

# 2019 Washington State Workforce Innovation and Opportunity Act Title I and Title III

WIOA Youth  
WIOA Adults  
Wagner-Peyser  
Veteran Services  
Policy Development  
Program Performance  
Programs and Services  
Workforce Development  
WIOA Dislocated Workers



**PY2019**  
**WIOA Annual Report**  
**November 2020**

*Submitted by:*

Workforce Training and Education Coordinating Board,  
Washington State Employment Security Department and  
Washington's Workforce Development Councils



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# Section I – Workforce Innovation and Opportunity Act in Washington State

## Introduction

Last year, 90,074 Washington residents received help getting a job through the many services at one of the 40 WorkSource offices and affiliate sites located throughout the state. They came with a range of backgrounds and experiences: low-income youth and adults struggling to support themselves, workers displaced by a changing economy and veterans returning home from war. Most needed help connecting to unemployment insurance benefits and assistance in determining next career steps. Others needed more basic, individualized or training services to overcome barriers to meaningful employment. One of the primary funding sources for these basic, individualized or training services is the federal Workforce Innovation and Opportunity Act (WIOA) Title I program, which has funded activities in Washington since July 1, 2015. This report provides an in-depth look at the impact those funds have had in Washington in Program Year 2019 (PY2019), July 1, 2019 to June 30, 2020.

## What is the Workforce Innovation and Opportunity Act?

The Workforce Innovation and Opportunity Act of 2014 establishes the structure and relationship between national, state and local workforce investment activities. It came into full enactment in the summer of 2016.

In PY2019, the U.S. Department of Labor (USDOL) allocated \$67,729,621 in WIOA Title I formula funds to Washington for employment and training services designed to benefit employers, dislocated workers, disadvantaged adults and low-income youth. USDOL allocated \$15,040,605 in Wagner-Peyser funds to provide specialized attention and services to individuals with disabilities, migrant and seasonal farmworkers, ex-offenders, youth, minorities and older workers.

## Overview of Washington's workforce development system

Washington's workforce development system is a coordinated and collaborative network of services, programs and investments with a shared goal of improving the skills of the state's workforce to fill available jobs. This network strives to create the workforce needed by business and industry. It further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment. These services are coordinated through WorkSource, the state's one-stop delivery system. Primary funding for WorkSource operations and many of the WorkSource basic and individualized services is provided by the Workforce Innovation and Opportunity Act Title I and the Wagner-Peyser Act of 1933, which was amended under Title III of WIOA.

The public workforce system is an integrated network of partners, services, programs and investments that function to support economic expansion and develop the talent of our state's workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, philanthropists, organized labor and community leaders to foster economic development and high-growth opportunities in regional economies. This system exists to help businesses find qualified workers to meet their present and future workforce needs.

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

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

## State and local roles

The Workforce Training and Education Coordinating Board (Workforce Board) serves as the state's Workforce Development Board and manages performance accountability for WIOA. The core business of the Workforce Board is to coordinate state policy and state strategic planning for the workforce development system, evaluate results and facilitate demonstration projects that test innovations and ideas.

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

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

WDCs are the local leaders, conveners and managers of the WorkSource system through which WIOA and non WIOA-funded programs are accessed. They are the strategic visionaries for local implementation of WIOA funds. There are 12 WDCs in Washington, and each is private industry led and locally focused. Council members are appointed by Chief Elected Officials (CEOs), and councils are certified by the Governor. CEOs are the local area WIOA Title I grant recipients. CEOs direct their WDC's staff to administer the funds and oversee the area's workforce development system to most effectively respond to the local economy and needs of local citizens. WDCs 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. WDCs are the system's portal into the business community and are responsible for facilitating multiple interagency projects and programs.

## WIOA Title I and Title III program descriptions

### WIOA Title I Youth Program

**Who is served:** Youth must be between 14 and 24 years old, low income (WIOA allows for a 5 percent exclusion) and meet other criteria described in the WIOA, such as a need for additional assistance to complete an educational program or to secure and hold employment. To qualify as low income, a person must be a welfare or food stamp recipient, homeless, a foster child, or have a family income below 70 percent of the lower living standard income level – \$12,490 per individual or \$34,267 for a family of four.

**Participation:** 3,027 young people were served by the Workforce Innovation and Opportunity Act Youth Program between July 1, 2019 and June 30, 2020.

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

### WIOA Title I Adult Program

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

**Participation:** 19,708 participants received career services, and 2,049 participants received training services by the WIOA Adult Training Services Program between July 1, 2019 and June 30, 2020.

**Program description:** The program prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services. Services are coordinated through the state's one-stop career center system, WorkSource. Basic services include skill assessment, labor market information, consumer



reports on training programs and job search and placement assistance. Individualized and training services include more intensive assessments, work experiences and occupational skills training. Priority is given to veterans and eligible spouses, low-income individuals and recipients of public assistance.

### **WIOA Title I Dislocated Worker Program**

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

**Participation:** 6,772 participants received career services, and 1,955 received training services through the WIOA Dislocated Worker Program between July 1, 2019 and June 30, 2020.

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

### **WIOA Title III Wagner-Peyser Program**

**Who is served:** Specific eligibility guidelines are described in the WIOA. Through Title III, basic and individualized career services are offered and are available to anyone who is legally entitled to work in the United States regardless of age or employment status. A veteran or his or her eligible spouse has a priority to receive such services.

**Participation:** 90,074 participants were served under Wagner-Peyser with 88,540 having received career services between July 1, 2018 and June 30, 2019. Furthermore, 2,410 Wagner-Peyser participants received training services funded by other programs.

**Program description:** The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices, known as the Employment Service. The Employment Service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. The Wagner-Peyser Act was amended in 1998 to make the Employment Service part of the one-stop delivery system under the Workforce Investment Act. In 2014, the Wagner-Peyser Act was amended again under Title III of the Workforce Innovation and Opportunity Act. The Employment Service under the Workforce Innovation and Opportunity Act builds upon the previous workforce reforms, requires colocation of the Employment Service offices into the nearly 2,500 American Job Centers nationwide, and aligns performance accountability indicators with other federal workforce programs. Wagner-Peyser basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized services include career and vocational counseling.

## Section II – WIOA and What is Working Well

### Washington's labor market

#### Labor market stays strong but hiring slows

The virus known as COVID-19 entered the country from abroad in early 2020 and quickly began spreading. Efforts undertaken throughout the country to contain the virus brought the longest economic expansion to an end. Before then, job growth had been steady and labor markets had been tight. The U.S. unemployment rate had reached a 50-year low of 3.5 percent in February, while Washington state's unemployment rate descended to a historical series low of 3.8 percent the same month.

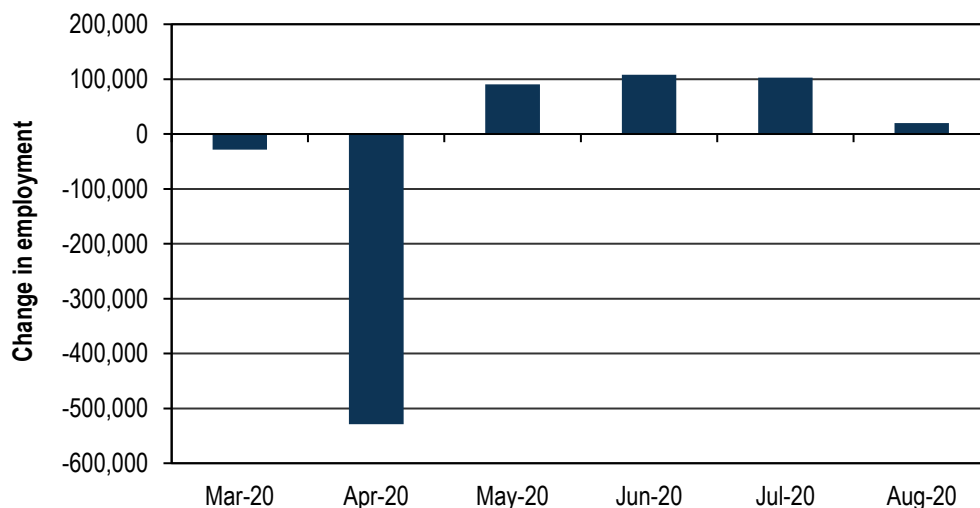
Washington was the first state to detect a case of COVID-19 after a Snohomish clinic administered treatment to an individual who had reported symptoms in mid-January. Shortly after, the disease began to spread through the immediate communities. Governor Inslee implemented emergency measures in early March limiting social gatherings in King, Snohomish and Pierce counties, including closing schools. Additional efforts to slow the spread of COVID-19 extended to other parts of the state which quickly shut down much of the economy, leading to massive job losses. Employers cut nearly 557,000 payroll jobs from February to April, with most of the jobs lost in leisure and hospitality, as most bars and entertainment venues closed with restaurants only permitted to provide take-out service. The unemployment rate jumped to 16.3 percent in April from 3.8 percent in February before retreating to 8.5 percent in August.

Shelter-in-place restrictions were gradually eased in May allowing many shuttered businesses to reopen. Economic activity along with hiring bounced back and has carried over into August. This has allowed the Washington labor market to recover nearly 58 percent of the jobs lost from February to April. The 19,800 jobs (preliminary) added in August marked the fourth straight month of job gains, but represents a step down from the prior three months in which job growth averaged 100,000.

**Figure 1. Monthly employment change, seasonally adjusted**

Washington state, March 2020 through August 2020

Source: Employment Security Department/LMEA; U.S. Bureau of Labor Statistics



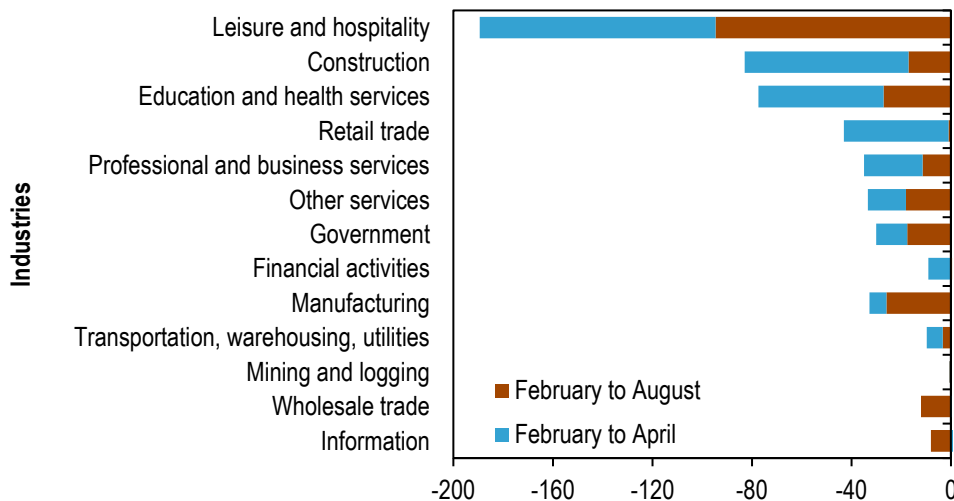
The major industries that were most affected by closings and social distancing were those that require a high degree of customer contact. Leisure and hospitality, which includes entertainment activities, accommodation, and food services and drinking places, experienced an employment decline of 55 percent from February to April, accounting for 34 percent of all jobs lost by the state during that period. Other sectors, such as construction, education and health services, retail trade and administrative positions in professional and business services, were also hit hard.

