID-19 pandemic. These opportunities not only served to stabilize households by providing income and skill development for over 500 workers, but also provided critical human resources for non-profits providing aid in the community. Subsequently, WFS pivoted to deploy two full-time navigators to support outreach to CARES Act program participants and other individual's disproportionality impacted by the COVID-19 health and economic crisis.

Navigators, in collaboration with WIOA Title I service providers, engaged community partners to improve awareness of re-employment and re-training programs and identify employers with immediate hiring needs, affording opportunities for enrolled customers to



## WorkForce Central

*Serving Pierce County*

### Adaptability and responsiveness to customers during a pandemic

Lessons learned will travel with us into the future, and the following speaks to what we have learned about our adaptability and responsiveness. One of our most critical lessons learned is that all initiated activities and responses to COVID-19 are continually assessed for added benefit, ease of use and impact to determine permanency of new processes and services.

- Our response to COVID-19 continues as the tenant of the pandemic changes. We have learned that service providers and customers are resilient and find ways to adapt quickly to find best results. Since the reopening of the WorkSource Pierce Center, partnerships have strengthened in response to how we serve customers seamlessly. We are constantly looking at ways to engage the customer's voice in what works best for them to inform system services. WorkSource partnerships have leaned in to upholding a commitment to safety by hiring two staff from the National Dislocated Worker Grants (NDWGs) program to initiate safety protocols, continuous deep cleaning of the center, constant review of safety and sign-in protocols. Additionally, the community of providers are committed to meeting customers where they are during this moment in our history.
- COVID-19 has renewed and initiated our commitment to review policies for unintended barriers to receiving services. Policies have been updated to respond to the current needs

such as increased support service, identifying technology needs and simplifying the referral process by using an agreed-upon common referral system so customers do not have to state their needs repeatedly.

- Virtual moments for customers will continue to be a leveraged service choice as part of meeting customers where they are. We recognize the importance of in-person service where needed as part of customer choice where it's safe to do so.
- Career Boosts are informational workshops held virtually or in person which bring together approved eligible training providers (ETPL), employers, and job seekers to the table. The overall purpose is to help job seekers see the full pathway from training to an entry-level position and the longer-term projections for the industry. In other words, it helps job seekers see the career trajectory while also getting connected to resources to help them get started. These workshops are driven by local area needs, infused with content from training providers and employers while facilitators incorporate labor market data and industry trends. Sample Career Boosts include IT, Pharmacy Tech, Transportation and Logistics, Medical Billing and Coding, etc. April through June 15, 2020 Career Boosts were hosted with 169 attendees overall.

### Ability to meet business and industry demands for workforce services

- Our ability to meet business and industry demands for workforce services is accomplished through best practices, projects, partnerships and successes. The most recent change for Business Solutions in Pierce County is that WorkForce Central recently moved Business Solutions in-house as a professional service that we no longer contract out for. The benefits of doing this is the ability to respond to direct challenges immediately, consistently hearing the voice of the customer (business) and to enhance our focus on the needs of the Black, Indigenous, People of Color (BIPOC) business community. Our next steps are to truly lean

into gathering feedback and partnership development to implement recommended changes by the business community.

- We continue to successfully conduct virtual events to meet business pipeline needs. What has changed this year is that this is on a consistent monthly schedule so businesses know when to expect these events and can plan accordingly. This has created a synergy by which businesses are very proactive in participating. It has also allowed for a constant way to fulfill pipeline needs for businesses. Outreach for these fairs included social media, distribution to community partners, direct mail to unemployment insurance recipients and past attendees of our public Layoff Assistance sessions. Our Business Solutions team 1) works with employers to establish and customize booths, upload job opportunities and other data; 2) train employers on the virtual platform; 3) assist with employer webinar content and meet-and-greet sessions during the event; 4) work with partners to promote the event; and 5) facilitate and manage activities the day of the live event.
- As part of our commitment to assisting businesses with vital information for future planning and to responding to disparities, the Wage Discrepancy Report was created to call out how wage disparities by gender and race show up in Pierce County. The report highlights steps employers can take to shift policy. [Wage Discrepancy Report – WorkForce Central \(workforce-central.org\)](https://workforce-central.org)

### **Commitments to our most marginalized job seekers, career builders and communities; including BIPOC**

WorkForce Central was honored to collaborate with the ESD, WWA, and other LWDBs to apply for two National Dislocated Worker grants, to support our communities impacted by the COVID-19 crisis. WFC was awarded funding for both grants! The COVID-19 Disaster Recovery Dislocated Worker Grant (DWG) – Unified Employment System has responded to the COVID-19 crisis by providing subsidized disaster relief employment, training services, and a unified system approach so that enrolled individuals

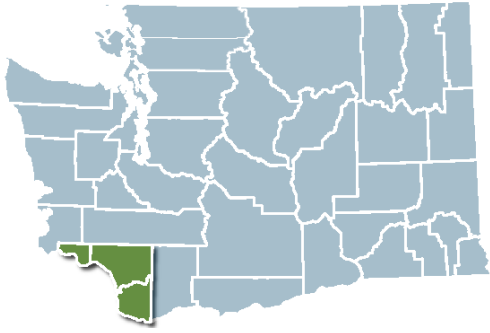
impacted by the crisis receive all the services they need from local partners to be successful. Our local model works with our food system partners to place eligible individuals in full-time employment opportunities, to support humanitarian efforts, and provide much needed aid for local food banks. The COVID-19 Employment Recovery Dislocated Worker Grant (DWG) – Pierce County responded to the COVID-19 crisis through the Washington state Employment Recovery Project by providing coordinated access to career and training services, and wrap-around supports so that enrolled individuals impacted by the COVID-19 crisis receive all the services they need from local partners to be successful. This has allowed us to temporarily expand our service capacity to help more workers who have dislocated during this time. We are excited to announce we have exceeded target expectations.

- The Community Engagement Taskforce powered by WorkForce Central is committed to engaging Pierce County communities by planning resource awareness, hiring events and equity and anti-racism conversations led by and partnered with community champions. The events target communities of color with attention paid to culture. One of best practices that is utilized to do this is lived experience speakers that are paid as a professional speaker after receiving tools and sponsorship. This has had an incredible impact on policy discussions, understanding of how our systems can add to the challenges people face, and debunking myths about how people get to places of despair and limited to no hope.
- Recently, WorkForce Central procured four young adult providers each with special expertise. The premiere goal is to serve young adults across Pierce County with a focus on marginalized communities. This meant that we had to change how we thought about and implemented the procurement process. We wanted to ensure that it was accessible to all types of organizations, not just large entities, but providers working and representing communities of color. The process was very successful, and we now have four diverse providers that look like and represent the communities they are in.

