

WASHINGTON STATE, PROGRAM YEAR 2024

Workforce Innovation and Opportunity Act: Annual statewide performance report narrative

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Submitted by:

Workforce Training and Education Coordinating Board
Washington State Employment Security Department

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I: Waivers

The U.S. Department of Labor approved a Workforce Innovation and Opportunity Act (WIOA) regulatory waiver on December 20, 2024. In program years 2024 and 2025, it reduces the statewide expenditure requirement from 75% to 50% and waives the local area requirement. Re: 20 CFR 681.410 - State and local areas expend at least 75 percent of the Governor's reserve youth funds and local formula youth funds on out-of-school youth (OSY.)

The ETA expects an increased number of in-school youth (ISY) served and steady/increased performance accountability outcomes for overall WIOA Youth (both ISY and OSY) for the majority of the WIOA Youth performance indicators in this PY24 and PY25 period. Anticipated waiver outcomes are:

- Expanded flexibility: local workforce boards design services responsive to their regional populations.
- Reduced high school dropout rates: early intervention with in-school youth at risk of disconnection.
- Increased access to training, employment, and support services for marginalized youth engaged in re-engagement programs such as Open Doors; and,
- Improved alignment with secondary/post-secondary career pathways, strengthened partnerships with school districts and CTE programs, and increased number of youths served by WIOA

The State is on track to exceed new ISY enrollments and increase our ratio of ISY to OSY expenditures in PY24/FY25. Performance is consistently trending up across all indicators in PY24. The greatest increase is in measurable skills gains; up 7% from PY23 levels.

The State has expended 75% of total PY24 funds as of 06/30/2025:

- New enrollments: 1,360 out-of-school, 235 in-school.
- We expect up to 10% increase in total ISY expenditures - OSY/ISY ratio: 74% OSY and 16% ISY.
- At the current ratio, we project 167 more ISY enrollments (402 PY24 total) - 213 more than PY23

The State's re-engagement education pathway policy environment is a critical factor limiting the waiver's overall impact on new ISY enrollments.

A notable policy shift could have been a critical factor limiting the waiver's overall impact on new ISY enrollments. The policy would enroll all re-engaging young adults associated with the K-12 system as ISY rather than OSY. This change did not occur as anticipated. Since the current policy allows most Open Doors participants to enroll as OSY, the expected notable growth in ISY enrollment has not occurred.

The 213 predicted new ISY enrollments in PY24 represent increased engagement with post-secondary education institutions and career and technical education (CTE) programs with K-12 school districts. The waiver flexibility has enabled new relationships with these education systems, decreased or

eliminated waitlists in the local areas that maintain these relationships, and offered new service providers an opportunity to engage in WIOA service opportunities.

Feedback from local areas in PY24/FY25 indicates that these outcomes are materializing, though uptake has varied significantly across regions, which is consistent with the widely varying service delivery models. Local boards, such as Seattle-King, Olympic, and South Central actively tested new OSY/ISY ratios, some as low as the allowable 50/50. They have leveraged the waiver to deepen partnerships with post-secondary institutions and CTE departments of local school districts.

Other local boards, such as Snohomish, North Central, and Southwest express concerns. There is ongoing demand among OSY. Shifting resources and service delivery strategies will require onboarding new service providers, providing extensive training to existing staff, incurring additional costs, and duplicating services offered in regional school districts.

The State anticipates requesting a renewal of the waiver opportunity from USDOL for PY 26 and PY27 as we have only just begun to see the impact of a changing service delivery model that can pivot according to funding levels. We look forward to seeing greater integration between existing supports in the K-12 system, such as Career and Technical Education pathways, and the employment and post-secondary bridges that WIOA Title I-B has to offer youth and young adults experiencing barriers to success.

II: Research and evaluations

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

Performance measures focus on results for WorkSource customers who register for basic, individualized or training (only Title I-B) services funded under Title I-B and Title III. Separate Title I-B programs serve 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 Employment Security. In addition, Washington participates in the state wage record interchange system (SWIS), which provides unemployment insurance wage records from 52 states and the District of Columbia.

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

Net Impact Study

The WTB, per its statute, conducts the net impact and cost-benefit evaluation of Washington's workforce development system every four years. The study uses a control group to evaluate workforce training participants' outcomes. We contracted prior studies to third parties at considerable expense. The most recent study was in-house and completed in 2021. The next net impact study will begin in 2026.

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

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

Most programs achieve a measurable positive taxpayer return on investment (ROI), with programs breaking even within that same three-year observation period. However, there are several important considerations. For example, many program benefits are unobserved or intangible. Increased personal satisfaction, social justice, civic engagement, crime reduction, public health, and economic multiplier effects link to public investments in education and training. Reduced public costs, such as lower consumption of welfare benefits, may follow program participation. This study doesn't account for more of those possibilities. Exceptions include unemployment insurance and Social Security Disability Insurance and Supplemental Security Income for vocational rehabilitation program participants. For more detail see [the 2021 Net Impact and Cost-Benefit Evaluation of Washington's Workforce Development Programs](#).

Workforce System Matrix

There is work from the Net Impact Study that feeds into WTB's Workforce System Matrix. For example, this product uses the updated program ROI. For the most recent version, see [this summary of Washington's key workforce development programs](#).

Workforce Training Results

Workforce Training Results is an annual evaluation of Washington state's workforce development system, studying outcomes of participants from 12 workforce development programs, using a standard set of performance measures. The evaluation uses a data comparison approach to answer this question: Are training programs providing opportunities and positive outcomes? The report describes

the demographics and employment outcomes of each population and participant. The evaluation includes representative programs from all four WIOA Titles. The Workforce Training Results report also includes measures such as hourly wage and hours worked. For the most recent report, see [the Workforce Training Results](#). These results reports have been produced for the following 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.
- Serving adults: with barriers to employment including adult basic education, WIOA adult services, Division of Vocational Rehabilitation, Department of Services for the Blind and Temporary Assistance for Needy Families (TANF) WorkFirst.
- Serving youth: including secondary career, technical education and WIOA youth services.

Figure 1: Participants and expenditures in PY 2024

Target population	PY 2024 participants	PY 2024 Expenditures	Cost per participant
Adults	8,477	\$17,403,336	\$2,053
Dislocated workers	3,847	\$15,233,291	\$3,960
Youth	2,601	\$18,010,050	\$6,924
Wagner-Peyser	71,815	\$16,345,137	\$228
Total	86,740	\$66,991,814	\$772

Source: Employment Security, Information Technology Services

Employment Security program evaluation

The Employment Security program evaluation team within the Labor Market Information and Research (LMIR) division has completed, and is conducting, several program evaluations and research projects. These programs overlap with WIOA because WIOA program participants frequently benefit from other program services. Read detailed evaluation descriptions below.

Reemployment Services and Eligibility Assessment (RESEA) evaluation

The United States Department of Labor (USDOL) requires states that receive RESEA funds to spend at least 40% of these funds on effective, evidence-based components that reduce claim duration and improve employment outcomes, in fiscal year 2025.

Evaluations that receive a high or moderate rating from USDOL provide evidence of effectiveness. RESEA objectives include:

- improving claimants' employment outcomes,

- reducing the average duration of benefit receipt,
- reducing improper unemployment insurance (UI) payments,
- promoting alignment with the broader vision of WIOA, and
- giving people who receive unemployment compensation a gateway into other workforce system programs.

The Social Security Act 306(c) requires RESEA evaluations. [UIPL 1-20](#), [UIPL 10-22](#), [TEGL 5-21](#), and [UIPL 08-24](#) provide guidance to states about the program and mandated evaluations.

Since December 2021, our evaluation team has been conducting a randomized controlled trial (RCT) to investigate how RESEA affects claimants' earnings, employment, claim duration, and their probability of incorrectly receiving a payment when ineligible to receive one.

Employment Security assigns RESEA participants to the program based on a random score. Our administrative data captures claimant information including demographics, earnings, RESEA program participation, and claims data. The team supplements this data with information on the RESEA program queue and the treatment group assignment from the self-scheduling system. This study demonstrates whether RESEA, as currently provided, is effective in improving UI claimant outcomes.