On an overall basis, 58 percent of the jobs lost during March and April have been recouped. Some industries have fared better than others. Hiring has snapped back in construction, financial activities, and the logistics sector. Retail trade has recovered most of the jobs it lost since February, with many jobs shifting to home and garden stores, and online shopping. The leisure and hospitality sector has rehired half of the workers lost during the lockdowns. Declines in employment in aerospace products and parts manufacturing have lingered as airlines have reduced flights in response to fewer passengers looking to secure air travel.

**Figure 2.** Estimated employment change by industry, thousands, seasonally adjusted

Washington state, February to April 2020 and February to August 2020

Source: Employment Security Department/LMEA; U.S. Bureau of Labor Statistics, Current Employment Statistics



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

## Talent and Prosperity for All, the strategic plan for unlocking Washington’s workforce potential (2020–2023)

Enacted in 2014, the federal Workforce Innovation and Opportunity Act (WIOA) required Washington to develop a strategic plan for workforce development as a condition of receiving federal funds. On October 27, 2014, Governor Jay Inslee designated the Workforce Training and Education Coordinating Board (“Workforce Board,” or “Board”) as Washington’s strategic board responsible for coordinating implementation of the Workforce Innovation and Opportunity Act of 2014 (WIOA) in Washington.

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

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

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

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

*TAP* emphasizes opportunities to streamline services for job seekers in an integrated and coordinated way, reducing waste and helping people quickly connect to the education and training they need to find their footing on a career pathway. The plan set goals designed to strengthen sector-based partnerships with employers to identify and address skill gaps, and affirms a commitment to eliminating accessibility barriers for all, including communities of color, immigrant and refugee communities, the disabled, older job seekers, veterans and other vulnerable populations. The team effort that went into the creation of *TAP* reflected a new level of communication, collaboration and cooperation among state agencies.

## WIOA strategic planning and implementation committees, structure and process

Shortly after Governor Inslee charged the Board with coordinating WIOA implementation statewide in October 2014, the Board established a Steering Committee co-chaired by Gary Chandler and Jeff Johnson (business and labor representatives) that coordinated the process of developing the state's strategic plan for workforce development, *Talent and Prosperity for All*.

The Steering Committee was seated near the end of 2014. The Steering Committee chartered three sub-committees (*Sector Strategies and Business Engagement*, *Performance Accountability*, and *Education Pathways Through Integrated Service Delivery*) co-chaired by leaders from the business community and organized labor. Each committee brought together policymakers, subject-matter experts, and service providers to develop recommendations that would transform our workforce system, resulting in *TAP*'s four strategic priorities:

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

Subcommittees began meeting almost monthly throughout 2015 to develop recommendations to the Board that would be integrated into the eventual state strategic plan. Beginning October 2015, representatives from each of the core and partner programs committed to joining the *TAP* plan engaged in drafting the required operational elements required of each specific program. In March 2016, the Board submitted the plan to the relevant federal agencies. *TAP* was approved by the federal agencies during the summer of 2016. Since approval, the Board has coordinated a network of five implementation committees charged with accomplishing goals assigned from the plan.

The state took the strategic priorities out to eight public forums, seeking input from more than 400 participants. A writing team of core and strategic partners met weekly to develop the full strategic and operational plan. The plan was released for a 30-day public comment period in January 2016. It was taken to the Board for final approval in February 2016, approved by Governor Inslee, and submitted through the federal plan submission portal to federal partners in March 2016. The plan was subsequently approved in the summer of 2016, and updated and reapproved (as further described) in 2018.

## Implementation

Upon submission of the plan, the Workforce Board approved an implementation process, following the successful committee structure used within planning. The strategic decision making, performance, accountability and oversight of progress toward the goals within *TAP* remain with the Board. As of fall 2018, five implementation committees are actively working under the Board's coordination to implement elements of the *TAP* plan's goals, or to produce policy recommendations for the Board's consideration:

- Barrier and access solutions
- Professional development



- Integrating service delivery
- Common intake process
- Performance accountability and data sharing

After initially creating a sixth committee to focus on business engagement, the Board acted in September 2017 to dissolve the *Business Engagement* committee's independent membership and assume its responsibilities at the Board level. As such, exploring innovative business engagement approaches became a key Board focus throughout 2017 and 2018.

Each committee's work is guided by a process charter with defined goals, milestones and measurable outcomes. Implementation reports are a standing agenda item for all Board meetings (implementation updates may be found hyperlinked in each Board meeting agenda, available at: <https://www.wtb.wa.gov/workforce-board/board-meetings-agendas>). The Board provides ongoing support and will address policy recommendations and issues as they arise.

## Entering a new planning cycle for TAP 2020

As the state embarks on a new strategic planning process at the four-year mark of WIOA, the Board has met repeatedly to assess the progress of plan implementation and prioritize staff efforts on the next version of *TAP*. Following the June 2019 Board retreat, the Board recommitted to the original goals in *TAP* and the overarching strategic priorities of the plan: integrating service delivery, improving business engagement, ensuring accessibility and empowering barrier removal, and creating a navigable performance accountability system and related tools. The Board has directed staff to focus the next iteration of *TAP* on integrating service delivery, but wishes to continue pursuing work in all four priorities. Additionally, the Board has charged staff with prioritizing equity in all aspects of the *TAP* 2020 plan, and to develop and include strategies specifically designed to improve the economic vitality of Washington's rural areas.

The Board, in early 2019, elected to pursue a combined plan as the state did in 2016. The Board also voted to integrate the state's Perkins V plan into the Combined State Plan submission.

## CareerBridge.wa.gov and the Eligible Training Provider list

The Workforce Board manages the state's Eligible Training Provider (ETP) list and annually reviews the minimum performance standards used to evaluate each training program and determine eligibility from one year to the next.

Current minimum standards set by the Workforce Board are as follows:

- Completion rate – 20 percent
- Employment rate – 50 percent
- Earnings – \$3,943 in a calendar quarter

ETP programs are listed on the Workforce Board's Career Bridge website (<http://www.careerbridge.wa.gov>). This website provides detailed information on over 6,500 Washington education and training programs, including apprenticeships. This includes both ETP-eligible and non-ETP eligible programs. Career Bridge provides easy access to state labor market data and a variety of career exploration tools. The site also allows visitors to sign in and register, and save their searches to a personal dashboard.

Career Bridge clearly displays the employment and earnings outcomes of graduates of each training program, when data are available. The site also displays the industries where program graduates found jobs and provides a demographic snapshot of program participants – including age, gender, ethnicity and education level. These statewide educational “consumer reports” are one reason the site won a National Innovation Award from the Council of State Governments in 2010.

Career Bridge also provides occupation-specific wage and demand information directly from the state's *labor market information* website so users can view whether an occupation is growing and how much it pays before seeking training. Career Bridge averages over 27,500 monthly visits. Over the course of the program year, the website had over 5.2 million page views.

## State policy development

Program Year 2019 saw the development and issuance of 31 state-level WIOA Title I and WorkSource System policies and WorkSource Information Notices (WINs) (see *Figure 3*).

**Figure 3:** WIOA Title I and WorkSource System Policies and WorkSource Information Notices (WINs) issued in PY2019

No.	Title	Issue Date
<b>PY19</b>	<b>WIOA Policies</b>	
5406	WIOA Title I Administrative Sanctions	12/10/19
5255	WIOA Audit Requirements, Reports, and Resolutions	1/27/20
5280	Indirect Cost Rate Proposals and Cost Allocation Plans	1/28/20
5200	Fiscal Definitions	3/11/20
5607	Incumbent Worker Training	3/25/20
5621	Incentive Payments to WIOA Title I Participants	4/16/20
<b>PY19</b>	<b>WorkSource System Policies</b>	
1011	CASAS for Basic Skills Deficiency	11/1/19
<b>PY19</b>	<b>WorkSource Information Notices (WINs)</b>	
0098	Measurable Skill Gains (MSG) Guidance for ETO	9/16/19
0097	Federal Public Charge Rule/Test and WIOA (One-Stop) System Services	10/14/19
0099	Changing Local Employment Center (WorkSource office) information in the UTAB system	11/7/19
0100	School Status at Exit for WIOA Title I Youth Participants	12/19/19
0101	New Requirement for Unemployment Insurance Claimants to Enter Work Search Contacts in eServices	2/13/20
0102	Unemployment Insurance (UI) and Paid Family and Medical Leave (PFML) resources and assistance available to employers and workers during the COVID-19 emergency	3/13/20
0056	Lower Living Standard Income Level by Family Size	3/31/20
0103	Disbursement of unobligated PY19 Statewide Rapid Response funds to supplement local PY19 Increased Employment contracts	4/9/20
0104	Temporary suspension of the requirement on local workforce development boards to obligate at least 80 percent of WIOA Title I-B formula grants in Program Year 2019	4/10/20
0105	Temporary suspension of state enforcement of the minimum 20 percent work experience expenditure requirement for local WIOA Title I-B youth formula grants for PY19	4/10/20
0106	Temporary suspension of Reemployment Services and Eligibility Assessment (RESEA) program due to COVID-19 emergency	4/17/20
0107	Temporary suspension of WorkSource System Policy 1101 (CASAS for Basic Skills Assessment) to allow alternative documentation of basic skills deficiency in WIOA Title I-B programs	4/17/20
0108	Temporary suspension of the 30 percent limit on transfers of formula grant funds between the Workforce Innovation and Opportunity Act (WIOA) Title I-B adult and dislocated worker programs to allow up to 100 percent transferability	4/17/20
0109	WIOA Title I-B verbal self-attestation and remote eligibility documentation and registration requirements during the COVID-19 emergency	5/8/20
0110	Allowance and procedures for Local Workforce Development Boards to expend above 10 percent and up to 20 percent of PY19 WIOA Title I-B formula funds on administrative costs related to the COVID-19 emergency	5/19/20
0111	Temporary suspension of prohibition on food as a supportive service for WIOA Title I-B youth program participants	6/3/20
0081	WIOA Title I and III procedures for creating accounts in Efforts to Outcomes (ETO) when individuals do not provide Social Security Numbers	6/9/20
0112	Program Year 2020 and Fiscal Year 2021 Workforce Innovation and Opportunity Act Title I and III Allotments to the State and Local Workforce Development Areas	6/10/20
0042	PY 2019 Self Employment Training Demand Targets	6/11/20

No.	Title	Issue Date
0073	WIOA Operating Guidance Issued to Date by DOL Through TEGLs, UIPLs, and TENs	6/18/20
0113	New State and Federal COVID-19 Guidance Page	6/22/20
0114	COVID-19 Disaster Recovery Dislocated Worker Grant (DRDWG) Guidance and Instructions	6/25/20
0077	WorkSource Services Catalog	6/25/20
0096	Program Year 2019 and Fiscal Year 2020 Workforce Innovation and Opportunity Act Title I and III Allotments to the State and Local Workforce Development Areas	6/26/20

These policies and others that apply to the WIOA Title I program can be found under the Policy tab on the Workforce Professionals Center website at <https://wpc.wa.gov/policy>.