- WorkForce Central along with our Workforce Development Council, Executive Board and system partners cannot move forward with any of the work described without a lens toward diversity, equity, inclusion, and access. To begin this work, we used the Intercultural Development Inventory (IDI) assessment to test organizational structures to individually improve and develop personal accountability.
- WorkForce Central began the assessment in January 2021, and is continuing to work through the Diversity, Equity, Access, and Inclusion process to implement best practices and inclusive cultural awareness within our organizational structures, through both a personal and professional lens. We have committed to saturating our culture with genuine learning and discussion.

## **What's next?**

Finally, in the new year we will continue our commitment to creating an inclusive and engaging environment for staff, community, and system partners. We are working on new ways to be responsive to our re-entry population that helps lead to success in meeting their goals. We are in active implementation to foster a Pierce County wide young adult internship program. This is exciting because we are leaning into earn while you learn model which we hope will lead to the following outcomes of increased retention and mitigate stress on finances while trying to foster wage progression.



## Workforce Southwest Washington

*Serving Clark, Cowlitz and Wahkiakum counties*

### Adaptability and responsiveness to customers during a pandemic

#### Hybrid training

Lessons learned will travel with us into the future. In response to COVID-19, Workforce Southwest Washington (WSW) launched initiatives to increase access to online training and assist adults and graduating students to prepare for post-COVID-19 jobs, especially those requiring digital skills. These partnership and initiatives will continue.

LinkedIn – WSW partnered with LinkedIn Learning to provide short-term training in pre-designed career pathways that lead to skills local businesses told us they need. Those who enroll will have access to a career coach and can avail themselves of additional resources that may be available through WSW's partners, including connections for housing, food, child care, and assistance procuring work clothing and supplies.

- Digital Marketing Specialist
- Project Management
- Courses to prepare for CompTIA A+ and CompTIA A+ Network certifications
- Agile Software Developer
- SQL Developer
- Java Programmer
- Microsoft Office learning path

#### Computer check-out system

Through a partnership with the Community Foundation of Southwest Washington, WSW stood up a computer check-out system for community partners and students lacking the connectivity they need to be competitive in today's workforce and education market.

#### Internet access

Through a partnership with Comcast Oregon/SW Washington, WSW purchased six months of pre-paid internet access for 200+ families affected by the COVID-19 pandemic. Internet access is critical to ensure low-income individuals have access to the tools and resources they and their families need, and WSW worked with community partners across the region to identify families in need of this support.

WSW invested in an additional 30 laptops through Career Karma's ReSkill America Initiative and launched a regional check-out system so individuals in need could complete job training programs.

#### Virtual events

Through a partnership with ESD, WSW stood up hiring fairs via Brazen, an online convening and event tool to ensure access to employment opportunities across the region. The events were easy to promote and manage, effectively captures attendee data, and offers a personalized experience regardless of the candidates' physical location – with a lot less overhead than traditional career fairs.

#### Virtual services

To ensure that those affected by the COVID-19 pandemic have the resources they needed during quarantine, WSW pivoted its investments and workforce resources in the region to a fully virtual platform. The American Job Centers continue to offer career development resources, and talent development services through video conferencing by appointment. Events and workshops continue to be offered in the virtual environment as well as in person to ensure access to our more rural communities in the region.

#### Increased focus on supportive services

We increased our focus on supportive services, specifically child care, to ensure access to workforce training despite the global pandemic. Child care access, quality and affordability has been a key focus for the WSW team over the last year. Through a partnership

with the Department of Commerce, WSW collaborated with Exigy Consulting to create the business case for child care. This report was done with over 15 regional employers, focusing on developing solutions for child care with the employer as the lead. Further, WSW increased workforce investments in child care supports specifically to ensure equitable access to training and upskilling in the region.

## Meeting business and industry demand

Our ability to meet business and industry demands for workforce services is accomplished through best practices, projects, partnerships and successes. Businesses in our region have struggled to attract and retain talent throughout the pandemic. Many job seekers have used this time to rethink their career path and most, if not all, are wanting more out of a job than just a paycheck. Businesses have used this time to rethink the way that they attract, hire, and retain new talent. Many of the companies in our region are thinking differently about the things they control that contribute to hiring and retention – things like wages, work schedules, where they advertise positions, and removing job requirement barriers such as college degrees and years of experience that may not be truly necessary.

WSW launched our new strategic plan several months ago, and one of our top goals is to implement a quality jobs strategy. There are many models taking shape around the country that we are using as a guide and we're working with our community stakeholders to define what job quality means in our region. Our criteria will be shaped around the following quality jobs characteristics as defined by the Aspen Institute:

1. Living wages that cover basic living expenses, a stable/predictable income, and opportunities to build wealth/assets.
2. Working conditions that are safe, free from discrimination and harassment, and have a process to engage with workers and their ideas for improvement.
3. Stable/predictable work hours.
4. A package of benefits that facilitate a healthy and stable life.
5. Opportunity to build skills and advance in a career.

We're very focused on working with employers who have high quality jobs, or who want to implement strategies to make jobs better for people – specifically nondominant populations who have experienced a disproportional impact from the COVID-19 pandemic.

During the height of the pandemic throughout last year, it was all hands on deck to help businesses by providing unemployment insurance program options and supporting impacted employees. WSW used Launchpad, our cloud-based Customer Management System (CMS) throughout our system of partners to track specific services that were related to the COVID-19 pandemic. Through Launchpad, we were able to create COVID-19-specific services for quick and easy reporting and sharing with stakeholders about how our system was supporting businesses, which businesses and industries we were supporting, and which types of programs employers were tapping into to support recovery or sustainability.

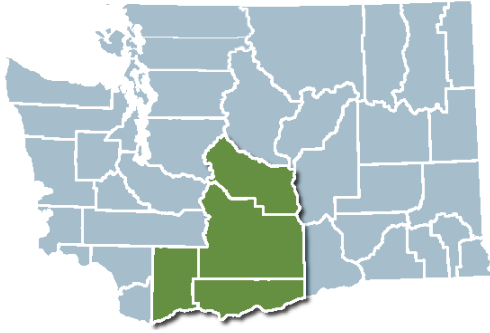
In addition to Launchpad's utilization across multiple partners and agencies to coordinate and streamline business engagement, WSW's partners continue to use the platform to collect and source qualified workers to fill open in-demand jobs. Both community colleges, Washington State University's Vancouver campus, Division of Vocational Rehabilitation, Wahkiakum Health and Human Services, and our WIOA youth, adult and dislocated worker subcontractors are using the platform to enter job-ready talent to be matched and referred to jobs.