A report describing the impacts of being assigned to receive RESEA services in 2022 is published [here](#). This report finds that RESEA did improve UI claimant outcomes in 2022. A second report describing the impacts of being assigned to receive RESEA services in 2023 can be found [here](#). RESEA improved claimant outcomes in 2023, although certain results differ from those found in 2022. The report explores potential reasons for these differences. The next reports will include analysis for 2024 and 2025, and we expect to produce a final report in 2027. We have sought consultation on the project with Abt Global, a consulting firm hired by USDOL as a RESEA evaluation technical assistant.

In addition, Employment Security's evaluation team conducts evaluations of specific RESEA components. One such evaluation analyzed the 2019 change in the way that customers schedule their RESEA appointments. Before the change, job seekers selected to receive job search assistance received a notification with the time and location for their appointment. After the change, the scheduling system was more flexible, directing people to a state government website where they could select an appointment time and location from a calendar application.

This evaluation uses an interrupted time series to estimate the impact of this change. You can read the full published evaluation [here](#). The evaluation finds that the process change:

- reduced missed appointments by 3,472 over the next 32 weeks, representing a 9.36 percentage point decrease in no-shows.
- resulted in 763 fewer disqualifications on weekly UI claims (which may result from missed appointments) over the next 32 weeks.

- UI claimants who benefitted were more likely to self-identify as younger males who earned less than their peers.

Employment Security's evaluation team is also conducting an implementation study of a pilot program implemented in three American Job Centers. In this pilot, claimants deemed likely to benefit from additional appointments can continue subsequent offered RESEA appointments until they have a new job. In this implementation study, research staff will interview Employment Security staff and customers to learn about best practices.

Finally, Employment Security and the US Department of Labor are sharing data for a study on RESEA program claimant selection. This project aims to identify new ways to prioritize the customers most likely to benefit from services.

Impact evaluation of increasing the minimum weekly benefit amount

In 2021, Engrossed Substitute Senate Bill (ESSB) 5061 amended the existing Revised Code of Washington (RCW) to increase the minimum weekly benefit amount (MWBA) from 15% of the average weekly wage to 20% of the average weekly wage for UI claims filed July 1, 2021, or after. This effectively increased the MWBA from \$201 per week to \$295 per week. RCW 50.12.355 requires Employment Security to produce a report analyzing the impact of the MWBA increase. This is an annual report produced between 2021 and 2025. The [latest report](#), published in 2024, documents how the MWBA increase resulted in shorter possible claim durations for some MWBA recipients. We are on schedule to publish the final report on Dec. 1, 2025.

Improving unemployment insurance reciprocity in Washington state

Washington's unemployment insurance program aims to provide temporary income to all qualifying individuals who lose jobs through no fault of their own. However, not everyone who qualifies for unemployment insurance applies for benefits, and not everyone who applies for benefits qualifies. There may also be differences in the provision of unemployment benefits.

The Employment Security evaluation team examined the issues of access in the unemployment insurance program. This project builds the capacity to prepare, organize, and analyze data related to access within the unemployment insurance program. It also considers changes that may improve the provision of unemployment insurance.

The study consists of two parts. The first part measures, documents, and describes the differences in the provision of unemployment insurance. The research team leveraged administrative data on claims and appeals and used descriptive methods to examine the relationship between claimants' characteristics and the UI program. Additionally, the research team explored how key policies such as benefit level or monetary eligibility affect program participation. The second part of the study examined

the impacts of the UI services on the key UI program outcomes. In a randomized controlled trial, we sent letters with information about UI benefits to workers likely to have experienced a recent job loss. Pilot outreach began in March 2024, with more outreach waves occurring in May and August of 2024. The outreach increased UI applications by 80% without affecting the percentage of workers employed or actively looking for a job.

The discontinued research project does not have publicly available reports resulting from this study.

Economic Security for All (EcSA) evaluation summary

In 2023, the Washington State Department of Commerce signed a contract with Employment Security to provide the Community Reinvestment Economic Development Programs. The contract required an evaluation of Washington's state-funded EcSA initiative.

The study is an outcome evaluation of the state-funded EcSA program and of the Community Reinvestment Funds incentive payments introduced in December 2023 as part of the inter-agency agreement. The evaluation documents the trajectories of labor market outcomes (such as employment, earnings and hours worked) after individuals enroll in EcSA, and documents the services used by participants during their enrollment. It also tracks individuals' path to self-sufficiency by comparing their quarterly earnings with their self-sufficiency goal provided by the program when they enroll.

Employment Security also conducted an impact evaluation of EcSA using a quasi-experimental design with a matched sample of participants in the WIOA Adult and WIOA Youth programs as a comparison group in an event-study framework. The evaluation focuses on the effect that enrollment in EcSA has on labor market outcomes of participants, compared to what their outcomes would have been if they had instead enrolled in the WIOA Adult or WIOA Youth programs. These evaluations use data from Employment Security's case management system and wage records, complemented with program participants' self-sufficiency goal.

The evaluation team conducted the evaluation, which can be found [here](#). They completed this work in June 2025, as scheduled. The evaluation will help inform future initiative decisions.

Partners for Reentry Opportunities in Workforce Development (PROWD) evaluation

The evaluation team at Employment Security is conducting an implementation evaluation and an outcome evaluation of the PROWD Program that began early 2024. The implementation evaluation investigates the program's roll-out and expansion. It also investigates delivery methods of job training and skills development services to participants. This research explores the strategic and operational aspects of the program design and planning; community partnering; and program delivery in practice.

Research activities include document review, qualitative interviews with staff and administrators, and field observations at participating partners in the Seattle area.

The reports will contain recommendations that Employment Security can use to improve delivery of reentry workforce development services. We expect study publication in 2026.

The outcome evaluation documents PROWD participants' labor market and recidivism outcomes and how outcomes may vary across participant characteristics, number of services received and the location where participants received those services. The analysis uses administrative data from the federal Grants Proposal Management System (GPMS) and Employment Security's case management system and universal wage records. In addition, we ask PROWD participants to answer surveys which collect data on intermediate outcomes. The evaluation team will also use criminal records to include recidivism outcomes.

The analysis employs descriptive statistics and correlation analysis to understand whether the program has achieved its objectives, and whether certain program components were associated with better outcomes. The first brief of the evaluation will come out by the end of 2025.

III: Customer satisfaction and effectiveness

The Workforce Training Board (WTB) is statutorily ([RCW 28C.18](#)) tasked to assess employer workforce needs and participant satisfaction with workforce programs. The WTB also assesses hiring practices and incumbent worker training. These evaluations in WIOA Title I-B. All receive partial funded by the WIOA state set-aside. The evaluations help us improve our one-stop certification process.

Employer survey

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

The primary research objectives are:

- Assess the difficulty Washington employers have in finding qualified applicants
- Define resources employers use to find applicants
- Assess employer awareness and engagement with the Workforce System

The Employer Survey uses a combination of mail, phone, and online collection. The survey sample included 25,000 records and achieved a 15% response rate. Reliably sampling from all 12 Workforce Development Areas required a sufficiently large number of survey mail-outs.

The 2024 Employer Survey yielded key insights:

- Washington employers' biggest workforce challenge: finding job candidates (54%). In response:
 - 82% of employers with challenges revised their pay scale
 - 65% increased recruiting efforts
 - 56% increased training
- 72% of employers had job openings for entry-level workers.
 - 60% of these had difficulty filling positions.
 - Top reasons: low number/no applicants, or lack of soft-skills or employability.
- 57% of employers had job openings for mid-level workers.
 - 63% of these had difficulty filling positions.
 - Top reasons: low number/no applicants, lack of experience, or a lack of education, certification or training.
- 33% of employers had job openings for senior-level workers.
 - 56% of employers had difficulty filling positions.
 - Top reasons: low number/no applicants, lack of experience, or a lack of education, certification or training.
- 16% of employers used State Workforce System Resources for finding and hiring employees.
 - Most employers say they don't use State Workforce System services. They were unaware of the resources, or the resources didn't fit their business needs.