## Governor's Statewide Activities funds

### Career Connect Washington Prototypes

Career Connect Washington Prototypes launched statewide in 2018, awarding more than \$10.4 million to all 12 of Washington's Workforce Development Councils (WDCs). These prototypes expanded youth registered apprenticeship, comprehensive internship, and career connected learning experiences in science, technology, engineering and math (STEM) and other high-demand fields – with a focus on low-income, rural and youth of color.

Each local initiative was led by a team that included business, labor, schools, WDCs, STEM networks, state agencies and service providers. A review team, consisting of five state agencies, a statewide private sector nonprofit, and the Governor's office, assessed performance each quarter, provided unified leadership, and made funding decisions. The Employment Security Department (ESD) managed the local contracts on behalf of the state team. State team partners also contributed leveraged funds to the local initiatives, amounting to over \$12 million statewide.

The statewide goal was to move 15,000 youth into career connected learning opportunities, including 1,500 in comprehensive internships or youth registered apprenticeships. At the conclusion of the project on March 31, 2020, the 12 WDCs reported: 3,540 youth comprehensive internships and apprenticeships; 352 adult apprenticeships; and more than 82,000 career connected learning experiences for youth.

These 12 pilots served as prototypes for the permanent Career Connect Washington system that was established by the Washington state Legislature in 2019. The Legislature committed state funds to the expansion of career connected learning, and the Governor allocated an additional \$4 million of PY2019 Statewide Activities funds to the development and scaling of high-quality programs that will prepare participants to succeed in our state's booming economy.

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

The Career Connect Washington partnership has built a statewide coalition of regional networks, intermediaries (i.e., program builders), industry associations, career connected learning coordinators within the K-12 system, and industry champions; a program endorsement process; and a grant program including four rounds of intermediary grants to expand earn-and-learn opportunities for Washington's young people. More than 150 programs are serving thousands of young people at every level of the career connected learning continuum – Career Explore, Career Prep, and Career Launch. The partnership has exceeded its Year 1 enrollment target of 8,400 by 19 percent and is on track to meet its two-year goals.

Career Connect Washington aims to ensure that 100 percent of students complete Career Prep and Career Explore activities and that 60 percent of students complete a Career Launch program before the high school class of 2030 is 30 years old.

A cross agency workgroup is responsible for coordinating agency functions and external partnerships to scale up and expand high-quality career connected learning opportunities in communities across the state. Career Connect Intermediaries create, manage, and scale specific Career Connected Learning programs. Intermediaries managing active programs are responsible for increasing both enrollments and scale; intermediaries developing new programs are responsible for designing new endorsement-ready Career Launch or Career Prep programs based on the skills and competencies required by employers in the region.

Industry and philanthropic leadership provide critical feedback from a private sector perspective on Career Connect Washington work. This structure helps ensure that industry voice is represented throughout the system, to include national funders who contributed \$3 million for 2018 and 2019 to support Career Connect Washington.

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

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

Economic Security for All (EcSA) develops replicable models to measurably reduce poverty. Funds were awarded to four local partnerships in July 2019 – each led by a local WDC – to pilot locally-developed models which intend to help more families receiving Supplemental Nutrition Assistance Program (SNAP) benefits move out of poverty, by streamlining access to benefits and services. Each pilot model was developed in partnership with individuals with lived experience in poverty and includes: workforce training opportunities that lead to earnings above 200 percent of the Federal Poverty Level (FPL), mentorship opportunities, and efforts to address personal and financial stability.

#### ***Key Innovations Supported by EcSA:***

- A fully co-located space in Spokane that brings together staff from 13 agencies, providing access to workforce development services and a full range of wraparound supports that includes housing and utility assistance, Department of Social and Health Services (DSHS) application and claims assistance, mental health and chemical dependency counseling, healthcare, access to technology to support virtual engagement, and transportation support.
- A 211-based Common Referral System that virtually connects partners and shares information, taking a “no wrong door approach,” so that a family can connect with any partner to meet their initial need and then be connected to all partner services without having to retell their story over and over again.
- Bringing services of multiple partners directly to families at the Salishan Association Family Investment Center, including access to DSHS programs, supporting enrollment in training/education, job search assistance, financial coaching support, and case management support to access wraparound supports.
- Building relationships with 6+ manufacturing and healthcare employers in the cities of Kelso and Longview to provide jobsite access to partner services to support hiring, training, and job retention.
- Partnering with local schools and other trusted community sites in Connell, Washington, to provide families with direct access to workforce services, DSHS programs, and wraparound support through regularly scheduled community office hours.

#### ***Adapting to COVID-19***

Since March 2020, the four pilot programs have adapted to meet the needs of the vulnerable populations they serve. This includes transitioning to virtual outreach, intake, and service delivery and taking steps to address the underlying technology, digital literacy, and internet connectivity inequities that disproportionately impact low-income families. This required significant change, since each of these programs was designed with intensive in-person engagement as the primary method of support and service delivery.

#### ***Key challenges posed by COVID-19:***

- Closure of key partner locations; focal points for program outreach and service delivery.
- Regulatory guidance (state and federal) for program enrollment and service delivery was not designed for an all-virtual system.
- Need for staff across partner agencies to learn and teach new software and create new online processes to coordinate continued service delivery.
- Lack of interest or motivation from potential participants – many were unresponsive on next steps to enrollment, many were unwilling or scared to engage in workforce development and training opportunities, and some indicated that their goals and interests did not align with service offerings.

- Lack of desirable training and employment opportunities as many traditional pathways were not available.
- Limited capacity of some partners to adapt and continue to provide services virtually – many partners laid off staff, shifted priorities, scaled back to only core business operations, or did not have the necessary technical capabilities.
- Participants' limited access to technology or lack of skills necessary to engage virtually.

#### ***Key adaptations for COVID-19:***

- EcSA will add a focus on providing subsidized training for local occupations that pay above 200 percent FPL. EcSA participants will now either enter a job if one is available or use this period of higher unemployment to train for high-demand occupations that are realistic for them and pay well. This new focus ensures that participants receive adequate social service benefits and WIOA support services to live with dignity while in training and education.
- Outreach will emphasize job training plus access to multiple benefits as a package to provide financial stability, so that potential participants have a concrete and valuable service offered to them during COVID-19.
- WDCs will further adapt their models by: expanding services to anyone under 200 percent FPL (those not receiving SNAP they will be encouraged to apply); expanding their geographic service areas; and providing participants with greater flexibility regarding wraparound supports as well as personal and financial stability needs.

## **Statewide Rapid Response activities**

### **Statewide Rapid Response Team**

Rapid Response promotes economic recovery and vitality by providing ongoing and comprehensive services to workers, businesses and communities. Business services include both layoff aversion – saving jobs – and layoff assistance when layoff is inevitable. For impacted workers, Rapid Response provides information on unemployment insurance, WorkSource, re-employment services, training opportunities, WIOA programs, and healthcare. Washington's 12 WDCs coordinate and provide Rapid Response services in their areas, most typically through their business services teams.

ESD contracts with the Washington State Labor Council (WSLC) and Washington Workforce Association (WWA) to work with WDCs on Rapid Response activities. This Statewide Rapid Response Team (SRRT) is made up of Washington State ESD's Rapid Response Manager and Trade Act Program Operator, WSLC Workforce Development Managers, and WWA's Executive Director. WSLC is a full partner, providing Rapid Response services to all impacted workers irrespective of whether they are union represented.

The intent of the team is to be a collaborative leadership team that fulfills Department of Labor and WIOA's mandate for a State Rapid Response Unit.

The team's charter outlines duties of the SRRT, to ensure:

- Quality Rapid Response services are delivered across the state. The team works to enhance partnerships across the system so businesses and laid-off workers have access to the services for which they are eligible.
- Current information is maintained on statewide Rapid Response events, outcomes, and resources needed.
- Professional development tools are timely and available to assist local Rapid Response teams.
- Technical assistance is provided regarding Rapid Response and the ways that Rapid Response intersects with benefits available to impacted workers. Such benefits may include Trade Adjustment Assistance for certified businesses and layoffs, and worker retraining assistance offered through local community colleges to support worker retraining plans.

#### ***Key SRRT activities during PY2019:***

- Collaborated on major layoffs across key sectors (including aerospace and healthcare).
- Facilitated quarterly community of practice events with the WDCs and local implementers to share best practices and brainstorm strategies.



- Responded to unforeseen crises like the COVID-19 pandemic:
  - In partnership with the WDCs and ESD Unemployment Insurance (UI), developed virtual UI information and application sessions for affected workers. The virtual UI sessions were designed to work hand-in-hand with Rapid Response.
  - Facilitated with the local Rapid Response Coordinators to develop a virtual Rapid Response session available for use across the state.

In addition, more than \$1 million of Rapid Response Additional Assistance funding (RRAA) was awarded to two WDCs faced with dislocation events for which local dislocated worker funds were insufficient.

- Seattle King County WDC was awarded funds to assist with additional Rapid Response activities needed in response to the COVID-19 pandemic and resulting layoffs.
- Pacific Mountain WDC was awarded funds to assist in the closure and relocation of the Ostrom's Mushroom Farm. The funds were needed to provide re-employment services that were unexpected in the WDC's annual planning.

### *Dislocated Worker and Rapid Response: Increase Employment*

In 2016, ESD and its WDC partners piloted a new approach for deploying Statewide Rapid Response funding founded on four shared priorities:

- Award Rapid Response funds to WDCs early in the year, to maximize impact and cease large end-of-year restorations;
- Provide maximum flexibility to support WDC-led innovation and continuous improvement, within federal guidelines;
- Increase the numbers of dislocated worker participants who are served and who maintain employment after exit; and
- Expand the deployment of layoff aversion activities statewide.

Ten of Washington's 12 WDCs participated in the initial pilot which awarded more than \$3.5 million of Statewide Rapid Response funding via contracts to WDCs. These contracts established increased targets for dislocated workers served and employed and incorporated WDC proposals for local innovation, improvement, and layoff aversion activities. With these pilot funds, local teams:

- Implemented layoff aversion and business-facing Rapid Response services;
- Strengthened coordination of the Rapid Response and Dislocated Worker programs; and
- Implemented targeted outreach strategies to underserved communities.