## Commitments to our most marginalized job seekers, career builders and communities; including BIPOC

WSW has been reviewing all aspects of our organization and the workforce system with an equity lens to identify and remove barriers to employment and advancement opportunities. Specifically, WSW continues to conduct an analysis of race and ethnicity data across the workforce system. While the data showed Black, Indigenous, Latinx, Asian and other People of Color (BIPOC) had similar outcomes (i.e., gaining employment, training, etc.) to the rest of the population in the Winter of 2021, we found fewer BIPOC people enrolled in workforce programs compared to their percentage of the population. To address this, we focused on identifying equitable ways to invest our workforce dollars and including specific goals in our contracts with service providers to include outreach and engagement with diverse communities to



increase enrollments. Further, as we seek to change and improve the workforce system, we acknowledge that non-dominant communities have suffered trauma. In recognition of this, we have implemented quarterly trainings for the staff of our current grantees and service providers focused on racial equity and trauma-informed care. Lastly, rather than assuming we know what any community wants or needs, we have partnered with a local community group to evaluate workforce system accessibility, inclusivity and other factors. We have created a way to actively engage with community partners throughout the region to ensure the needs of non-dominant communities are being met. Lastly, through our youth career and employment center, *Next*, we will be seeking individuals with expertise and knowledge of the needs of non-dominant populations to provide culturally competent and inclusive services to youth.



## South Central Workforce Development Council

*Serving Kittitas, Klickitat, Skamania and Yakima counties*

### Pandemic impact on the South Central region

Like all communities across Washington, the South-Central region has been severely impacted by the pandemic. Usually protected from economic strife by agriculture, the area has seen record unemployment exceeding even those numbers reported during “the Great Recession.” This, coupled with slow business reopening and some permanent closures, has hindered economic growth.

Businesses are facing a paradigm shift. Remote work has become commonplace. Corporate footprints are shrinking and overhead costs rising to meet rigorous workplace safety requirements. Truly the COVID-19 pandemic has cut deep into the economic fabric and its effects will be long lasting.

The workforce system must quickly respond to ever-changing business needs. It must be agile and innovative, finding new ways to train and re-skill workers for jobs that now make regular use of technology and remote employment.

The South Central Workforce Council (SCWDC) has deployed strategies to help promote economic growth and recovery.

### Outreach strategies

Most of our outreach and services to customers in early 2020 were conducted virtually with limited in-person services to ensure the safety of staff and customers. During this time, we’ve learned a few things. We know both our job seeker and business

audiences expect and embrace email and social media. People are hungry for information and want to know more about available resources, the labor market, and the change in daily business since the pandemic.

### Disconnected and/or drop-out youth

Disconnected and/or dropout youth are a priority population for the SCWDC. We know our region is disproportionately affected by low high school graduation rates. Focusing on improved graduation rates and the acquisition of sound, basic educational skills is critical if we are to adequately address workforce and social issues. To ensure that youth are getting the basic education and skills needed for employment in our rural counties of Klickitat and Skamania, the SCWDC provided funding for the start-up of Learning Centers in Goldendale, White Salmon, and Stevenson, Washington through our WIOA service provider.

Because of the pandemic, outreach to youth shifted to virtual platforms on social media sites such as Instagram and Snapchat in order to engage and meet young people where they were interacting. This meant setting up co-locations at local coffee shops, food banks, homeless shelters, and shopping malls, as well as supplying flyers at COVID-19 testing sites and school districts (food meal programs) or anywhere youth or young adults tend to gather.

These strategies produced a record number of youth and young adults enrolling into our WIOA youth program.

### Referral and engagement

Prior to the pandemic, most of our referrals came through WorkSource and other state agencies. Most state agencies have not yet reopened, which has contributed to less foot traffic at WorkSource centers. WorkSource in the South Central region reopened to the public in July 2021 after being closed for 18 months.

As soon as the lockdown occurred, the SCWDC has streamlined our enrollment process and documentation requirements as allowed by state and federal entities. The SCWDC provided virtual services in lieu of in-person when necessary, however, recognizing the value of face-to-face interactions with customers. We also converted all paper forms to an electronic signature format so customers can utilize their cell phone to sign any required forms necessary. For customers that did

not have internet or cell phone data available, paper forms were mailed, or they were able to pick up/drop off forms and other documents. The SCWDC also reduced the number of forms and paperwork to a minimum to make it easier for customers and case managers to fast-track people in need into our programs.

We learned lessons from restaurants, retail and other service industries and modified serving WIOA customers through curbside, small cohorts, tablets, and parking lot attendants. The pandemic forced us to refocus on how to get our programs into the hands of those that need us the most during this difficult time. Career Counselors now pound the pavement meeting people where they gather – in coffee shops, open-door Learning Centers, grocery stores, and even at local farmers markets. It's normal to see flyers touting WIOA programs in boxes distributed at area food banks and school food distribution centers. Electronic signatures have also become commonplace; they are used to increase access to services and reduce barriers artificially created by lack of transportation and/or child care.

## **Expanded training and support services**

To engage clients, the SCWDC expanded the use of support services for technology-based items. Laptops and tablets were loaned to clients, along with virtual private network (VPN) devices and Wi-Fi so customers can access training and education, which was not a practice prior to the pandemic. We increased our hybrid model of virtual and proctored trainings, orientations, and workshops so that we can serve customers and reach even more.

SCWDC also piloted LinkedIn Learning as a new e-Learning resource for enrolled WIOA adult, dislocated worker and youth participants. LinkedIn Learning has a digital library of over 6,000 courses allowing people to build their skillsets and knowledge from their personal computer or other mobile device. The new platform has allowed WIOA clients the opportunity to refine or develop their professional skills, learn new software, earn credentials and explore career pathways. Because of the successful pilot, LinkedIn Learning has since been adopted statewide.

These kinds of innovations have made an impact. Take Carrie Boutillier for example. Carrie, age 55, found herself out of work due to the pandemic. Through the Disaster Recovery Dislocated Worker Grant (DRDWG), Carrie got the help she needed. She

learned new office skills online and was placed in Disaster Relief Employment as an Office Assistant. Even if this job ends, she now has marketable computer skills.

## **Economic recovery**

The pandemic challenged industries of all kinds. Sadly, some businesses ultimately closed. Recovery has been slow in WDA nine and continues to be an unprecedented labor market. The SCWDC embarked upon a variety of employer engagement activities in partnership with Aerospace Joint Apprenticeship Committee (AJAC). These have confirmed that local employers want better access to high school students, young adults, and adults in transition with a particular interest in mechanical building, machining, production, robotics skills, and/or production machine operations. These skills directly translate to high-demand apprenticeship occupations and career pathways.

We were able to partner with the AJAC to retrofit their Manufacturing Academy to a hybrid model of online and in-person classes. The 11-week pre-apprenticeship program teaches individuals 17 and up skills necessary to begin careers in advanced manufacturing. It is available at no cost to eligible individuals through WIOA adult, dislocated worker and youth programs. Local companies like Tree Top, Allan Brothers, Kwik-Lok, Michelsen Packaging, Elite Environmental Services, Royal Interpack, Intermountain West Insulation, and Industrial Fumigant Company have all hired Manufacturing Academy graduates.