The Employer Survey report includes a full description of the methodology and in-depth findings. Get the report from the Workforce Board website: <https://wtb.wa.gov/employer-survey>

Participant survey

The Participant Survey analysis is in progress. It closely follows the methodology of the Employer Survey. The research objectives of the survey are to:

- Identify the motivations for enrolling in participant's education or training program.
- Assess participant needs and services received.
- Measure participant satisfaction
- Evaluate training content and effectiveness

We will analyze data gleaned from these measures to determine gaps in service delivery, best practices, and areas of improvement.

The Workforce Board contracted with the Social and Economic Sciences Research Center (SESRC) at Washington State University (WSU) to manage the administrative aspects of the survey. They conducted the survey by phone, mail, and email over the course of two months. The starting sample size for each program was up to 1,300 with a target of 210 completed surveys for each of the evaluated programs:

- Apprenticeship programs
- Community and Technical College Programs
 - Professional Technical
 - Worker Retraining
 - BEdA
 - I-BEST
- Title I – Workforce Innovation and Opportunity Act
 - WIOA Adult
 - WIOA Dislocated Worker
 - WIOA Youth
- Private Vocational Schools

Completion rates for the Participant Survey ranged from 13% to 29% depending on program. In total, we received 2,132 surveys for an overall completion rate of 20%.

IV: State strategies

WIOA in Washington state

Last year, 73,226 Washington residents received help getting a job through our state's 30 comprehensive WorkSource offices and affiliate sites. Most needed help connecting to unemployment insurance benefits and determining their next career steps. Others needed basic, individualized or training services to overcome barriers to meaningful employment. The Workforce Innovation and Opportunity Act (WIOA) is a primary funding source for Washington's workforce benefits and services. WIOA Title I-B has funded activities in Washington since July 1, 2015. This report reviews the impact of those funds in Washington in program year (PY) 2024, July 1, 2024, to June 30, 2025.

In PY 2024, Washington received \$64,400,949, in WIOA Title I-B funds from the U.S. Department of Labor (USDOL) for employment and training services designed to help employers, dislocated workers, disadvantaged adults, and low-income youth. This was an approximate 11.8% increase in funding from PY 2023. Washington received \$15,729,530 in Wagner-Peyser Act funds to provide job search

assistance, career counseling, labor market information, and “universal” services to anyone legally entitled to work in the U.S.

Overview of Washington’s system

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

WorkSource is Washington’s one-stop delivery platform. The American Job Center is one facet of the system, encompassing comprehensive, affiliate, specialized, and connection sites. Funded primarily by WIOA Title I-B and the Wagner-Peyser Act, WorkSource is a primary gateway for employers seeking skilled talent and offers basic and individualized career services to people aiming to secure employment, transition jobs, re-enter the workforce, or learn new skills. Through WorkSource, thousands benefit from job listings, employability workshops, job search assistance, and specialized training for high-demand occupations and sectors.

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

State and local roles

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

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

Access to WIOA-affiliated programs happens through local boards are the local leaders, conveners, and strategists of local WorkSource systems. There are 12 local workforce development boards in Washington, and each is locally focused and led by a mix of business, community, labor organizations, economic development agencies, and education and training providers. Chief Elected Officials (CEOs) appoint board members, and the governor certifies local boards. CEOs are the local area WIOA Title I grant recipients. CEOs direct local board staff to administer the funds and ensure the area's workforce development system effectively responds to needs of the local economy and citizens. Local boards 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. Local boards are the system's portal into the business community and are responsible for facilitating multiple interagency projects and programs.

WIOA Title I-B Youth Program description

Persons served: Youth services are open to individuals ages 14–24 who are legally authorized to work in the U.S. and face barriers to completing education or employment. In-school youth (14–21) must be low-income and meet at least one barrier, while out-of-school youth (16–24) do not require a low-income determination except in one subgroup. All eligibility requires documentation, and males 18+ must comply with Selective Service registration.

Participation: 2,601 young people served by WIOA Youth Program July 1, 2024 to June 30, 2025.

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

WIOA Title I-B Adult Program description

Persons served: Specific eligibility guidelines include factors such as income, veteran status, and membership in other priority populations. Basic services are available to all adults with minimal eligibility requirements. Staff authorize basic, individualized or training services for unemployed individuals unable to find jobs. There are also cases when these services are available to employed workers who need more help to reach self-sufficiency.

Participation: 8,469 participants received career services, and 2,190 participants received training services from the WIOA Adult Program between July 1, 2024, and June 30, 2025.

Program description: The program prepares individuals 18 and older for participation in the labor force. Services coordination runs through the state's one-stop system, WorkSource. Basic services include skill assessment, labor market information, reports on training programs, and job search and placement assistance. Individualized services include more intensive assessments, work experiences and occupational skills training. Priority goes to veterans and eligible spouses over non-covered persons, followed by low-income individuals, recipients of public assistance, and those who are basic skills deficient.

WIOA Title I-B Dislocated Worker Program description

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

Participation: 3,846 participants received career services and 1,213 received training services through the WIOA Dislocated Worker Program between July 1, 2024, and June 30, 2025.

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

WIOA Title III Wagner-Peyser Program description

Persons served: Career services are available to anyone legally entitled to work in the United States no matter age, income, or employment status. Through Title III offers basic and individualized career services. Veterans and their eligible spouses have priority to receive such services.

Participation: 71,815 Wagner-Peyser participants received career services in fiscal year 2025. Of those, 3,271 received training services funded by other programs.

Program description: The Wagner-Peyser Act established a nationwide system of public employment offices, known as the Employment Service. The Employment Service seeks to improve the functioning of

the nation’s labor markets by bringing together job seekers and employers. It is part of the one-stop delivery system and is co-located with the 2,400 American Job Centers nationwide. Basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized services include career and vocational counseling. Business services include labor exchange, posting of job orders, job fairs, and applicant screening.

V: Performance and accountability

Titles I & III Performance Accountability System

For program year 2023, Washington state had no designated state specific measures for Titles I & III. State performance for the primary indicators of performance for PY 2023. In every case the state exceeded the failure rate of 50%.

Figure 2: State Performance Target Attainment Rates in PY 2023

	Adult	Dislocated worker	Youth	Wagner-Peyser
Employment Rate (Q2)	102.5%	105.0%	101.5%	107.0%
Median Earnings (Q2)	97.3%	90.1%	88.4%	98.7%
Employment Rate (Q4)	105.1%	105.3%	115.3%	111.8%
Credential Rate	98.0%	87.3%	85.9%	N/A

Common exit policy

Washington’s common exit policy is in the [Data Integrity and Performance Policy Handbook](#) (sect. 1.5) affiliated with [WorkSource System Policy 1020, Revision 2](#). It applies to these ETA-funded programs:

- WIOA Title I-B youth
- WIOA Title I-B adult
- WIOA Title I-B dislocated workers
- WIOA Title III (Wagner-Peyser Act)
- National Dislocated Worker Grants
- Trade Adjustment Assistance
- Jobs for Veterans State Grant

Section 1.5.1 of the handbook notes that our state calculates the “Exit Date” automatically after the system determines participants haven’t received service for 90 consecutive calendar days and are unscheduled for future services. As required by TEGL 14-18, exit date is retroactive, set back to the last

day on which individuals received participation-level services provided by any program in WorkSource System Policy 1020, Revision 2. Individuals participating in more than one program have a single common exit date based on the last completed participation-level service. This ensures the exit date is the same as the last date of service for all programs in the participation period.

Data validation

Employment Security's workforce monitoring unit is the agency's principal WIOA Title I-B, Wagner-Peyser, Trade Adjustment Assistance (TAA), and Reemployment Services and Eligibility Assessment (RESEA) program monitor.

The unit performs annual onsite monitoring of each local workforce development board and other direct sub-recipients for WIOA. They incorporated data element validation into annual PY 2024 work.

Data validation activities for WIOA Title I-B, Wagner-Peyser and TAA were based on guidance in Washington state's data element validation policy, [WorkSource System Policy 1003, Revision 6](#), based on guidance in TEG 23-19, Change 2. Below are the procedures for each program.

Standards: sample size, methodology and error resolution

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

For weeks prior to monitoring entrance, each participant record has a random number assigned in the "rnum" column of the data table. The table also includes the participant individual record layout (PIRL) data values for validation against source documentation.