PY2016 administrative data reported roughly 3,600 dislocated workers had been served statewide (up from 3,500 in PY2015), marking the first increase in dislocated worker service levels since the Great Recession.

Seeking to build on these results, ESD awarded an additional \$4.4 million of PY2017 Statewide Rapid Response funding to all 12 WDCs through *Increase Employment* contracts. With additional funding, local innovations expanded to include:

- Enhanced layoff aversion strategies, including incumbent worker training programs;
- Outreach and bespoke services for transitioning service members and their spouses, including work-based learning opportunities;
- Targeted coordination with worker retraining programs to promote retention and completion ; and
- Expanded access to dislocated worker services through connection sites at libraries, non-profits and post-secondary institutions.

PY2017 administrative data reported that more than 4,587 dislocated worker participants had been served (an increase of 26 percent over PY2016 levels) and more than 2,200 participants were employed two quarters after exit (an increase of 47 percent over PY2016 levels).

In PY2018, WDCs continued to drive innovation and increase outcomes. An additional \$5.6 million of Statewide Rapid Response funds was awarded through the Increase Employment contract system. WDCs deployed new outreach and service strategies such as:

- Integrated service delivery models, including RESEA-to-dislocated worker referral pipelines;
- Supplemental Rapid Response events for the spouses of impacted workers;
- In-person and digital outreach campaigns to communities of color, individuals with disabilities, veterans, displaced homemakers, and the LGBTQ community; and
- Pop-up events and van tours in rural and remote communities to increase program access and awareness.

At the close of PY2018, 6,154 participants had been served, an increase of 34 percent over PY2017. PY2018 service levels were the highest recorded since PY2012, when 6,150 dislocated workers were served statewide and unemployment was 7.5 percent (compared to 4.5 percent in PY2018). PY2018 saw 3,202 participants maintain employment two quarters after exit, the highest single-year program returns in the WIOA era. These employment outcomes were a 77 percent increase from PY2017 (1,801) and a 141 percent increase over PY2016 (1,328).

In consultation with WDC partners, ESD established a PY2019 Statewide Rapid Response budget which awarded more than \$5 million to WDCs via Increase Employment contracts. Each quarter, ESD and WDCs worked together to review performance, identify and disseminate best practices, and promote continuous improvement statewide.

In mid-April, 2020, \$465,673 of unobligated Statewide Rapid Response funds were released to all 12 WDCs' Increase Employment contracts in an emergency COVID-19 distribution, bringing total PY2019 funding to \$5,475,513.

Despite the significant disruptions caused by COVID-19, PY2019 statewide enrollments totaled 6,596. Nearly 500 dislocated workers were enrolled during the April-June 2020 quarter when one-stop centers were closed to in-person services. These results may be attributed to: adaptability of community-based system partners; rapid deployment of virtual services, such as virtual Rapid Response events; and WDC-led systems that were customer-centered, innovative, and resilient in the face of an unprecedented environment.

## National Dislocated Worker Grant activities

ESD received new federal grant funds from the U.S. Department of Labor in July 2018 and March 2019 to help Washingtonians affected by the opioid epidemic.

**Figure 4: Grant activities**

Grant	Grant period	Grant amount
Opioid Demonstration NHE NDWG	07/01/2018 to 06/30/2021 (extended)	\$4,892,659
Opioid Crisis Disaster Relief NHE NDWG	01/01/2019 to 12/31/2020 (pending extension to 2021)	\$886,860

**Note:** National Health Emergency – National Dislocated Worker Grant (NHE NDWG)

### Opioid Demonstration NHE NDWG

These projects target specific populations affected by opioid addiction such as homeless youth and adults, youth under the care of the state juvenile rehabilitation system, adults in and out of county jails, mothers addicted while pregnant, and individuals with mental health challenges.

Through building and nurturing strong community partnerships, both subrecipients – Pacific Mountain WDC and Snohomish WDC – have facilitated the provision of wraparound services to participants, including housing assistance, mental health and recovery services, and career and training services.

Grant funds provide job training and other career development services to individuals who have lost employment while receiving treatment for opioid use disorder, or to those who have lost work while caring for a friend or family member with an addiction. Additionally, grant funds support training for people interested in working in professions that fight the opioid epidemic.

We set out to enroll 605 individuals and place 257 individuals in employment through June 30, 2020. So far, subrecipients have enrolled 637 individuals and exited 150 individuals to employment, exceeding our enrollment target and achieving almost 60 percent of our employment goal for the contract. We were on a trajectory to close the performance gap by this time, despite a complex startup and customers with high barriers to employment; however, services were significantly impeded by the COVID-19 pandemic. Despite these challenges, we have worked hard to make swift adjustments to accommodate the changing environment and continue to serve grant participants. Washington applied for and received a no-cost extension to continue to serve Washingtonians in need through June 30, 2021.

### Opioid Crisis Disaster Relief NHE NDWG

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

*Peer recovery navigators* were hired through Disaster Relief Employment to provide one-on-one peer navigation support to participants, scaffolding participant engagement in: career training and education programs, including apprenticeships; social services supports, including food and housing assistance; health services supports, including mental health and recovery counseling; and the full range of career services available through the one-stop system.

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

### Veteran services



WDVA Director, Alfie Alvarado-Ramos, and ESD Commissioner, Suzi LeVine, at JBLM Spouse Listening Tour.

On March 15th of this program year, in response to the COVID-19 pandemic, our state took decisive action that impacted the roles of Jobs for Veterans State Grants (JVSG) funded staff by closing WorkSource offices to both customers and staff. Across the state, staff shifted to a 100 percent telework environment. All outreach activities across the state also came to a halt, and these activities are valuable to both job seekers and veterans alike. In response to historic unemployment insurance claims, new Department of Labor-Veterans Employment and Training Service (DOL-VETS) guidance allowed JVSG-funded staff to work on the unemployment crisis, with most (as did most ESD staff) volunteering for this “All Hands On Deck” period by providing support in various roles. Our state applied many

innovative strategies to serve our customers virtually during the pandemic, and most pivotal was our growth into virtual services. We expect this type of service will be a standard, at least in part, for future services to all of our customers. Ultimately, JVSG staff were part of a statewide team that delivered nearly \$10 billion in unemployment benefits to more than one million Washingtonians! In May 2019, Governor Inslee signed an executive order reaffirming our state’s commitment to support the entire military family as they are a significant and integral part of Washington’s economy, labor force and civic life. In response, the Washington Department of Veterans Affairs (WDVA) Director Alfie Alvarado-Ramos, and ESD Commissioner Suzi LeVine, responded by launching a statewide Military Spouse Listening

Tour. This tour was to hear directly from military spouses on both their challenges and their ideas for supporting their careers and families. Beginning in July, the tour traveled to Joint Base Lewis McChord (JBLM), Fairchild Air Force Base, Coast Guard Base Seattle, Naval Air Station Whidbey Island, Naval Base Kitsap and Naval Station Everett through the summer of 2019. This listening tour provided valuable feedback on the barriers underserved military spouses face related to employment, including: employer bias, credential portability, lack of flexible work options including lack of on and off base childcare, and awareness for both spouses (on available resources) and employers (unaware of spouse skills).

Disabled Veterans' Outreach Program (DVOP) specialists were outstationed and outreaching to each of the five major military installations in the state, working closely with WIOA partners to co-enroll transitioning service members (TSMs) and military spouses primarily in the Dislocated Worker (DW) program, but also co-enroll eligible veterans in the Adult program. Established in 2017, our WorkSource affiliate site at JBLM provided nearly 7,000 individual and group services to TSMs, military spouses and veterans in 2019, including hosting over 40 TSMs and spouses in earning their Lean Six Sigma Yellow Belt certifications.

The 2019 program year also includes two staffed *Tribal Consolidated Veterans Service Representatives*, each located in Western and Eastern Washington in building connections and marketing the wraparound services available at WorkSource job centers, including WIOA co-enrollments to the underserved Tribal job seekers in our state who are valued members of our state's labor force. At WorkSource Spokane (also encompassing Fairchild Air Force Base), they task their DVOPs with WIOA Title I screening, full enrollments and issuance of support services for those veterans meeting JVSG eligibility. This resulted in serving 147 unique veterans with 58 co-enrollments in either WIOA Adult or DW programs resulting in a 51.16 percent employment placement rate at a median wage of \$16.42. For a total investment of \$1,281 in support services, seven customers reached employment earning over \$59,000 in 90 days. Statewide, our 22 DVOPs continue to advocate enrollment for both WIOA Adult and DW programs, including our *Local Veteran Employment Representatives* (LVER) assistance with developing On the Job Training (OJT) opportunities.

### **Title III: Wagner Peyser Act Program (Employment Services)**

The versatility of Wagner-Peyser Act program funding allows for an opportunity to bridge resources and leverage valuable services in ways that truly expand the quality and quantity of choices customers have as they engage in the WorkSource system. Having staff members with a full grasp and understanding of those choices affords the greatest opportunity to tailor an employment and training service strategy that best fits the unique needs of customers. Employment Security Department's (ESD) continued investment into staff development this past year via *Professional Pathways* has grown Wagner-Peyser's effectiveness to partner and coach customers, leverage resources, as well as provide WorkSource offices increased staffing versatility and preparedness.

#### **Employment Security celebrates Professional Pathways graduates**

The in-training plan was created in 2018 by Employment Connections (EC) leaders to support the professional development of current and future WorkSource staff. The plan:



*Speakers included Commissioner, Suzi LeVine, former EC Director, Kelly Lindseth and EC Strategic Operations Manager, Nona Mallicoat.*

- Gives WorkSource Specialist 1s a clear path to advancing to WorkSource Specialist 4. When students complete the program, they become a WorkSource Specialist 4.
- Cross-trains current specialists to make them more effective at their jobs and better sources of information to their customers.
- Helps to standardize the expertise of WorkSource Specialists statewide.



About 50 graduates of the Professional Pathways program for WorkSource Specialists celebrated at a Nov. 15, 2019 recognition luncheon in University Place, however, another 50 or so graduates were unable to attend.

**Nona Mallicoat**, strategic operations manager of the EC Division, masterminded Professional Pathways.

“Professional Pathways is designed to support our responsibilities under the Workforce Innovation and Opportunity Act and to make the WorkSource experience seamless for customers – no matter why they come and what they need,” Nona said. “Having more staff with broader expertise also allows us to shift staff duties as seasonal workloads change.” added **Kelly Lindseth**, former director of the EC Division. “And, we can more easily bring on new staff when we can show them a clear path to promotion.”