By partnering with AJAC and other apprenticeship intermediaries to deliver these trainings, we are actively meeting the needs expressed by our employer partners. The SCWDC and its apprenticeship partners have responded to these industry needs by building strong partnerships with local school districts, community colleges, and youth and adult serving organizations across the South Central WDA so that young people can gain access to these jobs and careers.

## **Integrated service delivery**

In PY 2020, the SCWDC in WorkSource Yakima and WorkSource Sunnyside piloted an Integrated Basic and Individualized Career Services Delivery model. This model created a warm welcome and a quick connection to a robust set of high value system

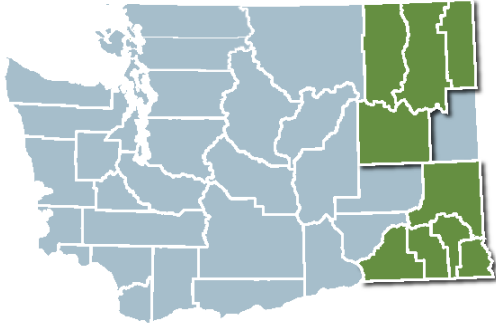
resources relevant to the local economy including screening, initial assessment, skill development, work-readiness and eligibility determination. Staff working in an integrated basic and career services delivery environment are organized into functional teams to meet the needs of customers, rather than working in programmatic silos. In WorkSource Yakima and WorkSource Sunnyside, a Title I – Adult, Dislocated Worker and Youth contractor, as well as Title III – Wagner-Peyser contractor, provide primary staffing of these functional teams.

Other services offered in the WorkSource offices to job seekers include but are not limited to: job search and job placement assistance; career counseling; needs and interest assessments; proficiency testing; workshops; development of an individual employment plan; and case management. Services to employers include assistance in developing and posting job orders, referral of qualified job seekers to job openings, and organizing hiring events. Both job seekers and employers are also provided with robust labor market information to help inform their activities.

The SCWDC's alignment of core programs will include establishing effective career pathways that combine guidance, education, training, and support services that prepare individuals for careers. The pathway system will include navigators that guide individuals to appropriate programs and services given their needs and career goals.

The SCWDC will promote co-enrollment to align services and will encourage shared roles for guidance and support services within each career pathway program to prevent duplication of services among the core programs.

The COVID-19 pandemic put the pilot on hold until April 2021 when the functional teams quickly and efficiently worked to re-open WorkSource offices to the public. The Integrated Service Delivery model has shifted slightly to accommodate virtual and walk-in appointments as well as making sure staff and customers are getting their needs met in a safe environment.



## Eastern Washington Partnership

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

### Highlights for program year 2020

The Eastern Washington Partnership (EWP) workforce development area is comprised of nine counties in Washington: 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 percent of the state, yet only 3 percent of the state's population resides there. The economy is improving although some counties were hit by major closures.

The EWP's diversity, in terms of its 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 impacted by the effects of COVID-19.

### COVID-19 system response

In response to local and state directives, 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 closed their doors to in-person service delivery, swiftly converted to a virtual service model, began working remotely, and created communication pathways to ensure continued customer coordination.

Over the course of the year, system partners have made significant advances in providing services in a virtual setting. Various methods were implemented to provide the WorkSource menu of services to customers through virtual workshops, virtual appointments with employment specialists, and enrollments in programs. The understanding and the capabilities that we have gained will build on our efforts to better serve our communities in outlying areas in the future. In addition to adapting to a virtual service model, we have also taken this time to reevaluate how we communicate with each other and customers, and how we track data at the local level and how we take that data, connect it, and then provide a more targeted approach to our work. It became apparent that not all customers have the capacity, ability or resources to fully access services virtually, so we began to offer assistance in person using PPE and social distancing.

Communication and collaboration among partners increased as we became aware of each other's challenges and opportunities to serve customers.

ESD staff are actively outreaching to unemployment claimants, starting with those that have been filing for unemployment the longest. Distribution of newsletters through email that provide information and links to job opportunities and information from the WorkSource system and other community partners.

Resources from National Dislocated Worker Grants (NDWG) for Disaster Recovery and Employment Recovery services have been secured by the area. Three Disaster Relief positions were filled in the Disaster Recovery Grant. The positions are Food Bank Assistant Operators with the Blue Mountain Action Council at a food distribution warehouse that provides support to food banks in a five-county region. Demand for services with the Employment Recovery grant have been slow, but activity is beginning to increase.

## Responding to business needs

Prior to the COVID-19 outbreak, EWP was experiencing layoffs and closures across multiple sectors including manufacturing, retail, transportation, and health care. Hospitality, food service and agriculture processing sectors quickly joined those experiencing closures and layoffs.

Initially, WorkSource partner staffs engaged in numerous Rapid Response efforts to support businesses and job seekers impacted by downsizings and closures. In each instance, contacts were made with management, and virtual meetings were arranged to offer employees information regarding WorkSource services and unemployment insurance (UI) claim filing processes. When applicable, businesses were also introduced to the SharedWork program and other services to help mitigate staffing reductions and help retain skilled employees. Many of the activities required a regional response across multiple workforce areas and state lines. Staffs have continued to monitor the events and work to ensure that impacted employees are successful in establishing UI claims and engaging in needed reemployment services. Worker eligibility for possible Dislocated Worker Services is considered on a case-by-case basis.

Business Services team members were experiencing an increase in questions from employers relating to UI for staff and looking for resources to stave off complete closure. Coordination with local Economic Development Councils (EDC) and Port Districts to reach out to businesses with appropriate services and resources increased.

As employers began to right-size from the initial impacts of the pandemic, and in some cases expanded to meet a resurgence in the economy, the demand for business services shifted back to recruitment and placement of job seekers into open positions. Virtual job fairs and hiring events were offered and delivered locally as well as in collaboration with statewide and regional partners. Demand for On-the-Job Training (OJT) increased and WIOA Youth, Adult and Dislocated Worker staff provided employment-ready candidates. Team members in all nine counties of the EWP are working on the Business University accredited training program.

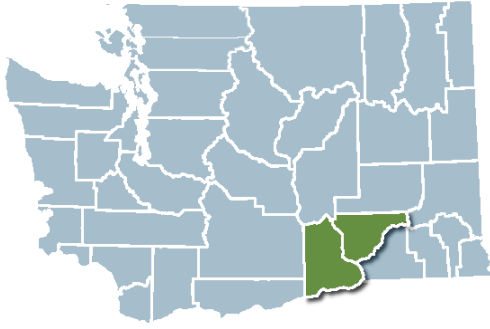
## Serving specialized populations

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. As a result, WorkSource Walla Walla received Veterans' Service Recognition for successes in working with veteran clients, as well as work done with other government agencies and businesses. The Hire-A-Vet program has also been active, and The Pend Oreille County PUD was recognized as The Washington state Medium 2020 Hire-A-Vet Employer of the Year.