Error reporting and resolution occurs on an ongoing basis. Wagner-Peyser and Trade Adjustment Assistance (TAA) also address errors on a biannual and annual basis.

On an ongoing basis, we prepare and provide the data element validation worksheet showing elements that exceed the 20% programmatic pass/fail ratio (prescribed in Policy 1003, Revision 6) require a corrective action plan. Respondents develop and submit a required corrective action plan within 30 business days from receipt of program observations/validation worksheets to resolve, record and respond with:

- resolution and outcome
- reason for failure to resolve
- corrective action plan

On an annual basis the monitoring unit reviews the results of the full sample for each program to identify what elements exceed the error rate. Our annual element validation training includes identified elements except for MIS system failures. The WIT replacement process addresses MIS systems failures. The biannual and annual responses also require progress updates.

WIOA Title I-B programs and dislocated worker grants

- Monitored: 12 local workforce development board monitoring areas
- Data source: Local workforce development board areas
- Schedule: [PY 2024 Schedule](#)
- Sample size: 10 program records; 10%/five grant records
- Minimum sample: Seven program records; three grant records depending on resources

Participant record table filter:

1. report name – display only records that include ITSS services
2. enrollment start date to include new enrollments between the last monitoring review and the last day of the last quarter.
 - This ensures all records have data values on the current PIRL to validate.

Table sorting: the rnum field applies a random sort to the filtered results.

- If the random sample does not include at least five records with direct participant costs for the programmatic review sample, a further table filter identifies a set of records to replace the last x number of files needed to reach the desired sample.

Selection: We select the first respective number of unduplicated participant records to reach the desired sample size.

Error resolution following the monitoring unit review:

- The program observation report we provide includes color coding:
 - local board failures: light orange (we copy these to the program observations).
 - MIS system issues: bright yellow
- Recipient/respondent: Local workforce development boards and Employment Security

Wagner-Peyser

- Monitored: visits to WorkSource offices
- Data source: local workforce development board areas
- Schedule: [PY 2024 Wagner-Peyser monitoring schedule](#)
- Minimum sample: five records per; at least two migrant seasonal farm worker records if available

Participant record table filter:

1. report name – display only records that include ITSS services
2. enrollment start date to include new enrollments between the last monitoring review and the last day of the last quarter.
 - This ensures all records have data values on the current PIRL to validate.

Table sorting: the rnum field applies a random sort to the filtered results.

- If the random sample does not include at least five records with direct participant costs for the programmatic review sample, a further table filter identifies a set of records to replace the last x number of files needed to reach the desired sample.

Selection: We select the first respective number of unduplicated participant records to reach the desired sample size.

Error resolution following the monitoring unit review:

- Ongoing recipient/respondent: individual WorkSource offices
- Biannual and annual:
 - Recipient: Wagner-Peyser division contacts
 - Respondent: owner of failure

Trade Adjustment Assistance (TAA)

- Monitored: WorkSource offices – at least five regions
- Data source: Employment Security's labor market information and research division
- Schedule: PY 2024 TAA monitoring schedule
- Sample selection: up to 80 records annually, can be 20 records quarterly
 - Due to the program status phased termination and a reduction in state-wide records available for review, the target sample may not be possible.
- Minimum sample: Three records depending on resources
 - Sample records may total 20 records reviewed for each quarter and cover at least two trade certifications.

One Trade Act Program data element validation worksheet captures all records for each WorkSource office to resolve any record failures.

Participant record table filter

1. enrollment start date to include new enrollments between the last monitoring review and the last day of the last quarter.
 - This ensures all records have data values on the current PIRL to validate.

Table sorting: the rnum field applies a random sort to the filtered results.

Selection: We select the first respective number (5) of unduplicated participant records to reach the desired sample size.

Error resolution following the monitoring unit review:

- Ongoing recipient/respondent: individual WorkSource offices
- Biannual and annual:
 - Recipient: TAA program operations and Employment Security's IT and LMIR divisions
 - Respondent: program and division staff
 - Note: Existing/historical corrective action plans for known element failures will require an update rather than a new plan.

Program year 2024 validation activities

In the second quarter of the program year, Employment Security's Data Integrity Team pulled a sample of participants and exiters for validation of elements 1600-1607, 1614-1618, and 1700-1706.

Sample size and methodology for the 12 local workforce development board monitoring areas:

- Core Title I-B programs: 5% of records (25 minimum)
- Title III program (Wagner-Peyser): 5% of records (25 minimum)
- TAA program, as applicable: 5% of records (10 minimum)
- DWG program, as applicable: 5% of records (10 minimum)
- Review all records if the sample size is less than mentioned above.

At the conclusion of the PY 2024 data element validation, Employment Security assessed the effectiveness of the data validation process and updated procedures for PY 2024 to address any gaps, inconsistencies, and inefficiencies. Employment Security provided data element validation training during annual monitoring tool review sessions in September 2024. We address the approach for the regular review of the quality of reported program data during annual, quarterly, and ongoing monitoring visits. We save results of data validation for five years and immediately destroy source data for wages after use.

Data quality control and integrity

Each quarter, Employment Security uses a combination of standardized SQL queries and repeated test submissions to the workforce integrated performance system edit check system to identify data requiring correction prior to submitting the quarterly PIRL. Records identified for correction go to area contacts who ensure adequate staff training to correct existing errors and prevent future errors.

If we identify widespread data entry problems, we review configuration to determine if we can add more safeguards to the system configuration and we develop additional training materials and deliver them to the field. Where data is associated with critical areas of performance (e.g., measurable skill gains), Employment Security creates specialized reports addressing data gaps, errors, needed corrections, and opportunities to improve business processes. Due to State Wage Interchange System agreement requirements, the Data Integrity Team validates the wage data elements for records identified by the monitoring unit for review during the second quarter of each program year.

VI: Statewide Governor's reserve funds

Economic Security for All (EcSA)

EcSA is a poverty reduction program that aims to help participants, namely those experiencing poverty, reach economic self-sufficiency. It launched in 2019 in four pilot areas. In 2021, Gov. Jay Inslee expanded EcSA to seven more regions. In 2022, state general funds dedicated to the program gave additional local flexibility and made EcSA a statewide program. The legislature codifying the program into law in 2024 ensures EcSA will continue to support participants for years to come.

EcSA brings multiple programs together at the local level to help people move out of poverty. EcSA partners with Washington State Department of Social and Health Services (DSHS) and focuses on serving participants that qualify for Supplemental Nutrition Assistance Program (SNAP) benefits and people at risk of experiencing poverty.

Promising developments

- **Partnership with Washington Department of Commerce:** The EcSA program partnered with the Department of Commerce's Community Reinvestment Fund to make approximately \$48 million available to expand EcSA participant incentives and increase business services. The program also implemented Matched Investment Savings Accounts, a program to help participants build financial skills while saving for asset purchases such as homes or small businesses.
- **No fee college:** Employment Security and the Washington Student Achievement Council (WSAC) finalized a partnership that offers EcSA participants automatic income eligibility through Washington College Grant – Connect. This automatic eligibility allows participants to begin pursuing training and academic pathways without completing a Washington Application for State Financial Aid (WASFA) or Free Application for Federal Student Aid (FAFSA).
- **Demonstrated success:** Independent third-party evaluator, Social Policy Research, indicates: *"While in many workforce development programs most participants tend to return to their pre-*

participation earnings level, EcSA completers' post-completion earnings appear higher than their pre-participation levels, with median quarterly earnings increasing by 71%. The reason for this appears to be the ability of EcSA to switch participants' employment from lower paying to higher paying jobs."

Significant performance milestones

- EcSA exceeded all statewide enrollment, training, and self-sufficiency goals.
- Helped 1,097 people reach self-sufficiency, with a median annualized income of \$49,296.
- For every \$1 million spent on EcSA, 220 participants move out of poverty and stay out. Additionally, local communities receive approximately \$10 million back in participant wages.
- The USDOL highlighted EcSA as a best practice. The National Association of Workforce Boards featured it at an annual convening.