### WorkSource workshops go virtual

COVID-19 presented communities a wide variety of challenges, and for Washington state’s workforce service delivery system, it was no exception. With the sudden closure of WorkSource offices, it forced offices to get creative and quickly develop new methods to provide valuable WorkSource services to its customers virtually. One of the first responses was to reach out to workforce development areas (WDAs) in the state that had already begun to teach online classes and learn from their experience. Workforce Southwest Washington was (and continues to be) instrumental in the design of Washington’s statewide overall response to this unique challenge. As a result, over a two-week period, a small team of workshop facilitators from WorkSource offices across the state began to convert many of its existing in-person workshops to an online format. In addition, it required the team to teach itself how to use WebEx, a new tool and the primary platform for these new workshops, and thus online classes were launched statewide in late March.

Post-launch, a statewide cross-system partnership was formed to help guide these efforts and refine this new mode of customer interface. In April alone, 90+ classes were offered online ranging from traditional topics like **Resumes** and **Interviewing**; to its ever popular six-part soft skill series **Strategies for Success**, to key complementary subjects like **What’s My Next Move?**, **Financial Education 101** and **2nd Act – Overcoming Ageism**. By the end of April, all five of the Job Hunter workshop series (**Resumes and Cover Letters**, **Interviewing Techniques**, **Job Search Strategies**, **Perfecting Applications** and **Skills and Abilities**) were taught in both English and Spanish. To hold true to WorkSource’s share philosophy of being a human-centered designed and customer-driven system, customer feedback was collected to help inform future alterations and refinement. A sample of customers’ comments include:

- “Great source of information and inspiration; just keep the classes coming! I absolutely love the virtual courses. They have opened up a world of learning to the many, many people who can make the best use of it.” “Just so grateful that those of us that are unemployed and seeking employment status, are not alone and that we have the stellar supporters that are there for us to contact and assist in pursuing future employment with all of the networking ideas and possibilities of gaining employment no matter what our circumstances are. There is Hope for our future. This webinar made my whole existence worthwhile. God Bless You for being there!!!”
- “This is my 6th webinar in the first two weeks of being laid off due to the COVID-19 crisis. I have greatly appreciated everyone's professionalism and sense of humor as we all go through this unprecedented time in our lives. Thank you for providing good information and encouragement to us all. Keep up the good work! :)”

While COVID has impacted people on many different levels, it is important to notice in these strange times the power of a uniformed response, leveraging the strengths of diversity and partnership, overcoming challenges that would be too much for any one organization to tackle by themselves.

### Pivot into Employment Program (PIE): Re-Entry

Employment Security Department’s Community Liaison Kristi and WorkSource Specialist Dayla continue to work with the Okanogan County courts to promote our “**Pivot into Employment**” (PIE) Program. Their ongoing efforts and engagement include the following:

- **Juvenile probation officers** – The ESD team met with county juvenile probation to discuss the PIE Program and how it can be beneficial for those currently in the detention facility and those about to be released. Through these discussions, we have received two referrals and were able to connect one client with the WorkSource youth services. We will continue to be in contact and assist these individuals, provide reentry services and welcome all new referrals.



- **Prosecuting Attorney's Office** – We have an upcoming meeting to present and discuss the PIE Program. During a previous conversation with the prosecuting attorney, he expressed an interest in how this program can be used as an alternative to sentencing for some of his cases. He was very excited about this opportunity and prompted the upcoming meeting with his team.
- **District Court Judges** – Communication with district court continues to be productive. ESD staff are active members of the re-entry stakeholder group that meets monthly to share updates and recommend strategies to improve re-entry. Staff presented how the PIE Program will benefit people touched by the justice system and the option as an alternative jail sentence and a reduction of legal financial obligations (LFOs). When the courts re-open, our program will be provided office space at the courthouse to meet one-on-one with individuals and set up those initial meetings. Our goal is to reduce the time to employment and facilitate the connection to supportive services. The office space will also be used for individuals to connect and participate in virtual and in-person employability workshops that continue to be offered.
- **Outreach School** – Meetings have been held with the local Outreach school staff to discuss the PIE Program and how it will benefit the youth they serve. Conversations also included information on the AmeriCorps Camp Program and WorkSource youth services that may be available.

In addition to the ongoing dialogue with the above entities, staff are currently working to create individual “commercials,” for youth and for adults that can be shown in detention centers and other correctional facilities. These videos will explain the benefits of the PIE Program as well as give information on the Basic Food Employment and Training (BFET) Program, as they often go hand in hand. Our hope is that individuals will watch these and feel like they have a good first step to take after release.

### Chelan County re-entry initiatives

Employment Security Department (ESD) Re-entry Community Liaison, Amy, works in conjunction with Chelan County Drug Court and will be provided a few minutes at the end of court to provide information about re-entry and employment services. The defense attorney from drug court and the judge presiding over drug court are members of the Chelan-Douglas Community Partnership for Transition Success (CPTS), a network comprised of agencies and individuals working together to support people returning to the community after incarceration.

Our re-entry team presents an overview of employability services and re-entry resources to **The Center for Alcohol and Drug Treatment**. Participants are encouraged to register for the Strategies for Success class and other virtual offerings that are sponsored by ESD to assist overcoming barriers to successful re-entry. Staff present to each group enrolled in the 28-day program.

**Chelan County Jail** – ESD staff continue to maintain contact with the jail regarding programming that was started prior to COVID-19. This initiative was intended to offer an onsite orientation from employability services and referrals to supportive services in the community. We are seeking to find ways to offer this programming virtually, however the jail does not currently have the technology resources to do so. Notwithstanding, regular check-ins with jail staff and the administration are resulting in referrals and WorkSource contact information being provided to individuals exiting the jail.

**Community Partnership for Transition Success (CPTS)** – The CPTS group continues to meet monthly with robust attendance (25+). An area of concern previously identified by the group is the need for peer support at release and post release for those transitioning from incarceration. This led to the creation of a full-time position – **Recovery Coach Network Coordinator**. This position has now been filled and the work began Sept. 8. Joey, a previously incarcerated person with strong ties to the recovery community in Wenatchee, has been hired to fill this role. He will work closely with ESD staff and share responsibility for facilitating CPTS meetings. This will facilitate a direct connection with justice-involved individuals seeking employment. Future CPTS projects include:

- Collaboration with Northwest Justice Project to host a Legal Financial Obligations (LFO) reconsideration event in 2021.
- The creation of a CPTS advisory subgroup comprised of justice-involved individuals to guide the work.

- Applying for a microgrant from North Central Accountable Community of Health (NCACH) to provide compensation to the advisory subgroup members.

## Re-entry successes

### *Confidence boost for justice-involved job seekers*

WorkSource Spokane is striving by providing a significant confidence boost for justice-involved job seekers and partnership with the Spokane Workforce Council. Adrian Morris came to WorkSource to find a job for work release from prison. His justice-involved status became an issue with an employer that he had previously disclosed this info to and needed to find a new job fast to remain on early work release and not go back to prison. Marcia helped Adrian rebuild his confidence and helped him secure a new job. Adrian has been tremendously successful at this job earning a pay raise and has recently taken a new job with even higher pay and more responsibilities. Marcia's work helping justice-involved individuals re-enter society and become productive citizens is inspiring. Check out the video here for their story: <https://youtu.be/o7K1vAjjWjE>

## BFET and WorkFirst successes

### *BFET job readiness coaching in action*

"Mary" heard about the BFET Program in the Columbia Basin WorkSource office through her DSHS case manager. She took advantage of WorkSource services and enrolled in the BFET Program. She was experiencing many barriers to employment including:

- Lack of transportation
- Minimal work experience
- Lack of interviewing and work clothing

"Mary's" BFET Coach was able to assist her in providing job-readiness coaching, assistance in building a resume and providing support services to address her barriers. Due to the close working relationship with the Business Services Team, her BFET Coach was able to connect her to a job opportunity as an Office Assistant. "Mary" was prepared for the interview and dressed for success, thanks to the employment readiness services she received from WorkSource. She was hired full time starting at \$20.00 per hour and loves her new job!

### *Persistence pays off*

The client was enrolled in the BFET program and WIOA program for services in the Vancouver WorkSource office. This client was searching for employment in the healthcare field, and her eye on the Oregon Health and Science University (OHSU) for her long-term goal, where she'd continue her education and further her career in the healthcare field. The client was attending at least one to two interviews per week in the healthcare field, with no offers. The case manager and client continued to conduct mock interviews, address any concerns, and polish her interviewing skills.

The client took a job after starting with BFET three months later, doing private caregiving. The client enrolled in retention services for the BFET program and decided to continue to look for work on her own.

Unfortunately, that job didn't work out, and the client re-enrolled into the BFET program in January of 2019. This time the client was dealing with housing and other confidential challenges that had not been resolved to date. The client and case manager targeted her documents and job search towards her goal of employment at OHSU. After applying for many jobs at OHSU, and three interviews later, she was offered a job in the department she wanted. She has an opportunity to continue her education with tuition reimbursement and many other benefits within OHSU. She started the new possibility of working full time at \$17.00 an hour with full benefits.

## Section III – WIOA Title I and Title III Results

This section includes the following about Washington’s WIOA Title I and Title III programs:

- Performance results at the state level using state measures for all three Title I programs.
- Information on the costs of workforce investment activities relative to the number of participants served.
- State evaluations of workforce investment activities, including net-impact research and the annual workforce training results.
- A table section that includes negotiated performance levels and actual performance levels for all three Title I programs.

### Background

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

Federal and state performance measures have precise definitions. Employment and earnings measures are based on wage records collected by state unemployment insurance (UI) systems for employer payroll taxes. Washington’s federal and state measures use UI wage records from the Employment Security Department (ESD). In addition, Washington participates in the *State Wage Interchange System* (SWIS), which provides UI wage records from 50 other states and the District of Columbia. The SWIS replaced WRIS second quarter of PY2019.

Some measures include information on enrollment in further education or training following program exit. This information is gathered by matching enrollment data supplied by different sources. Depending on the measure involved, these can include all or some of the following: the state’s two and four-year colleges, private career schools, apprenticeship programs, and programs seeking eligibility as WIOA training providers.

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

- Measure the repeated use rate for employers’ use of the core programs.
- Measure the percent of employers that are using the core program services out of all employers represented in an area or state served by the system.

### Customer satisfaction

Under its statutory mandate, the Workforce Board is tasked with using surveys of employers to assess both their workforce needs and their satisfaction with workforce program participants they have hired. Periodic surveys conducted obtain information about hiring practices and incumbent worker training. The follow-up *Employer Satisfaction Survey* concerns employer satisfaction with hiring of workforce program participants, as well as overall satisfaction with engaging with the state’s workforce development system.

The 2019 *Employer Needs and Practices and Satisfaction Survey* randomly sampled 30,000 employers in Washington from an estimated universe of approximately 200,000. The response sample contained 1,765 completions of the survey, which was calibrated using an iterative proportional fitting algorithm i.e., raking, to achieve a geographic representation across the state. The margin of error (based on n1765) is +/- 2.33 percent at the 95 percent confidence level, assuming worst case scenario (50/50 percent proportions). Survey findings are assumed to be generalizable given a degree of bias.