The Colville WorkSource is home base to a Tribal Veterans Specialist, one of two statewide funded by ESD. The Tribal Veterans Specialist serves veterans from the Colville, Kalispel and Spokane Tribes in the area as well as veterans from the Yakima Tribe in the South Central WDA. The collaboration and outreach to veterans has opened opportunities to offer WorkSource services to tribal members.

Challenges of delivering services in a virtual setting to limited English proficient (LEP) populations were many. It became evident that providing services with bilingual staff as well as in person, when possible, were critical to meeting the needs of the LEP customer. Coordination and collaboration with partner staff from EWP as well as from the Benton-Franklin WDC helped to provide necessary services to LEP customers seeking assistance with UI and job placement.



## Benton-Franklin Workforce Development Council

*Serving Benton and Franklin counties*

**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.

In May 2021, after review, the Benton-Franklin Workforce Development Council (BFWDC) Certification Committee recertified WorkSource Columbia Basin (WSCB) for three years as a comprehensive, One-Stop Center.

### Adaptability and responsiveness to customers during the COVID-19 pandemic

Lessons learned will travel with us into the future. To increase customer connectivity, WSCB and Tri-Cities (TC) Futures took numerous steps to remain accessible to our businesses and job-seeking customers. This included the implementation of:

- JotForm – a web application that allows individuals to submit a form requesting further information about one of our programs. Once submitted, the form is routed to the department best suited to address the question.
- Brazen – a virtual platform that has been successfully used for job fairs every month of PY 2020. Employers can set up virtual booths

that they can maintain from month to month, drastically cutting down on prep time for each job fair. Job seekers are then able to peruse

- the various booths, read available material, and enter chat rooms with recruiters from the various businesses.
- LinkedIn Learning – an eLearning platform that allows participants to upskill via courses and learning paths. From January through June 2020 BFWDC ran a pilot that resulted in 110 activated licenses, 166 completed courses, and over 3,900 videos viewed.
- An expanded presence on social media, including weekly posts on Facebook and videos, uploaded to YouTube.
- New physical signage at the center in both English and Spanish directing customers on how to best connect with WorkSource staff.
- Numerous email and snail mail campaigns.

### Ability to meet business and industry demands for workforce services

Our ability to meet business and industry demands for workforce services is accomplished through best practices, projects, partnerships and successes. BFWDC added \$1.18 million to the PY 2020 budget for the Employment Recovery National Dislocated Worker Grant (ER NDWG) and the Disaster Recovery National Dislocated Worker Grant (DR NDWG). Both federal grants aimed to address workforce hardships caused by COVID-19, providing relief to those temporarily and permanently laid off due to the pandemic and funding new positions to aid in pandemic recovery. As of June 2021, BFWDC had expended 81 percent of the DR NDWG year-to-date (YTD) target and 84 percent of the ER NDWG YTD target.

Throughout the pandemic, the business services team has strived to ensure our local employer needs were addressed by our system. As a result, business engagement was significantly higher in PY 2020 compared to the previous year. In June 2021, the unique number of businesses served was up 45 percent compared to the previous year, and staff-provided business services was up by 86 percent.

## **Commitments to our most marginalized job seekers, career builders, and communities**

At the beginning of PY 2020, TC Futures became an authorized Pearson VUE testing center and provided GED testing services throughout the program year. In June, TC Futures recognized 18 GED graduates from 2020 and 2021. While TC Futures was open at 50 percent capacity for testing and other services, throughout PY 2020, WIOA Title 1 services were conducted virtually.

### **Future Fest**

The Future Fest event is held once a year to connect youth and young adults, ages 16 to 24, to traditional and non-traditional post-secondary education options. This event allows youth to explore the different pathways available. Collaboration with Benton and Franklin County high schools, community partners, and local businesses contribute to outreach efforts to increase youth participation. Stakeholders include Big Bend Community College, Columbia Basin College (CBC) short-term programs, Laborers' International Union of North America (LiUNA), Carpenter's Union, International Brotherhood of Electrical Workers (IBEW), Perry Technical Institute, Columbia Safety, Oxarc, Job Corps, T- Enterprise, Kennewick Police Department Cadet Program, Washington State University (WSU), Heritage University, Walla Walla Community College, Victoria's Academy of Cosmetology, Paul Mitchell The School, ProTrain, Tri-Cities Dental School, Army, National Guard, Marines, Martinez Trucking Institute, etc. During this event, our local community college offers financial aid workshops.

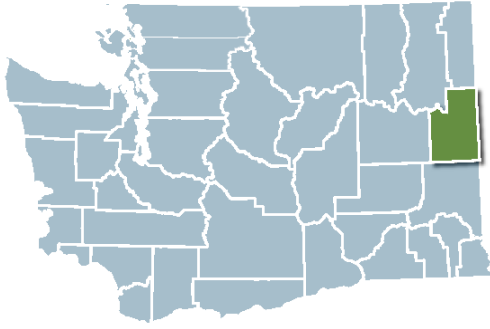
### **Economic security for all (Sí Se Puede)**

In partnership with ESD, EcSA-Franklin County was established as a pilot program to serve rural communities, Single Latina Mothers, Latin-X communities, and families living in poverty to increase the availability of employment, retraining, and essential supportive services to unstable households. The program was designed to establish four pillars of support in transportation, health care, child care, and employment and training.

## **Success story**

Christopher was experiencing employment and housing insecurity. With a history of involvement with the justice system, he was limited in potential job opportunities. Through EcSA, Christopher developed a career plan to obtain customized training, employment and reach his self-sufficiency goal. He accessed multiple services, including supportive services, individualized career guidance, self-sufficient matrix assessments, and supportive services. Christopher successfully set up an upholstery workshop in his home. With one-on-one mentorship and self-employment training, Christopher found full-time employment at a local upholstery shop and also works as an independent contractor. With a stable income, he is now saving up to repair his Cadillac!





## Spokane Workforce Council

*Serving Spokane County*

The Spokane Workforce Council (SWC) continues to work with our network of regional partners to provide effective responses to the changing needs of our community. While the ongoing effects of the pandemic pose major challenges for our community and others in our state and the nation, the Spokane Workforce Council continues to innovate ways to assist people and businesses in need, and to position our region for economic recovery.