Career Connect Washington

Career Connect Washington legislation passed in April 2019, along with significant funding to begin implementation. Program builders create, manage, and scale specific career-connected learning programs. Since it's begun, the program has funded 171 unique program builder proposals with 20 competitively-selected proposals funded using a total of \$3.1 million of PY24 WIOA Title I Statewide Activities funds. These program builders will provide professional services to industry, education, and workforce partners to assist them in building, scaling, and enhancing career connected learning programs. These programs will provide access to training, credentials, and career opportunities for populations with barriers to employment in the advanced manufacturing, agriculture, education, construction, health care, finance, information technology, maritime, cleantech, food services, creative economy and life sciences sectors.

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

The U.S. Department of Commerce awarded \$23.5 million of Good Jobs Challenge funds to the Washington Student Achievement Council to support sector-based CCW program expansion. USDOL awarded \$5.6 million of Apprenticeship Building America funds to Employment Security to develop new registered apprenticeship and apprenticeship preparation programs. Implementation of both projects continued during PY 2024 . Through the Good Jobs Challenge, CCW Sectoral Partnerships (many led by local workforce development boards) will train 5,000 Washingtonians and place more than 3,150 into good jobs. Apprenticeship Building America is on track to support the development and expansion of more than 20 registered apprenticeships and 10 recognized pre-apprenticeships.

Five years of WIOA Statewide Activities investments has grown CCW from a Governor's initiative into a comprehensive system supported by state appropriations and federal grants. The approach could be a promising practice for states seeking to scale public and private investment in work-based learning programs to better meet the needs of both young adults and industry

VII: Rapid Response activities

The Statewide Rapid Response Team (SRRT) strengthens relationships and collaborates across the state to provide effective, locally-driven Rapid Response services and strategic guidance to the 12 local workforce development boards. SRRT is composed of three entities:

1. WIOA required Rapid Response unit at Employment Security: made up of the Rapid Response manager, TAA operator, UI liaison, and Dislocated Worker Program manager.
2. Washington State Labor Council (WSLC): statewide labor consortium that participates in Rapid Response events, assists with trade application research, collaborates with the unions for represented worker groups in layoffs and closures, and provides Rapid Response services to all impacted workers irrespective of whether they are union represented.
3. Washington Workforce Association (WWA): a membership organization of the local workforce development boards that collaborates on statewide strategy and direction.

Rapid Response and layoff aversion activities

- Facilitated quarterly community of practice events to share best practices and resources, strategize how best to serve business and job seeker customers, and strengthen services across the state.
- Rapid Response/Business Services teams worked with businesses on recruitment and retention and layoff aversion including offering incumbent worker training (IWT), on-the-job training (OJT) candidates, and promoting SharedWork to businesses who will need to lay off staff temporarily due to business changes.
- Continued to train and upskill additional unemployment insurance and WorkSource staff to present at RR events.
- Rapid Response teams in five Local Workforce Development Areas present monthly public virtual sessions called Life After Layoff to increase access to Rapid Response for laid off workers. The UI recent applicant lists, social media, local news media, WorkSource, and employer to affected workers are all pathways for event promotion.
- In PY24 the Rapid Response system served 5,930 impacted workers from 1,857 businesses.

Strategies for linking Rapid Response recipients to American Job Centers

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

Business engagement, sector strategy and career pathways

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

Washington Expansion of WARN Letter Requirements

During the most recent session, the Washington State Legislature passed SB 5525. This new law provided for an expansion of the Worker Adjustment and Retraining Notification Act to Washington State law. This provided for the following:

- An employer of 50 or more full-time employees performing mass layoffs must provide:
 - written notice to subjected employees at least 60 days prior to separation.
 - written notice to Employment Security, including the names, addresses, and job titles of impacted employees, along with other information concerning the nature of the layoffs.
- Failure to follow this law is subject to a civil penalty of not more than \$500 for each day of the violation and requires back pay and benefits to impacted employees.

After the Governor signed the law, Employment Security and partner organizations began work on employer guidance and a letter system to in accordance with Washington state public records laws.

VIII: Wagner-Peyser Act activities

Job seekers and employers receive no-cost Wagner-Peyser services through a network of WorkSource centers, Affiliate and Connection sites across the state. Services include:

- job search and placement assistance
- recruitment and special technical services for employers
- re-employment services for unemployment claimants
- labor exchange services for workers notified of permanent or impending layoff
- referrals, financial aid application assistance for training/educational resources/programs
- outreach to certain seasonal workers without access to WorkSource center services
- development and provision of labor market and occupational information

Veterans receive priority of service and states can provide specialized assistance to other targeted populations such as individuals with disabilities, migrant and seasonal farmworkers, individuals who are justice impacted, youth, low-income individuals and older workers.

During the past 25+ years, Wagner-Peyser funding allocated to support statewide workforce services in Washington has remained stagnant and when adjusting for inflation, the buying power of this funding has decreased by 50%. This dramatic decrease negatively impacts Employment Security's ability to serve customers furthest from opportunity, as staffing levels have also decreased in proportion to available funding. Additionally, the cost of living, including salaries and benefits, have far exceeded the federal funding levels allocated to Washington. Lastly, Wagner-Peyser funding supports all customers, and the population of Washington has increased 36% from 5,911,439 in 2000 to 8,050,000 in 2025.

It is important to highlight these facts given the wide-ranging service delivery expectations of the Wagner-Peyser Act, particularly at a time when Washington state's economy is facing headwinds.

The reduced staffing levels supported by Wagner-Peyser funding impact individuals with barriers to employment. It is challenging to meet the ever-growing needs of customers coming into WorkSource offices, let alone provide outreach to communities so that individuals facing transportation, digital and other inequities can receive needed services where they live.

IX. National dislocated worker grants

National dislocated worker grant activities

Employment Security, in partnership with three local workforce development boards, applied for and received federal grant funds from the USDOL to help Washingtonians affected by the opioid crisis.

Figure 3: Opioid Crisis Disaster Relief Grant Funds

National health emergency, dislocated worker grant	Grant recipient	Grant period	Grant amount	Grant status
Opioid Crisis Disaster Relief	Pacific Mountain LWDB	11/01/2021 to 10/31/2024	\$1,785,474	Grant closed 10/31/2024
WA Southwest	Workforce Southwest Washington LWDB	9/27/2023 to 9/30/2025	\$1,427,124	Expended thru 6/30/25 \$897,449
WA Spokane	Spokane Workforce Council LWDB	9/18/2023 to 9/30/2025	\$992,363 first increment*	Expended thru 6/30/25 \$936,838

Source: Washington state, Employment Security Department, *Further increments of \$2,997,088 not awarded

Opioid Crisis Disaster Relief NHE NDWGs (TEGL 4-18 and 09-24)

These projects provide employment services to eligible people impacted by health and economic effects of opioid use disorder. Local boards expanded their regional partnership between Employment Security, local governments, nonprofit organizations, regional health networks, and higher education to provide individualized career, training, and support services. Individuals also received disaster relief employment placement to serve as peer recovery navigators for other participants.

- Opioid Crisis Disaster Relief NHE NDWG/Pacific Mountain LWDB/\$1,785,474: After receiving a no cost extension of the period of performance to Oct. 31, 2024, Pacific Mountain achieved 128% of contract enrollments (249 of 195) and employed participants at exit at a rate of 113% of goal (146 of 129).
- WA Southwest NHE DWG/Workforce Southwest WA LWDB/\$800,000: Through June 30, 2025, Workforce Southwest WA achieved 200% of contract enrollments (308 of 154) and employed more participants at exit than anticipated with 730% of goal (219 of 30)
- WA Spokane NHE DWG/Spokane Workforce Council LWDB/\$992,363: Through June 30, 2025, Spokane Workforce Council achieved 144% of contract enrollments (256 of 178) and employed more participants at exit than anticipated with 176% of goal (74 of 42). DOL denied an additional award submission request in January 2025 due to lack of available funding.