An estimated 3.7 percent (1.7 percent unweighted) of Washington employers recruiting new hires within the last 12 months of taking the survey, reported hiring workers exiting WIOA-funded programs. Satisfaction of these new hires were generally positive (refer to *Figures 5 and 6* for employer satisfaction of new hires exiting WIOA programs).

*Figure 5* shows satisfaction (1 being the lowest level of satisfaction and 5 being the highest level of satisfaction) with **overall productivity** of the new employees who had recently completed a program facilitated through a WorkSource Office or a Workforce Investment and Opportunity Act training program.

**Figure 5: Level of satisfaction with overall productivity (1-5)**

Level	1	2	3	4	5
Percent of employers	8.0%	2.8%	3.3%	34.7%	51.1%
Median level of satisfaction	4.5%				

*Figure 6* shows satisfaction with **overall quality** of the work performed by the new employees who had recently completed a program facilitated through a WorkSource Office or a Workforce Investment and Opportunity Act training program.

**Figure 6: Level of satisfaction with overall quality (1-5)**

Level	1	2	3	4	5
Percent of employers	0.0%	0.0%	6.1%	43.2%	50.7%
Median level of satisfaction	5%				

**Note:** Results for the 2019 Employer Needs and Practices and the Satisfaction Survey have not yet been published as of the writing of this report. All findings are subject to revision.

## Additional assessments

Local WDCs use a variety of customer feedback mechanisms and processes. These are major sources of ongoing program refinement and adjustment, which are not only more timely and reflective of larger samples than the state-level surveys, but also tailored to local economies and issues. Comment cards, exit surveys, online and paper satisfaction surveys, and job fair and workshop feedback forms are all used in one or more local areas. The local processes for incorporating feedback into procedures and processes also vary by area.

## Evaluation activities, including net impact and cost benefit

The legislation that established the Workforce Board called for the implementation of a comprehensive research program. This program continues under WIOA and is used to measure the results of federal and state workforce investment activities. The research effort encompasses four elements:

1. **Talent and Prosperity for All (TAP)** is one of Washington's operational and program-specific workforce plan components, which incorporates research results from a variety of sources.
2. **Workforce training results:** An evaluation of Washington state's workforce development system, an annual study of the outcomes of participants from 12 workforce development programs, using a standard set of performance measures.
3. **Workforce training supply, demand and gaps:** a biennial analysis of the supply of and demand for skilled workers in Washington. Some of these results are now updated in alternate years. For the most recent, see: <https://wsac.wa.gov/sites/default/files/2019-20.WASkilledEducatedWorkforce.pdf>
4. **A net impact study:** conducted every four or five years, with results incorporated into *Workforce Training Results* reports. Initiation of the next study is anticipated during 2020.

Publications reflecting the most recent research can be found at <https://www.wtb.wa.gov/research-reports/>

### Workforce Training Results reports for the following three groups of programs:

1. Programs for adults including community and technical college, job preparatory training, private career schools, apprenticeship, a state-funded worker retraining program at community and technical colleges and WIOA dislocated worker services.
2. Programs serving adults with barriers to employment including Adult Basic Education, WIOA adult services, Division of Vocational Rehabilitation, Department of Services for the Blind and TANF/WorkFirst.
3. Programs serving youth, including secondary career and technical education and WIOA youth services.

The report describes the demographics of each population and participant post-program employment outcomes.

Washington currently uses standardized state core measures across its workforce programs, which focus on outcomes in the third quarter after program exit. The *Workforce Training Results* report also includes additional measures, such as hourly wage and hours worked (both Washington and Oregon UI systems record hours worked per quarter). Most recent, as well as older results for exiting cohorts, can be found at:

<https://www.wtb.wa.gov/researchreports/workforce-training-results>

### Data validation

The ESD Monitoring Unit is the agency's principal WIOA and Trade Adjustment Assistance Act (TAA) program monitor who conducted quarterly monitoring of Trade Adjustment Assistance (TAA) and performed annual onsite monitoring of each Local Workforce Development Board (LWDB) and other direct sub-recipients for WIOA. The ESD Monitoring Unit incorporated data validation into annual PY19 onsite monitoring visits. Data validation activities were based on guidance in TEGL 22-15, as this TEGL was still active on DOL ETA's website during PY19, as well as TEGL 7-18, which was released in December 2018.

### Results and analysis

Washington state continues to address shortcomings in their case management system. While progress has been made, issues remain within the system. Washington state continues to work to improve the accuracy of data collection for federal reporting. System configuration changes were implemented to improve accuracy of federal reporting, but additional changes need to be identified and implemented before the data can be characterized as uniformly reported.

### Cost effectiveness

In a broad sense, cost-effectiveness should be evaluated in an econometric net impact analysis. The analysis should be designed to measure the costs and long-range results of services in order to compare participant outcomes with estimates of the outcomes in the absence of the program participation. The Workforce Board periodically conducts such studies, but not on an annual basis due to the significant cost. These studies are discussed in the net impact analysis segment later in this section. Basic accounting of costs and outputs is covered in *Figure 7*.

Washington's 12 WDAs spent \$64.96 million on basic, individualized and training services during PY2019 (July 2019 to June 2020). The programs served 119,696 participants. The average cost per WIOA participant was \$543 for PY2019. Data for PY2019 are shown in *Figure 7*.

**Figure 7:** Participants and expenditures in PY2019

Target Population	Participants	Expenditures	Cost Per Participant <sup>1</sup>
Adults	19,717	\$15,195,793	\$771
Dislocated Workers	6,878	\$19,160,552	\$2,786
Youth	3,027	\$18,236,393	\$6,025
Wagner-Peyser	90,074	\$12,370,688	\$137
<b>Total</b>	<b>119,696</b>	<b>\$64,963,426</b>	<b>\$543<sup>2</sup></b>

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

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



## Results for WIOA Adults

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

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

Unemployment insurance wage files were used to examine employment rates and earnings among participants who left programs during recent program years.<sup>1</sup> Data were collected from the unemployment insurance agencies in Washington and Oregon. Results are shown in *Figure 8*.

**Figure 8:** Employment and earnings of WIOA/WIA<sup>1</sup> adult participants in the third quarter after leaving program

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Employment rate <sup>2</sup>	69%	69%	72%	70%	70%	67%
Employees in full-time job <sup>3</sup>	60%	61%	59%	58%	62%	63%
Median quarterly hours <sup>3</sup>	443	450	455	448	449	464
Median hourly wage <sup>4</sup>	\$15.13	\$15.15	\$14.64	\$14.64	\$15.47	\$21.58
Median annualized earnings <sup>4</sup>	\$25,800	\$26,300	\$25,800	\$25,900	\$27,600	\$37,500

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

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

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

<sup>4</sup> Earnings/wages expressed in first quarter 2019 dollars in order to account for inflation.

## Results for WIOA Dislocated Workers

In *Figure 9*, dislocated worker results vary with economic conditions and the characteristics of participants. Change can occur quickly from year to year as industrial conditions change and different groups of employees face layoffs. The most recently available data appears at: <https://www.wtb.wa.gov/research-reports/workforce-training-results/wioa-dislocated-worker/>

**Figure 9:** Employment and earnings of WIOA/WIA<sup>1</sup> dislocated worker participants in the third quarter after leaving program

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Employment rate <sup>2</sup>	73%	75%	74%	70%	74%	74%
Employees in full-time job <sup>3</sup>	72%	73%	70%	68%	71%	72%
Median quarterly hours <sup>3</sup>	481	484	483	480	484	483
Median hourly wage <sup>4</sup>	\$19.48	\$19.33	\$19.70	\$19.46	\$20.53	\$22.68
Median annualized earnings <sup>4</sup>	\$35,900	\$36,600	\$37,200	\$35,600	\$38,700	\$42,700

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

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

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

<sup>4</sup> Earnings/wages expressed in first quarter 2019 dollars in order to account for inflation.

## Results for WIOA Youth

*Figure 10* displays results for the WIOA youth programs. The WIA figures include both older and younger youth. Labor market results are presented for participants who were not enrolled in secondary education at exit. The most recently available data appears at: <https://www.wtb.wa.gov/research-reports/workforce-training-results/wioa-youth-program/>

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

**Figure 10:** Employment and earnings of WIOA/WIA<sup>1</sup> youth participants in the third quarter after leaving program

Performance measure by exit year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Employment rate <sup>2</sup>	58%	62%	65%	63%	63%	65%
Employees in full-time job <sup>3</sup>	32%	37%	33%	38%	38%	34%
Median quarterly hours <sup>3</sup>	296	310	307	314	319	297
Median hourly wage <sup>4</sup>	\$10.93	\$10.92	\$11.41	\$11.82	\$12.89	\$13.45
Median annualized earnings <sup>4</sup>	\$12,600	\$13,200	\$13,900	\$14,300	\$15,800	\$15,700

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

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

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

<sup>4</sup> Earnings/wages expressed in first quarter 2019 dollars in order to account for inflation.

## Net impact analysis

The state Workforce Board conducts periodic net impact and cost-benefit evaluations of key workforce programs in Washington state, including the three Title I WIOA programs. These evaluations compare the outcomes of program participants to their estimated outcomes had they not participated in a workforce development program, based on analysis of similar groups of non-participants.