Throughout PY 2020, we've launched many life-changing initiatives that are headlined by our (re)Employ Spokane campaign encouraging the pandemic-affected workforce to transfer existing skills to immediate employment opportunities, train for a new industry through short-term credential programs, or target a new career pathway through post-secondary and continuing adult education. The campaign was well-received by the community and earned media involvement to help promote our message, which led to an influx of WIOA dislocated worker enrollments at WorkSource Spokane

### Meeting, adapting, and responding to our customers

#### Virtual platforms procured to safely serve customers

The focus of PY 2020-2021 was to transition our existing virtual tools and resources to become operational for staff to deliver a unique experience, whether serving a customer virtually or in-person. The following platforms were added to our integrated service delivery model:

- *Premier Virtual* – the state-of-the-art virtual job fair platform has allowed our WorkSource

Spokane campus to adapt many of our in-person events to an online experience. This includes Meet the Employers, one of the most popular events that combines the experiences of a job fair and a Q&A forum, the 21st Century Skills Academy offered through the Next Generation Zone (NGZ), which guides young adults through a 36-hour series of workshops that address many of the WIOA Youth learning components, and industry mentoring sessions presented in partnership with the Community Colleges of Spokane to connect students receiving Opportunity Grant funding to established professionals within their field of study.

- *JotForm* – through the online presentation of forms embedded in each of our websites, we developed a process that invites customers to respond to our lead-generating questions as the first level of engagement, allowing our career coaches to review the unique employment needs of our customers and provide informed solutions that help with the reentry into the workforce. JotForm is also being used to build robust online applications, virtual and in-person workshop registrations and sign-in sheets, and job logs that are easy for customers to record their official job search activities.

*GovDelivery* – the SWC partnered with other WDAs to lead the conversation of allowing each area to upload the contact information of customers receiving federal and state pandemic benefits. After conducting extensive research for a platform that could communicate to customers through email marketing or short message services (SMS text messaging), GovDelivery was chosen and used to send promotional materials and destination URLs to customers through their preferred method of contact and outreach.

- *Self-Serve Virtual Tools & Resources* – Career Quest was established in [month year] and has evolved throughout PY 2020 to include WorkSource Spokane's exclusive pre-recorded workshops. Throughout each section of the online guide, customers can view three original playlists that will assist with their re-employment efforts: the [Job Seeker Series](#), the [Professional Development Series](#), and the

[Specialty Group Series](#). The NGZ continues to grow their Passport to Success virtual career readiness tool and hosted a focus group of young adults, area educators, and community resource providers to adjust the content of each section to make it more relevant to both WIOA out-of-school youth and in-school and in-school youth completing their junior and senior years of high school. The Spokane Resource Center created its own self-service tool like Career Quest and the Passport to Success. The Financial Guide/Worksheet is an original online financial literacy resource that provides customers with the foundational components to work toward removing debt and effectively managing their finances.

- *Exclusive GED Website and Virtual Classroom* – with the assistance of our young adult marketing interns, the NGZ’s Virtual GED Classroom is designed with the student’s experience in mind. Student familiar with attending classes at the NGZ now have the dedicated website to continue achieving their educational goals through distance-learning. The website includes recorded classroom instruction and links to additional resources for the students that prefer to study independently. In PY 2020, the NGZ’s GED classroom guided 105 young adults to complete their GEDs.

## Child care pandemic initiatives

The Spokane Workforce Council participated in two different community projects funded by the Washington State Department of Commerce to identify the local needs of child care, obstacles the community faces and potential solutions. The projects are looking at ways to integrate the community into the solution. The child care issue is complex and includes transportation, affordability, availability, and ability to properly fund child care sites. The current need has shown that this is a community-wide issue that affects both businesses and families. The SWC worked to bring the business voice to the information gathering portion of these projects and identify businesses interested in participating in piloting portions of solutions.

## Partnerships that meet business and industry demands

### Community partnership with second harvest

Early in the pandemic, Spokane County saw an immediate and substantial increase in the need for food for area residents. Many people have sought food aid for the first time in their lives during this pandemic. At the same time, providers like Second Harvest had to cut back or suspend volunteer programs due to safety concerns around the virus. The Washington National Guard deployed across the state to help meet the staffing needs of local food banks, but more support was still needed. The SWC was excited to be one of the recipients of a statewide grant from the U.S. Department of Labor to help address these gaps. This grant aimed to meet the staffing requirements of food banks to help distribute food resources to community members in need, and at the same time provide employment opportunities to people who had lost their jobs because of the pandemic.

WorkSource Spokane and Talent Solutions partnered with Second Harvest to assess their staffing needs and recruit participants to fill available positions with unemployed job seekers. This partnership has been extremely rewarding, and we’re excited to share Jason’s success story.

### SWC invited to pilot national AI-powered career platform

The SWC has been invited to participate in a piloting the development and use of an online platform called Workforce Compass. The platform is an AI-powered career navigation and learning platform in partnership with the National Association of Workforce Boards (NAWB) and FutureFitAI.

Workforce Compass will enable workforce development boards to expand and strengthen their services for job seekers, aggregate national and local learning options on one simplified platform, and access real-time progression and outcomes data.

The SWC, last year’s [NAWB WIOA Trailblazer award winners](#), will provide the local level perspective through tested strategies and insights to strengthen the platform by responding to common pain points experienced by many career service providers across the nation that use multiple systems to deliver life-changing employment services.

## Young Adult Marketing Ambassador program

The NGZ, our career and education center for young adults, launched an in-house marketing program that tasked WIOA Youth participants to create campaigns and promotional materials highlighting different industries and career pathways. The contributions of the interns started with the new center's tagline, "Own Your Future," to promote services and resources provided virtually. After gaining momentum through projects that include a billboard, social media ads, and industry-focused training videos, the interns were approached by Providence Healthcare's Chief HR Officer to develop a campaign that would attract young adults to explore and apply for their Medical Assistant apprenticeship program.

## Impacting our most marginalized communities

### Google Chromebooks and Wi-Fi

Throughout the pandemic, both the NGZ and WorkSource Spokane started programs to check out Google Chromebooks and personal wireless network devices (MiFis) to students and jobseekers that will provide them with the necessary equipment and internet access to continue their re-employment and/or educational journey.

### Expanded services for justice-involved community members

The Spokane Resource Center (SRC) provided more support to the justice-involved community through various initiatives and partnerships.

A new Peer Navigator position, in partnership with Spokane County and Career Path Services, has strengthened the connection from Spokane County Courthouse's Intake and Release Center to the WorkSource Spokane campus by placing an SRC staff member onsite at the courthouse to provide SRC-based support, resources, and services to individuals who are booked and immediately released. These resources are valuable to justice-involved individuals by connecting them to various ways to overcome the challenges to employment, housing, and personal growth.

Additionally, the SRC offers the Pioneer Human Services' Roadmap to Success course, which is available for in-person, appointment-based instruction. The three-week job-readiness training program provides justice-involved individuals with the skills

necessary to find and keep employment while maintaining healthy, productive lives. The SRC's Employment Navigators are available to help guide the Roadmap to Success enrollment process.