QUEST Disaster Recovery NDWG (TEGL 02-22)

USDOL awarded the State \$15 million for the QUEST Disaster Recovery National Dislocated Worker Grant (NDWG). The grant had an initial performance period of Sept. 26, 2022 through Sept. 30, 2024. Employment Security received a no cost extension of this award through Sept. 30, 2025. This grant supports individual, community and industry resilience as the nation prioritizes economic and employment recovery from the COVID-19 pandemic. Funds enhance ongoing workforce system efforts to empower our state’s unemployed and underemployed workers through worker and business

engagement and connecting job seekers with high quality jobs. Eleven of Washington’s 12 local workforce development boards received funds as subrecipients under the grant.

As of June 30, 2024, performance exceeded expectations, with enrollments statewide 192% of the goal (2,608 of 1360). Exits to employment exceeded the goal at a rate of 186% (1417 of 760), and statewide expenditures were \$14,568,063, or 97% of the total available funds.

Boeing Employment Recovery DWG (TEGL 09-24)

USDOL awarded the State a \$2 million Employment Recovery Dislocated Worker Grant (ER DWG). This grant responded to the Boeing Aerospace layoffs in the Seattle-King County and Snohomish Workforce Development Areas. Its period of performance is April 3, 2025 through Sept. 30, 2026. It supports impacted aerospace workers and supply chain employees return to high-quality jobs through a range of employment and training services. During the first quarter of implementation, Workforce Snohomish and the Workforce Development Council of Seattle-King County worked to develop outreach and business engagement plans and bring key partners on board to begin service delivery.

X. State best practices and needs

Washington’s workforce system has made progress in integration since 2018. There are local areas adopting effective practices such as warm handoffs, universal referral systems, cross-program coordination, and structured onboarding. Culture-building activities and shared trainings further strengthen trust and collaboration, enabling more seamless, customer-centered services. [The TAP plan](#) also highlights systemwide best practices, including sector partnerships, career pathways, apprenticeships, co-enrollment, supportive services, and skills-based hiring strategies that better align workforce, education, and industry needs.

Persistent challenges remain. Fragmented data systems, duplicative intake, and inconsistent reporting create inefficiencies and burden both staff and jobseekers. High caseloads, staff turnover, and funding instability weaken partner collaboration and strain service quality. Differences in program eligibility rules and uneven local capacity further complicate the “no wrong door” vision. Flat or declining resources continue to limit the system’s ability to invest in innovation, technology, and staff development at the scale required to meet labor market demands.

Appendix 1: Statewide performance reports

Washington's economy and labor market

Employment growth in PY 2024 continued to slow total employment growth from June 2024 to June 2025 increased by 2,100 or 0.1%. For reference, total employment growth in PY 2023 was 1.0%, following 2.8% in 2022 and 4.7% in 2021. During the recovery phase, 2020-2023, employment in most sectors expanded. Sector's employment shifted from growth to decline from June 2024 to June 2025. The sectors experiencing the highest 12-month growth included education and health services, transportation, warehousing and utilities, and leisure and hospitality. The industries experiencing the biggest losses included professional and business services, retail trade, and financial activities.

The statewide unemployment rate remained steady over the year. The unemployment rate at the beginning and end of the period was 4.5% and remained within the range of 4.3% to 4.5% each month. Over the year, the size of the labor force contracted by 34,638 people or 0.9%. The stable unemployment rate is reflective of slowing job growth. Both employed and unemployed workers had observable labor force losses.

Results for Title I-B and III programs

This section looks at specific statewide outcomes (participant counts, expenditures, employment and earnings) for Title I-B and III programs. We are providing notes which may help with interpretation. Federal deadlines and the need for prompt reporting mean that there are differences in the periods set for measures of year-long periods. Since these are outcome measures, they concentrate on participants who have left WIOA programs and do not include those who are still participating.

Employment rates fourth quarter after exit and median earnings measures calculations are for participants who exited between July 2022 and June 2023. While often called a program year, the table denotes the two-year span as the exit year. All metrics for participants who exited between July 1, 2022 and June 30, 2023, were that of July 1, 2023 and June 30, 2024. Federal employment rates four quarters after exit calculations are for participants who exited between January 2022 and December 2022.

Federal youth employment, education and training rates second quarter after exit and median earnings measures calculations are for participants who exited between July 2022 and June 2023. Federal youth employment, education and training rates fourth quarter after exit calculations are for participants who exited between January 2022 and December 2022.

There are a variety of reasons performance measures do not include all individuals who exited. For example, it does not include federal employment or self-employment.

Results for WIOA adults

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

The annual update of these analyses is underway. Find [data for participants exiting for the most recently available year](#) on the WTB website.

Unemployment insurance wage files examine employment rates and earnings among participants who left programs during recent program years. Data sources include the unemployment insurance agencies in Washington as well as those outside of the state. See results in *Figure A1.1*.

Figure A1.1: Employment and earnings of WIOA adult participants in fourth quarter after leaving program

Washington state, 2017 through 2023. Source: Employment Security Department/LMIR Division, PIRL

Performance measure by exit year	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Employment rate	66%	69%	59%	69%	70%	70%
Employees in full-time job	64%	60%	58%	55%	59%	59%
Median quarterly hours	470	450	430	420	440	440
Median hourly wage	\$26.49	\$26.86	\$25.10	\$24.33	\$26.82	\$27.91
Median annualized earnings	\$45,900	\$44,800	\$42,200	\$40,200	\$46,300	\$47,000

Note: These figures apply to those with employment reported one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service. We estimate these figures understate total employment by 10%. Full-time employment is averaging 30 or more hours per week; percent is of those employed. Earnings and wages have inflation adjustment to first quarter 2024 dollars.

Results for WIOA dislocated workers

In *Figure A2*, 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. Find the most [recent Dislocated Worker data](#) on the WTB website.

Figure A1.2: Employment and earnings of WIOA dislocated worker participants in the fourth quarter after leaving program

Washington state, 2017 through 2023. Source: Employment Security Department/LMIR Division, PIRL

Performance measure by exit year	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Employment rate	74%	73%	63%	71%	72%	71%
Employees in full-time job	72%	64%	60%	63%	63%	62%
Median quarterly hours	483	450	440	450	450	440
Median hourly wage	\$27.69	\$27.14	\$26.84	\$27.10	\$27.34	\$28.41
Median annualized earnings	\$52,600	\$48,600	\$46,800	\$50,000	\$48,500	\$49,400

Note: These figures apply to those with employment reported to the state's one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service. We estimate these figures understate total employment by 10%. Full-time employment: averaging 30 or more hours per week; percent is of those employed. Earnings and wages have inflation adjustment to first quarter 2024 dollars.

Results for WIOA youth

Figure A1.3 displays results for the WIOA youth programs. The WIA figures include both older and younger youth. Presented labor market results are for participants not enrolled in secondary education at exit. Find the [most recent youth data](#) on the WTB website.

Figure A3: Employment and earnings of WIOA and WIA youth participants in the fourth quarter after leaving program

Washington state, 2017 through 2023. Source: Employment Security Department/LMIR Division, PIRL

Performance measure by exit year	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Employment rate	66%	66%	61%	69%	68%	69%
Employees in full-time job	37%	32%	33%	33%	34%	33%
Median quarterly hours	320	300	320	320	330	330
Median hourly wage	\$16.51	\$17.43	\$18.14	\$18.31	\$18.68	\$19.35
Median annualized earnings	\$20,500	\$19,000	\$20,900	\$21,100	\$22,600	\$24,100

Note: These figures apply to those with employment reported to the state's one year after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10%. Full-time employment: averaging 30 or more hours per week – percent is of those employed. Earnings and wages have inflation-adjustment to first quarter 2024 dollars.

Annual and quarterly performance reports

[Annual and quarterly WIOA performance reports](#) are available on the Employment Security website. Statewide and regional reports are available as single quarter and rolling four-quarter reports.

Appendix 2: Evaluations, surveys and studies

Workforce Training Results background

Organizational unit responsible: Research Unit, WTB

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

State partners involved in planning and feedback: 12 local workforce development boards, 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. State set-aside funds pay for part of the cost of the evaluation.

Coordination with partners: WTB has worked with all the local boards 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. WTB produces results and makes them available for review each autumn.