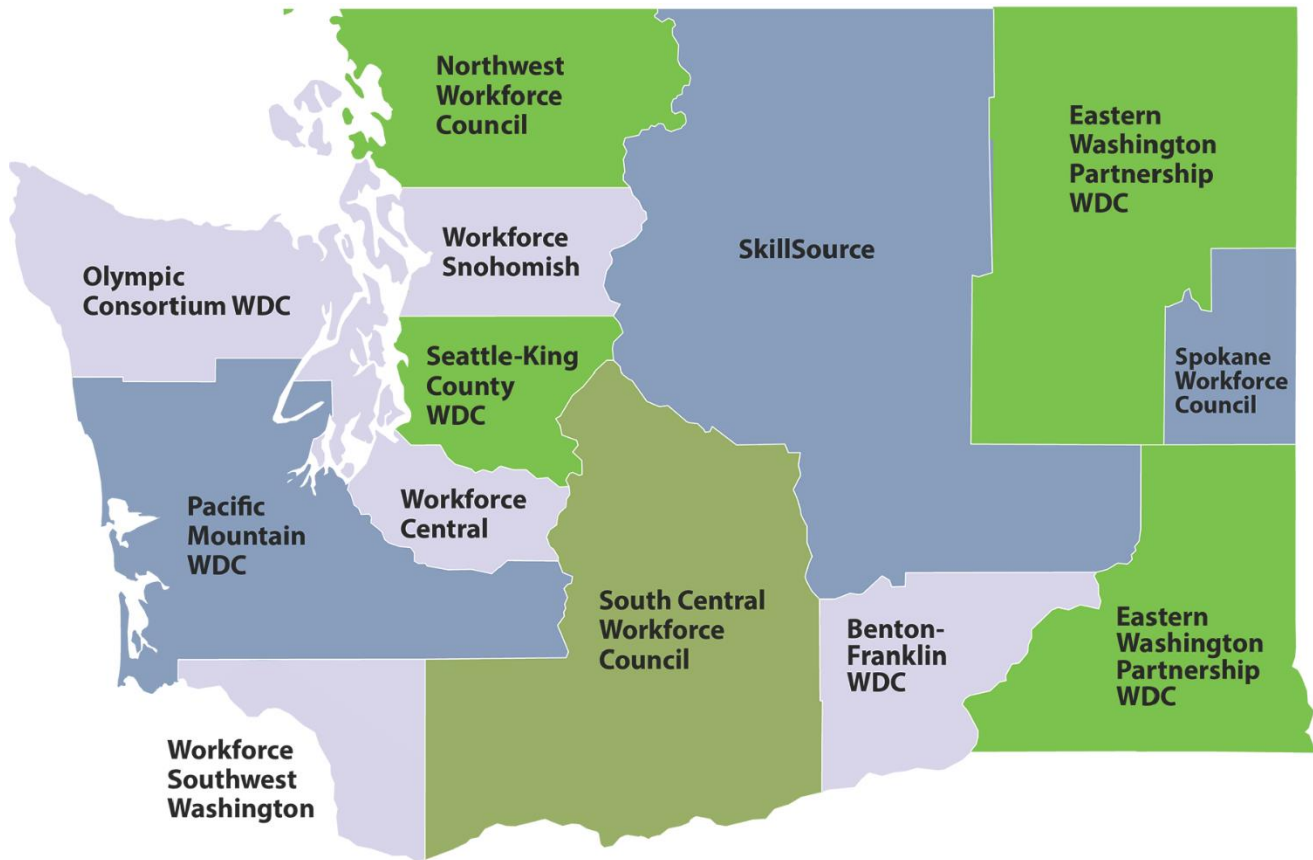
The next edition is currently underway, and will be published in 2020. For the WIOA programs, the methodology has been to draw comparison groups largely from Wagner-Peyser registrants on propensity-score matching (with replacement) with regression adjustment for residual differences.

The results of past studies can be found in Workforce Training Results reports at: <https://www.wtb.wa.gov/research-reports/archives> under “Archived Publications.” The most recently completed Net Impact Report can be found at: <https://www.wtb.wa.gov/research-reports/>

## Appendices

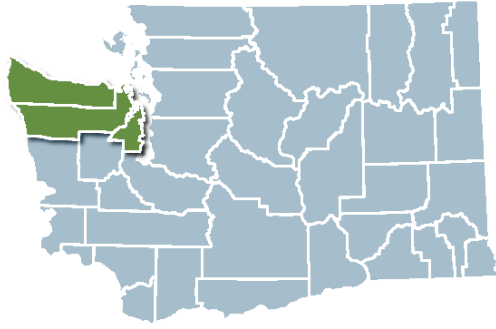
### Appendix 1: Washington's Workforce Development Councils (WDCs)

A summary overview showing highlights for each individual WDC.



To ensure that the workforce system is focusing on the local economy, each of the 12 WDCs oversee their respective areas. They are the strategic visionaries for local implementation of WIOA legislation and funds. WDCs have several important functions in the public workforce system. They determine how many one-stop centers, affiliate and connection sites are needed in their respective area, where they will be located and how those sites will be operated. In addition, WDCs analyze workforce information to identify targeted industries and determine where talent gaps exist in order to strategically develop and execute strategies to address workforce needs with their regional partners. They serve as the local workforce development system lead with the regional business community. WDCs play a key leadership role in pursuing and coordinating public and private resources to support local workforce development strategies.

WDCs are comprised of a business majority and are business led. WDC membership is comprised of business leaders from key sectors appointed by Chief Elected Officials (CEOs). CEOs are the local area WIOA Title I grant recipients. They partner with WDCs to administer WIOA programs and funds, as well as oversee the local WorkSource system. WDCs are the system's portal into the business community and are responsible for leading, coordinating and facilitating multiple interagency initiatives, projects and programs.



## Olympic Consortium Workforce Development Council

*Serving Clallam, Jefferson and Kitsap counties*

### Partnerships and programs

The Olympic Workforce Development Council (OWDC) is excited about continuing many partnerships and programs established in recent years. This year the OWDC and their service provider partners continue to expand services throughout the area and meet the challenges of providing services virtually during the COVID-19 pandemic. The OWDC current subrecipients include the Olympic Educational Service District 114 (OESD 114), Kitsap Community Resources (KCR), and the Washington State Employment Security Department (ESD). These three entities continue to provide excellent customer service to job seekers, businesses, and other employers alike even during this difficult time. The first seven months of the program year were relatively typical with the vast majority of services being provided in person. Job seekers met with career specialists. Adult and dislocated workers were provided with career, training, and support services as were youth.

With the onset of the global COVID-19 pandemic and the efforts put in place to try to protect the health of residents in Clallam, Jefferson, and Kitsap counties, services in the area were transitioned to virtual for the most part. Service providers and policy staff worked painstakingly to meet the WIOA requirements while at the same time providing virtual services. During this time, the area was also awarded approximately \$500,000 as part of a National Dislocated Worker Emergency grant. These funds (during the time of this report) will be used to support positions such as quarantine and isolation center staff, day porter

janitorial services as well as potentially food bank customer service staff. As the COVID-19 pandemic crisis unfolded, staff were directed to wear masks as mandated by the directive from the Governor. As of the final quarter of the previous program year, and at the time of this writing, all three counties in WDA1 Olympic remain in Phase 2.

During PY2019, the OWDC added a number of positive and active members to the Council. Peter Johnson of McKinley Paper Corporation, a major employer in the rural area of Clallam County, joined the council as well as Ashley Jackson, workforce development director from Easter Seals for the region. These new additions to the Council strengthened ties within the community.

Leadership in the area continues to recognize the need to address the more specific community needs. Throughout the period, and during the strengthening of the Memorandum of Understanding and the Infrastructure Sharing Agreement, leadership continues to further strengthen relationships with the Department of Social and Health Services, the Department of Veterans Affairs, the Department of Vocational Rehabilitation and others. New partners in this effort include the American Association of Retired People (AARP) who was awarded the statewide Senior Community Service Employment Program (SCSEP). Goodwill of the Olympics and Rainier are also a new partner offering SCSEP services in Clallam and Jefferson counties.

The OWDC continues to develop professional relationships in the community with other service providers and entities. As noted previously, the partnership with the Department of Veterans Affairs was the follow up from the previous year's Military Spouse Listening Tour. Staff members in the local area are working closely with Olympic College that is currently part of the Governor's Certification review team.

The OWDC has also made a concerted effort to increase employer engagement. Recently the new office in Silverdale, Washington, a local urban growth area, received its certificate of occupancy from the local Department of Community Development.

In addition, the OWDC Director served on the Organization of Economic and Community Development (OECD) labor market review for Washington state sponsored by the Washington State

Council on Student Achievement. The recently released report prepared by the OECD entitled *Labour Market Relevance and Outcomes in Four U.S. States*, generally stated “Promoting alignment between higher education systems and labour market needs is an ongoing effort. Market economies are highly dynamic, and no lasting and comprehensive equilibrium between educational offerings and labour market demands can be reached.”

Other state alliances include the Office of the Superintendent of Public Instruction (OSPI), Career and Technical Education (CTE) and the Association of Educational Service Districts (AESD) from the Washington Career Connected Learning network. This network's goal is to provide coherent and aligned technical assistance and professional learning. Their work is data-informed and strategically focused on building equitable student access, increasing system capacity, and ensuring positive outcomes for all students. As partners, their goal is to support Career Connect WA and promote successful development and expansion of CTE graduation pathways for school districts on the Olympic Peninsula. During the past program year, OESD 114 is building on its successes. The staff understand that choosing a career is a journey. Students start this journey with career awareness then move towards career exploration and preparation. While in high school, students are challenged to decide what they wish to do "after high school." While there are many options after graduation, such as attend college or trade school, join the military, or enter the workforce directly, students depend on their families, teachers and counselors to help guide them in this decision making.

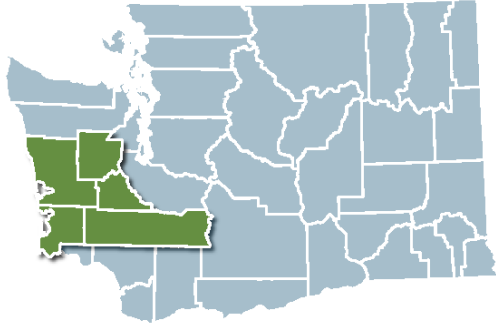
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Beyond these state-level partnerships such as with Career Connect WA, the staff at the local level have taken a number of approaches to this beyond the traditional board activities. The OWDC continued its participation in events of most Chambers of Commerce in the three-county area (and other business associations.) There are ten Chambers in the area including Forks, Port Angeles, Sequim, Jefferson County (Port Townsend), Kingston, Bainbridge Island, Poulsbo, Silverdale, Bremerton, and Port Orchard. Ongoing contact with the Chambers provides concrete opportunities to work directly with businesses who are hiring and in need of employees. The goal is to also reach out to tourist and hospitality associations as they have been heavily impacted by the pandemic.

The OWDC continues to focus on five key sectors: healthcare, maritime, advanced manufacturing, construction and the public sector. The methods of outreach for these groups relies mainly on industry associations as in the past year.

Finally, the OWDC staff are moving into a new realm of efficiency with the adoption of a completely paperless system. Making use of available technology and providing staff with a small amount of additional technology, the area's staff members are embracing the power and efficiency of technology to better serve customers.





## Pacific Mountain (PacMtn) Workforce Development Council

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

### Helping all customers navigate the workforce system virtually

The **COVID-related Stay Home, Stay Healthy** directive drastically modified the way services are provided to WorkSource customers. This includes system orientations, workshops, career and employment services, trainings, and supportive services. The local system, aligned with state partners quickly adapted by developing necessary exceptions in policy, appropriately modified eligibility requirements, and responded with creative ways to meet the needs of job seekers, many of whose barriers to employment grew exponentially in the pandemic.

Integrated service delivery was severely disrupted; as one of the major partners, the Employment Security Department reassigned nearly all of the previously WorkSource dedicated staff to triage and process the flood of UI claims. This necessary part interrupted referral pathways and required contract partners in Adult/Dislocated Worker and Youth service programs to dramatically increase outreach and creatively connect with new referral partners. Referrals to contract partners – Equus (Youth) and Career Path Services (Adult/Dislocated Worker) – have slowed significantly due to DSHS Work First exemptions, CARES Act alterations to unemployment eligibility, and job seekers' perception of their likelihood of going back to work. The system has also seen an increase in requests for basic needs for families seeking supportive services. Yet, this slowdown has allowed current case managers to dive deeper into delivering service and determining the needs of current cases.