## Success story

During the Spring of 2021, a customer sought help from the WorkSource campus as he was experiencing difficulty obtaining a job due to his justice involvement, limited skill set, and physical abilities. The customer was able to meet with a career coach and prioritized attending every digital literacy and job seeker workshop offered by WorkSource Spokane and the Spokane Resource Center. The customer was able to develop strategies that helped him overcome his setbacks/challenges and led to his gainful employment.

## SWC's racial equity commitments

Throughout PY 2020, the Spokane Workforce Council began a journey of pursuing racial equity and anti-racist practices within our organization. In a partnership with Greater Spokane Progress, our team participated in the Why Race Matters training in the Fall and took a closer look at racial inequities and biases here in Spokane. We have continued to educate ourselves on racial equity and are analyzing our organizational structure through the Government Alliance on Race and Equity (GARE) organizational assessment.

Over the course of the past six months, the board of the SWC has also been dedicating time during its full council meetings to develop a deeper understanding of the roots of racism in our community and how racial inequity impacts how we serve our customers. Analyzing the impact of our practices and implicit biases on communities of color is a difficult and challenging process, and while change is not something that happens overnight, we are committed to improving our services for our customers of color. We encourage all businesses to take a closer look at their practices and see where improvements can be made to level the playing field for all Americans.

## Diversity encouraged (NGZ)

To celebrate the increasing diversity in our state/country and in Spokane itself, one of the youth interns at the NGZ developed an art contest for young adults to share what diversity and inclusion

meant to them in the Fall of 2020. Mediums included photography, drawing, painting, spoken word, poetry or stories. Submissions were displayed throughout the community as well as at the NGZ

## Appendix 4: Title III – Wagner Peyser Act Program and success stories

### WorkSource goes virtual, rises to COVID-19 challenges

When COVID-19 struck Washington, it plunged WorkSource employees into unknown waters. With offices closed to in-person activities, staff rose to the occasion, using creativity and resilience to transition rapidly to virtually serve their customers. In addition, most WorkSource staff from ESD – over 400 – got a crash course in basic unemployment insurance (UI) so they could help the UI Customer Support Division handle the tidal wave of claimants. Working in the unemployment arena was a big shift for most WorkSource staff. With very few places hiring, managers from ESD’s Employment Connections (EC) Division were able to deploy over 75 percent of staff to this work. All that change was a challenge for most.

“A large number of our staff go into this work because they like helping people; that’s what they want to do,” said Nona Mallicoat, EC Division Strategic Operations manager. COVID-19 “forced us very quickly to change our service delivery model.” Nona also said “I’m just so incredibly proud of the EC staff that supported the UI division as the unemployment rates skyrocketed. Their ability to pivot and flex to where they were needed is a testament to who they are.”

Bessie of WorkSource Columbia Basin was one who transferred over to help UI. “Although working with the Unemployment Insurance division was stressful, the positive outweighed the negative,” she said. “We gained a greater understanding and appreciation of the valuable service ESD provides to our customers and community.”

Nine months later, just as the shores of in-person work were in sight, COVID-19 restrictions tightened again and 132 EC staff are now jumping back into UI, this time better prepared. Most staff, however, have emerged from their transition and are returning to the job they were hired for: re-employing Washingtonians. WorkSource specialists, EC and partner staff are retraining after being away from their jobs for so long. They are also modifying services for online use since their physical offices are still closed or accepting customers by appointment only.

### Trying out some new strokes

Staff have jumped willingly into virtual job fairs and teaching classes online. Now, WorkSource specialists can attend Strategies for Success and other classes with their colleagues half a state away to collaborate and learn from each other.

Staff also are scheduling and holding mock video and phone meetings “to get a feel for the best way to engage” with their customers, said Kimberly, a curriculum developer for the Reemployment Services and Eligibility Assessment (RESEA) program. “There’s some uneasiness that staff have, but they’re ready. They really want to re-engage with claimants,” she said.

Along with connecting job seekers and employers, staff are looking to prepare job seekers for future hiring opportunities. “We’re focusing on job readiness because it’s unknown when widescale hiring will be back,” said Anna, who’s working temporarily with the EC Division. “My goal is to help the division create strategies ... as we do virtual work that will help the economy recover.”

### Teleworking and WorkSource plans for post-pandemic life

Losing the daily face-to-face interaction with customers and colleagues was tough for many EC staff. “I’ve missed that interaction that can naturally occur when we’re in the same space,” said Ashley, the Central Sound Region’s interim operations manager.

For most specialists, getting back into the office is what they want. “I know there’s value and why [teleworking] has to be done,” said Bessie, “but if I could go back to the office, I would do that today. I miss that personal interaction.”

Work was such a vital and vibrant part of my social life,” said Ione of WorkSource Pierce. “To have that taken away, I wasn’t happy about that at all.” Some staff who found working from home to be a positive experience want to continue to do so. Teleworking “isn’t the wave of the future; it’s the reality,” said Ione. “My hope is the agency finds ways and reasons for staff that want to work remotely.” Initially resistant to working from home, Ione started swimming with the current and found she enjoyed teleworking. Now, she says, “I have more time that I can spend on things related to home life. I’m a convert. I like working from home.”

Working from home really works for some specialists. Gradually, some staff have reported some advantages. Not commuting, for example, freed up valuable time for everyone. Now specialists feel they have more time for their life outside of work. Teleworking also has given staff some new flexibility.

“I always wanted a job where I could work outside,” said Kim of WorkSource Pierce. “So, during the summer months, my duty station became the back porch. [Teleworking] is really different! But that doesn’t necessarily mean it’s a bad thing.”

Now, WorkSource specialists are diving into the future. As they figure out the best ways to reach their customers while staying safe, they’re also planning for what happens after the pandemic. Nona posed the question: “What virtual options do we keep?” Virtual classes will likely continue after social distancing restrictions lift. As for other virtual resources, WorkSource is still figuring out what will become permanent.

### **Migrant Seasonal Farmworker staff bring you into “La Huerta” – The Orchard**

Farmworkers are essential, risking their health to put food on our tables throughout the pandemic and during recent wildfires. During fall 2020, Migrant Seasonal Farm Worker (MSFW) staff in the South Central WorkSource region spent eight weeks delivering KN95 masks to local farmworkers, showing that we truly appreciate the fruit of their labor. Please join South Central staff in “la huerta” – the orchard. Using words, photos and videos, we’ll introduce you to some local farmworkers and show you how they spent their days picking apples this fall. [Take your first steps into the orchard in this video.](#)

### **Giving the gift of 14,400 masks**

COVID-19 and the wildfires in Eastern Washington created health issues for workers, whether they work in the fields, warehouses, or at shipping companies. Many did not have any protection or covered their mouths and noses with only handkerchiefs, putting themselves at risk for breathing issues and exposure to COVID-19.