Cooperation with DOL: All WTR analysis and results are 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 (WTB) conducts three evaluation studies on a staggered schedule. Two of the research studies focus on customer needs and satisfaction, while the other seeks to determine the return on investment for participants in workforce training and education programs, taxpayers, and society. These include:

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

We conduct the employer and participant surveys on a rotating basis every two years, while the Net Impact Study occurs every four to five years. We published the Employer Survey at the end of 2025, the Net Impact Study in early 2021, and the Participant Survey is currently under development with an expected publication data in 2026. The workforce training and education programs evaluated are:

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

These evaluations include WIOA Title I. WIOA state set-aside funds partially fund them. They are all used to assess customer sentiment, which we use as part of the continuous improvement process for one-stop certification process.

Net impact and cost-benefit evaluation of Washington's workforce development programs

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

The net impact and cost-benefit evaluation study is rigorous and detailed. While most evaluations of workforce system programs identify average participant outcomes like earnings and employment, this study takes it a step further by using a quasi-experimental design to estimate the causal relationship between programs and participant outcomes. The findings produce employment, earnings, and social assistance outcomes. We attribute them 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.

We contracted prior studies to third parties at significant cost. In 2018, the WTB's research unit successfully replicated findings from previous studies to determine the feasibility of bringing the study in-house, and within an acceptable level of staff time. It was possible to bring the study in-house due to

increased staff expertise and technical know-how in econometric research design, statistical programming, and project management. An independent review validated the evaluation methodology used. This new approach yields advantages such as:

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

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

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

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

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

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

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

The [complete report is available](#) on the WTB website.

Appendix 3: Title III – Wagner Peyser Act Program (Employment Services)

Service to Justice Impacted Individuals (JIs) continues to be an area of focus in Washington State and the WorkSource system.

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From PY2020 to PY2023, WorkSource (WS) staff served an average of just over 9,000 self-identified JIs. In PY2024, that number increased 17% to more 10,500, with more than 7,100 of those individuals receiving staff-assisted services.

Several factors contributed to these growing numbers:

- Greater focus on reentry – In March of 2024, the Employment Security Department hired a Reentry Manager to reestablish relations with the WA State Department of Corrections (DOC), a crucial partner, and further support reentry service delivery.
- Continued presence correctional facilities – Workshops continue at DOC facilities such as the Washington Corrections Center for Women (WCCW), Washington Corrections Center (WCC), and Coyote Ridge Corrections Center (CRCC), in addition to the Lewis County, Lynnwood City, and South Correctional Entity (SCORE) Jails. These ongoing efforts have consistently increased awareness of WS services for this population. WS staff delivered over 60 workshops in correctional location in PY2024.
- Executive Order (EO) activities – Former Governor Jay Inslee signed EO 24-03 for the Reentry 2030 initiative, which increased public awareness of the important role the workforce development system can play in helping incarcerated individuals successfully return to their communities.
- Internal and external virtual training – During the past year, we designed trainings and delivered them to staff and the public. Staff training on working with justice-involved individuals clarified service expectations and how to identify reentry barriers. Training offered to employers and job seekers during April’s National Second Chance Month provided connections to WorkSource and other resources.
- Increased reentry funding activity – Employment Security submitted a decision package (DP) to the state legislature in September 2024, seeking funding for designated reentry staff to work in and out of facilities. While the DP was unsuccessful, in March of 2025, it was used as

a framework for a successful Department of Labor grant application that resulted in an award of \$2.99M to perform individualized services in DOC and jail facilities across the state.

- Job and Resource Fairs - In PY2024, WS staff supported 21 second/fair chance and reentry-focused job and resource fairs, connecting 2,600 job seekers with over 400 employers—demonstrating strong engagement with the justice impacted community.

Finally, work continues with the Department of Commerce’s Statewide Reentry Council. The Reentry Manager is one of the co-chairs of the Council and is also co-lead on the Reentry 2030 Employment Subcommittee. This team is working toward EO 24-03’s goal of 40% employment within six months of DOC release.

All these efforts are contributing to greater public and partner awareness of reentry capabilities within the WorkSource system. Through targeted support, strategic partnerships, and unwavering belief in second chances, we remain committed to empowering justice-impacted individuals to reclaim their futures and thrive in meaningful employment.

Reentry success story:

After serving eight years of incarceration, Alicia was released in early 2023 and struggled to find employment due to her limited work history and felony record. Seeking a fresh start, she turned to her local WorkSource, where an Employment Specialist helped her uncover a passion for hands-on work and guided her into the WIOA Adult program. With funding secured, Alicia enrolled in a pre-apprenticeship construction training, gained carpentry skills, and connected with union mentors. She successfully transitioned into a registered apprenticeship with a regional carpenters’ union and now earns over \$28 per hour with full benefits and a promising career path.

Additional success stories:

Patience, resources lead to new opportunity

A WorkSource staff member supported a WorkFirst customer facing multiple employment barriers. Despite frequent interviews, she struggled to secure a job and grew discouraged. The staff member encouraged her to stay motivated and helped rebuild her resume. She was referred to LinkedIn Learning and assisted in obtaining a library card for free course access. She enrolled in Java Oracle classes to pursue a data coding certification. With tailored job leads and consistent coaching, she met her participation goals and remained committed. Eventually, she secured a full-time cashier position starting at \$17.42/hour, with benefits and advancement opportunities. She expressed gratitude for the support.

A Customer's Journey: Phong's Story

Phong, a longtime Camas resident and father of two, was laid off from HP after years of success. He had an MBA, strong experience, and a solid resume—or so he thought. Initially reluctant to engage with WorkSource, he took a chance and met with Pam. “She used to be a recruiter,” Phong recalls. “I showed her my resume, and she gave me incredible feedback. I updated it, changed the keywords, and within three days I had three interviews.” Three months later, Phong accepted a job at Intel with a 60% salary increase. He was so moved by Pam’s support that he returned to say thank you in person. “There’s no prejudice in terms of what you know or don’t know,” he says. “Everyone wanted to be helpful—and I found that very satisfying.”

Testimonial from a satisfied participant in Strategies for Success life skills classes

“Although I did not get an interview for any of the 6 WA state roles (WorkSource & ESD) I have applied for... I'm very grateful and appreciate the opportunities to learn & apply your learning concepts from the workshops and our 1 on 1 interactions. Now, more great news. I have found a new job with a bigger firm, doing what I love (working with people & accounting). Having prepped for my interviews using your concepts, the interview flowed more naturally (less transactional). When I was asked about salary, I told them "I love being an AR SME & working with people so much, that I'll do it for free... But if you need a number, then..." I gave them a middle range. Within 1 hour after the in-person interview (with 7 people), they offered the job with maximum salary (exceeding my previous employers).”

Appendix 4: Veterans and military families

The Veterans and Military Families Program, funding by the DOL-VETS Jobs for Veterans State Grant (JVSG), provide a variety of services to help eligible veterans, spouses, transitioning service members, and additional populations who want one-on-one career coaching to move forward toward employment.

Priority of Service

Veterans with at least one day of active duty served in any military branch (with a discharge of other than dishonorable), and eligible spouses (including widows and widowers) are eligible for Priority of Service (POS). Priority of service means veterans and eligible spouses are entitled, by law, to precedence over non-covered persons for services, including those offered through WIOA. Of the approximate 93,238 job seekers served by WorkSource centers and affiliates, 6,531 (7.0 percent) were eligible for POS.

YesVets

[YesVets](#) is a statewide partnership that includes [Washington State SHRM](#), the [Washington Department of Veterans Affairs](#), the [Department of Commerce](#), the Employment Security Department, and the [Washington State Military Transition Council](#). This year, Employment Security's statewide Local Veteran Employment Representative (LVER), a key member of the Virtual Services team, led the coordination of five YesVets hiring events. Among them, the Annual Hire-A-Vet Day job fair at Mt. Tahoma High School stood out—connecting skilled job seekers with employers ready to hire, while also honoring the Employment Security commissioner's Hire-A-Vet Employers of the Year in small, medium, and large business categories. Across all five YesVets events, 315 employer representatives and veteran resource organizations participated, resulting in 1,062 veteran registrations and a 73 percent attendance rate (775 attendees). Since its launch in 2016, YesVets has grown to include 2,563 Washington employers and has documented 8,057 veteran hires—518 of which occurred during this program year alone.