Washington state moved into action. During September, October and November 2020, the Washington Farm Bureau and the state’s Office of Agricultural and Seasonal Workforce Services provided masks to all WorkSource offices that have an MSFW program. Outreach teams from those offices – WorkSource Columbia Basin, Sunnyside, Walla Walla, Central Basin, Skagit, Whatcom, Wenatchee Valley and Okanogan – distributed masks to farmworkers. In our area, the team delivered 14,400 masks to farmworkers in Yakima and Klickitat counties.

Fred, a supervisor for the MSFW Program at WorkSource Yakima County, coordinated with South Central WorkSource offices to help deliver thousands of masks and educate farmworkers about MSFW services. Growing up in the Yakima Valley doing farm work with his family, Fred feels a kinship to farmworkers and does everything possible to support their health and well-being. “It is a great honor and privilege to serve these farmworkers during these difficult times,” Fred said.

Veronica from WorkSource Sunnyside, Bernardo from WorkSource Yakima County, and Leticia and Kallie from the WorkSource Columbia Gorge also took time to hand deliver masks to farmworkers while they were working in the fields. “My biggest takeaway would be that the group of MSFWs that are out picking our fruit are some of the hardest working people I have seen, and I was happy to be part of a team that provided them with much needed resources,” said Bernardo.

### ***Meet Sebastián<sup>7</sup>***

Fred interviewed farmworker Sebastián before giving him a pack of masks. He asks Sebastián about his two years of experience in agriculture and asks what he enjoys about working in the field. “I enjoy working in the fields because I feel much freer out here than in other places,” Sebastián responded. Fred and Sebastián discuss the importance of safety in this dangerous job. Sebastián demonstrates how to properly set up and mount a ladder in order to prevent accidents. He explains how the apple inspectors pay attention to the size and condition of the picked apples, so pickers must keep this in mind while working quickly.

<sup>7</sup> Pseudonym.

### ***Meet Martin<sup>8</sup> and Paula<sup>9</sup>***

Fred also interviewed another pareja (couple) Martin and Paula from Sunnyside, Washington. They share that they each have over 10 years of experience and enjoy working together in the fresh air. Fred discusses the services at WorkSource, shares his card with them, and gives them masks. He thanks them for their hard work and for the opportunity to hear about their experiences.

The South Central WorkSource team really enjoyed connecting with the farmworker community and hearing their stories in “la huerta”. Much of our food wouldn’t be on our plates without these dedicated workers. A big thanks to our farmworkers in Washington state!

### **Wagner Peyser**

#### ***Despite COVID-19 – Determined to Gain Self-Sufficient Employment***

Jane<sup>10</sup> received the UI list flyer that was sent out to school bus drivers and reached out because she was interested in getting additional training to increase her chances of gaining employment. Jane was laid off after all the schools closed due to COVID-19.

Jane began working with a WorkSource Spokane CET coach. She was receiving UI benefits but was determined to gain employment in an occupation that allowed her to provide for her family. Jane pursued her commercial truck driver license (CDL). She was enrolled at a local training provider and was able to get support and guidance with some challenges during training. WorkSource provided her with moral support as she worked with her training provider, and she obtained her CDL with double triple trailer and hazmat endorsements.

Three days after Jane completed training, she was contacted by a key local construction company about a driving position. Jane started her first day in the summer of 2020 as a commercial truck driver driving a support vehicle to the construction site. Jane was able to start at \$28.00 per hour.

Jane was able to share that she was so grateful for the support and encouragement from her WorkSource coach. She also mentioned that she and her husband could now live comfortably. Since completing training and gaining employment, she has been sharing her success story with former co-workers and others.

### **Migrant Seasonal Farmworker (MSFW)**

#### ***Community Partnership that Works***

On September 14, 2020, MSFW staff from Omak (Miguel) and Wenatchee (Ellie) made a site visit to some H2-A farmworkers in East Wenatchee, Washington. They were informed that 23 H-2A farmworkers had not been working as much as they had expected, and therefore, were having a hard time buying groceries and other necessities. The first order of business was to secure resources to assist with food and other needs.

The Immigrant & Latinx Solidarity Group stepped up and donated food, toothpaste, toiletries, and laundry detergent. A few days later, Ellie was contacted by Wenatchee for Immigrant Justice who had also received word of these unfortunate circumstances and wanted to provide more help for these workers in the sum of \$1,150. The outpouring of assistance was unbelievable; they received additional food commodities; each worker received a \$50 gift card, additional household items and 100 masks.

The workers were very happy and thankful for all the support that they received in their time of need. Ellie stated that she is proud to be part of a community that when someone is in need, they are willing to jump in and help...no questions asked.

<sup>8</sup> Pseudonym.

<sup>9</sup> Pseudonym.

<sup>10</sup> Pseudonym.

## Re-Entry

### *PIE brings big slice of success to Okanogan County*

Welcome to Omak. It's a small city tucked in the foothills of Okanogan County and where big things are evolving with the help of WorkSource. Dayla, a re-entry employment specialist for WorkSource Okanogan County, has been on the job since May 2020. Dayla is on a mission to help justice-involved customers pivot from incarceration to employment through the "Virtual Pivot into Employment" (PIE) program.

PIE is designed to assist those touched by the justice system to prepare for and secure a job in our new virtual world. PIE provides virtual one-on-one career counseling and employment preparation, application and resume review, warm hand-offs to job training programs and individualized support through Strategies for Success classes.

Dayla collaborates with the Okanogan County District and Superior Court as well as the state Department of Corrections (DOC). They collaborate to provide services to individuals participating in drug court, family therapeutic court and under DOC supervision. Dayla works with judges, attorneys, case managers, law enforcement, community supervision officers and probation officers to help move justice-involved customers into successful employment.

Dayla also ensures that her customers are surrounded with a network of providers that will help pave the way to turn their lives around. This connection to wrap-around services are key to helping these customers succeed.

### *Judges take notice*

In the last seven months, 18 of Dayla's customers got a job. Most recently, four job seekers landed jobs in support services, the grocery business and a maintenance company. These successes recently caught the attention of two District Court judges.

"It's refreshing to hear about the successes your clients have made and to hear about the obstacles they overcame along the way. Your work is a real benefit to our community," Judge Charles told Dayla.

Judge Chris said, "These success stories are excellent examples of how your agency is able to help people. These tireless efforts pay great dividends."

Dayla's success goes beyond the number of people employed. She brings the right energy, enthusiasm, passion, and commitment to make it all come together. Dayla sets the pace and the tone, constantly pivoting to find what works for each individual.

"All I do is offer encouragement, no judgement, and meet them where they're at," Dayla said. "They're doing the heavy lifting. I'm just cheering them on. I can hear the pride and confidence in their voices after they've been offered and accepted a job. That's my favorite part. It makes my heart happy to experience them believing in themselves."