Commissioner Cami Feek and the Employment Security team pose in a World War II era Jeep in front of Mt. Tahoma High School for the annual YesVets Hire-A-Vet Day job fair. Pictured L-R: Nino Gray (ESD), Gary Lott (WDVA), Terry Westhoff (WDVA), Sam Mitchell (ESD), Cami Feek, and Ismailia "Ish" Maidadi (ESD).

Transition assistance

WorkSource centers aligned with Washington’s five primary military installations—Fairchild Air Force Base, Joint Base Lewis-McChord (JBLM), and Naval bases Everett, Whidbey Island, and Kitsap—continue to provide on-site support for transitioning service members (TSMs). 0.5 FTE Disabled Veteran Outreach Program (DVOP) and 0.5 FTE Labor Exchange (LEX) staff support Fairchild AFB. JBLM receives 4.0 FTE LEX support, and neighboring the base, 2.0 FTE DVOPs are stationed at the American Lake VA Medical Center. This strategic location improves access for veterans unable to reach JBLM and offers TSMs a convenient off-base option to explore career pathways with DVOP guidance.

Each of the offices supporting the three Navy bases provides regular engagement through Transition Assistance Programs (TAP), Capstone events, and other transition-related activities. All locations also assist military family members through warm handoffs that connect them to the American Job Center (AJC) nearest their future home—whether in or outside Washington state. New this year, the Off-Base Transition Training (OBTT) pilot program—also funded by DOL-VETS (alongside TAP and JVSG), has expanded support for veterans and their spouses, including those from the National Guard and Reserves. OBTT offers free virtual and in-person employment workshops, including those hosted at WorkSource centers across the state. These workshops help bridge gaps for those who didn’t attend TAP, covering topics like military-to-civilian resumes, LinkedIn strategies, labor law awareness, career exploration, and employer engagement.

This added resource strengthens our commitment to ensuring all who’ve served—and their families—receive the support they need to successfully transition into civilian employment.

The JBLM “inside-the-gate” WorkSource affiliate continues to lead the way in delivering proactive career support to military personnel and their families, while also gaining national recognition as a model for other states aim to emulate. A notable achievement during this period was receiving the Mark Sanders Award at the National Association of State Workforce Agencies’ (NASWA) 11th Annual Veterans Conference in Washington DC, marking the second time that team JBLM has received the award. The Mark Sanders Award recognized team JBLM’s efforts in revamping the ambassador program to increase engagement with transitioning service members across the military installation as well as implementing new digital literacy workshops to address employment barriers faced by veterans, military spouses, and transitioning service members.

In addition, Team JBLM advanced their support for transitioning service members by evolving the “Translating Military Skills” workshop into a more robust and informative experience. Drawing on customer feedback, the workshop was reimaged to provide deeper insights into skill translation and civilian career alignment. This transformation led to the creation of a new, expanded offering—“Service to Success: Your Civilian Job Search Guide”—which equips participants with practical tools and strategies for navigating the civilian employment landscape. This workshop recognizes the need to help

transitioning service members and veterans better understand the job search process and dispel common job search misconceptions. This unique curriculum addresses the complexities of today's job market and provides a clear, step-by-step framework. It helps participants understand the job search process and ensures they are equipped with the tools and knowledge needed to navigate their career transition with confidence.

Individualized case management

The JVSG Case Management model used in Washington State primarily relies on veterans and eligible persons screening at the various entry points in a WorkSource location, to determine eligibility for an appropriate referral to a DVOP or Consolidated Veteran Service Representative (CVSR). Of the 6,531 POS-eligible customers served, 3,856 (59.0 percent) met at least one criterion for DVOP or CVSR eligibility. In PY 2024, DVOP and CVSR case managers provided individualized services to 1,338 eligible customers. A total of 904 enrolled on a DVOP or CVSR caseload (67.6 percent), including customers referred through the U.S.

Department of Veteran Affairs Veteran Readiness and Employment program (149 referrals, 16.5 percent) and those carried in from the previous program year. Additionally, 47 (6.2 percent) were co-enrolled in either Adult or Dislocated Worker programs, allowing DVOPs and CVSRs the ability to leverage resources internal to WorkSource to assist these customers to reach their employment goal. Of all the 904 DVOP case-managed customers, 685 (75.8 percent) were employed within their first quarter after exit.



Employment Security Commissioner Cami Feek, DOL-VETS Washington Director Shannon Langley, EMPLOYMENT SECURITY Regional leadership and veterans and Military Families Program staff come together in Yakima for the annual Serving Those Who Served conference and JVSG education summit.

WorkSource changes veteran's life

Veteran Success Story: Jeff's Return to Technical Excellence

In the city of Bellingham, Navy veteran Jeff was determined to reenter the electronics field after years away. Having served six years in the Navy as an Electronics Technician (ET), he was eager to reconnect with the technical work that had once defined his military career. After a long gap from the industry, Jeff turned to WorkSource for guidance—launching a journey marked by resilience, resourcefulness, and strategic support.

Jeff was first referred to Veteran Services in December 2024 by WorkSource Whatcom front-end staff. At his initial meeting with DVOP Paul Pelot, Jeff shared his goal of returning to electronics. Though he didn't have a vehicle, Jeff had stable housing and relied on public transit to navigate his job search. Paul connected him with vital resources—including the BFET (Basic Food Education and Training) program.

Through BFET, Jeff received support including bus passes, a toolbox, and electronic tools—practical assets that helped him take meaningful steps toward employment. Together, he and Paul refined his resume and explored local job opportunities.

From the beginning, Jeff's professionalism and communication skills stood out. His confidence, technical knowledge, and articulate demeanor made him a strong candidate. Less than two months after meeting with his DVOP, Jeff secured a position at Energy System as a Test Technician in January 2025, earning \$29.80 per hour—\$62,000 annually—with full benefits.

Jeff's success is a testament to the power of perseverance and the support provided by co-enrolling in multiple workforce programs within the WorkSource AJC. His journey underscores the importance of personalized guidance and flexible pathways—especially when veterans navigate complex transitions and seek to reconnect with their professional roots.

Veteran Success Story: Crossing Borders, Building Futures – Daniel's Journey

Daniel, a U.S. Army officer veteran residing in Idaho, came to WorkSource Spokane in 2024 seeking support in his transition to civilian employment. Like many veterans living in state-border communities, Daniel crossed into Washington to access services—drawn by the state's robust workforce system, higher wages, and specialized staff trained to support veterans with significant barriers to employment.

He connected with DVOP specialist Kodie Misiura, who immediately recognized Daniel's motivation and potential. Together, they explored career pathways, refined his resume, and discussed options for further education. Kodie referred Daniel to the VA's Veteran Readiness and Employment (VR&E) program, which supports veterans whose service-connected disabilities prevent them from continuing

in the type of work they performed in the military. Through VR&E, Daniel was accepted into an MBA program, allowing him to retrain for a new career field while continuing his job search.

With Kodie's guidance and knowledge of available resources, Daniel also earned his Project Management Professional (PMP) certification through Mission43, an Idaho-based veteran-focused nonprofit. Balancing graduate studies, certification efforts, and a focused job search, Daniel remained persistent and engaged throughout the process.

In May 2025, his efforts culminated in a successful interview for a Project Manager role at St. Luke's Magic Valley Medical Center in Twin Falls, Idaho. He was offered the position and began his new career on June 16, 2025, earning over \$99,000 annually. Daniel continues his VR&E-funded MBA studies while thriving in his new role, building a strong foundation for upward mobility.

While Daniel's employment outcome occurred in Idaho, his journey was shaped by the dedicated support he received from Washington's DVOP staff. This success story highlights the impact of cross-border collaboration, where Washington's workforce professionals extend their reach to neighboring veterans—ensuring that geography doesn't limit access to meaningful employment services.

Daniel's experience is a testament to personalized support, strategic career planning, and the resilience of veterans navigating complex transitions. It also reflects the broader value of DVOP services in helping veterans achieve lasting success—whether in Washington or beyond.