Contract partners in service delivery are also involved in statewide rapid response initiatives, virtual job hunter workshop series initiatives, virtual job fairs and job boards, and enhanced outreach.

Enhanced partnerships and increased statewide communication may also be credited with contributing to the success of these programs. The flexibility and ingenuity of PacMtn staff and partners – and a demonstrated commitment to seeing both the programs and participants succeed – has resulted in the rapid transformation of workflows, a re-focusing on priority populations, and a new way of providing services virtually and/or under strict safety protocols within certain programs. As we transition beyond the current climate, it is likely that we will maintain some of these new service-delivery tools, adopt newer policies and procedures, and continue an increased emphasis on serving clients virtually.

### Community reentry programming

In PY19, PacMtn provided multiple programs intended to provide individuals reentering the community and workforce after incarceration. Both the **Preparation for Reentry Employment Program (PREP)** and the **Expanded PREP** program under the OURR Alliance provided employment readiness services, referrals to outside providers, and support services to individuals being released from Thurston and Lewis County Jails. Additional programming supported connecting WorkSource with the Olympia Community Court to ensure individuals navigating the legal system were introduced and referred to active WorkSource programming. During spring of PY19, COVID-19 drastically changed the landscape of reentry for individuals, placing additional employment barriers in their path as a result of the massive shift to virtual service provision for a population that has little to no access to technology, as well as a huge increase in need as incarcerated individuals were released at a rapid rate. This resulted in rapid development of the **Reentry Rapid Response Project**, a light-touch, short-term program intended to provide referral connections to individuals going through reentry in order to get them back to work quicker.

### Certified Peer Counselors: promising practice

In Fall PY19, PacMtn sponsored a peer counselor training as part of the OURR Alliance project in partnership with CHOICE Regional Health Network and Peer Workforce Alliance, with the intent to increase the number of **Certified Peer Counselors within the PacMtn region**. Peer Counselors are increasingly in demand in health and behavioral health settings. The training and versatility of these individuals combined with valuable lived experience allows them to coach and walk alongside customers in any social and human service delivery setting. The training was so successful that an additional training was scheduled for March, 2020. COVID-19 created significant challenges resulting in the inability to provide the in-person training, but in another example of “quick pivot,” PacMtn maintained quality customer focus and shifted gears to offer an alternative Recovery Coach training. This helped serve customer needs with a focus on coaching and support to individuals navigating Opioid and Substance Use Disorder recovery.

### Food insecurity

Disruptions to the employment and the food system landscape, created ripples and underscored food insecurity throughout the PacMtn region. In partnership with Thurston EDC, the Northwest Agricultural Business Center, the Squaxin Island Tribe, and SNAPED, a project quickly developed to respond to the upheaval. By focusing on providing **food-system related training programs and connecting dislocated workers** to the food system, PacMtn will provide work-based learning opportunities for 100 participants. The program will bolster the food system and increase food security throughout the region. Local farms, distribution centers and community-based organizations focused on feeding people in the region are set to benefit with increased numbers of workers equipped to harvest, distribute, prepare, and care about local food systems.

### High risk of homelessness – WING is here to help

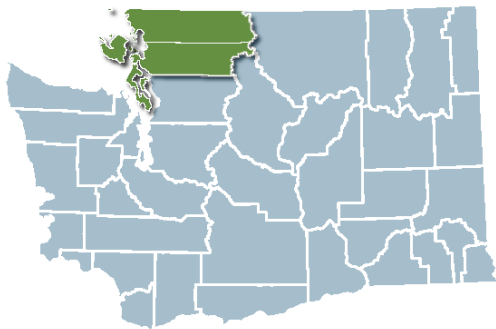
Finding employment and being ready to enter the workforce is a major challenge when you are struggling to find or keep a decent place to live – even more so during a global pandemic where the average job seeker is facing additional challenges in accessing

resources and supports. In response to the challenge, PacMtn and partner agencies including WorkSource, Career Path Services, Thurston County Chamber, and The Moore-Wright Group, coordinated to bring to our region an employment readiness-training program: **Wraparound Instruction for Navigating Gateways (WING) Academy**. WING Academy partners are collaborating with agencies that serve high risk, unemployed job seekers. To date 70 participants have been enrolled for services into this rapid training and employment opportunity.

This employment preparation project will serve individuals in Grays Harbor, Lewis, Mason, Pacific and Thurston counties. It builds upon a holistic model that includes wraparound employment case management, barrier removal resources, and short-term industry certifications. Warehouse Logistics is the training focus for cohorts that began the first week in October, 2019 and continues to provide certifications in Warehouse Logistics, Forklift, OSHA 10, First Aid – with additional training in Basic Math and Measurement, Resume Building and Interview Practice. Upon graduation, participants have options for co-enrollment into additional programming for opportunities in Work Experience training as they receive support in securing permanent full-time employment. Additionally, participants are receiving peer support to navigate remaining barriers.

### Building prosperity with incumbent worker programming

Ensuring the business customer has the talent it needs is sometimes best achieved with investment in existing employees. That builds prosperity for both the business and the employee. **Future of Work** enables local companies to maintain a competitive business edge in a rapidly evolving environment. This public-private partnership upskills the current workforce allowing employees to acquire new skills that move them into higher skilled and higher-wage jobs in the company. The company backfills that position with a new job seeker and this helps expand company capabilities and increases competitiveness.



## Northwest Northwest Workforce Council

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

### Career Pathways to self-sufficiency

Northwest Workforce Council (NWC) continued its priority on investing in strategies that support apprenticeship opportunities as an excellent career pathway to enter economic self-sufficiency. Pipeline activities highlighted focus on support of the region's key industries in construction and manufacturing. This year, despite the impacts of the COVID-19 pandemic, a number of unique projects that focus on entry into apprenticeship programs as a viable career path proved successful. Below are a few examples of how this focus is operationalized.

Career exploration activities in the skill trades introduces the emerging workforce to the wide variety of high-wage career opportunities. A step in an accelerated career path strategy includes pre-apprenticeship programs that provide direct entry or preferred entry into apprenticeships. NWC's supported pre-apprenticeship classes have resulted in excellent outcomes, with entry wages of \$26.00 per hour plus benefits. These programs, with well-articulated and progressive levels of education and work-based training, credential attainment connected to industry, and wraparound services, prove to be an example of excellence in a career pathway strategy rewarded with self-sufficiency employment.

In partnership with the Northwest Carpenters Institute of Washington (NWCi), a mix of WIOA IB funding streams was utilized to support a pre-apprenticeship class that gave participants necessary construction focused workforce skills, math, and

trade-specific, hands-on training. The four-week class provided industry-recognized credentials. Upon successful completion, the students had preferred entry into the apprenticeship program. This new opportunity created access to 12 members of WIOA target populations. The class served 17 percent individuals of color, 17 percent females, 33 percent young adults, 60 percent low income and 17 percent were dislocated workers.



*Sharp tools and sharp students ready to go.*

Ninety-two percent completed the class in good standing and sixty percent were immediately accepted into apprenticeship, employed at \$26.35 per hour plus benefits. Other graduates are currently on the ranked eligibility list and employed in training-related occupations.

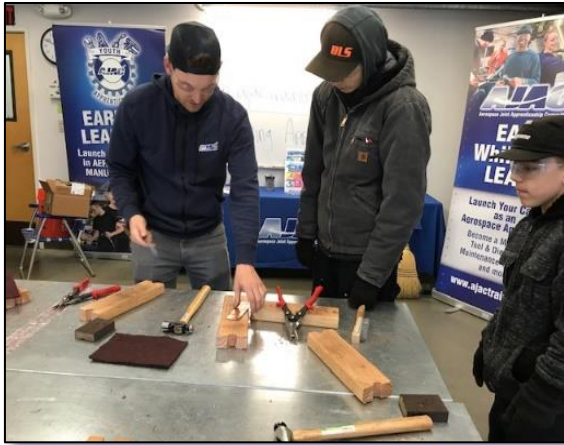


*Carpentry students awaiting their practice interview with local contractors.*

Again, the NWCi reached out to the NWC to assist in recruitment, assessment, and referral of individuals to support a second pre-apprenticeship class, being conducted for the Washington State Department of Transportation's Pre-Apprenticeship & Supportive Services (PASS) program. Classes were held at the



NWCI Technical Training Center. All WIOA students successfully completed the class in good standing, and there were four of the six initially selected into direct apprenticeship entry working at \$26.35 per hour plus benefits. This was an excellent example of leveraging funds. As the demand for carpentry apprentices continues, an additional pre-apprenticeship class with NWCI is planned for late winter in 2021.



*Hands-on training for a taste of the trades.*

For many, post-secondary academic training is not a practicable option. In response, NWC uses multiple engagement strategies to highlight the importance of the skilled trades as a viable employment and career option for many. To showcase these type of careers – and career pathways – for young adults, the annual *Washington Apprenticeship Vocational Education (WAVE)* Tour has proven to be an excellent gateway in which over 350+ young people learn what the trades and apprenticeship programs have to offer. Seven registered apprenticeship programs are represented, providing students and young adults the opportunity to rotate through seven different trades in a day – all occurring at the region’s NWCI Technical Training Center. The WAVE Tour is a collaborative venture of two contiguous Workforce Development Areas (Northwest and Snohomish), apprenticeship partners and high schools in the region. When school closings were announced, the WAVE Tour was cancelled for the first time in 13 years. Because the event is so well received by local schools and young adults, planning will resume when school and student parameter have hopefully stabilized in winter 2020.

Collaborating with the Lummi Nation workforce programs, mutual interests were identified in offering young adults the opportunity to explore the skilled trades world of work. To that end, NWC funded a four-week Trades Rotation Program, with the Lummi Business Council providing their well-equipped shop facility to conduct the class. Hand and power tool safety, math skills, industry tours, and certification training (forklift and flagging) were provided students, who also received wraparound services during the full-time hands-on program before the Lummi facility, and thus the program, was closed as part of the COVID-19 pandemic. Resumption of the class is planned.

In the late spring of 2020, despite the challenges of COVID-19, the construction industry resumed activities, still faced with a shortage of apprentices, especially for ironworkers. Pacific NW Ironworkers and Employers Local #86 Apprenticeship JATC (Ironworkers Local #86) indicated the need to continue with pre-apprenticeship classes that would enable successful class completers to directly enter into the ironworker apprenticeship program and employment at \$26.37 per hour plus benefits. Despite the extensive COVID-19 safety restrictions on meetings and in-person classes, the NWC, in cooperation with Skagit Valley College (SVC) and Ironworkers Local 86, developed the safety protocols and a suitable SVC campus site to conduct the class. For recruitment, the NWC developed remote access live video information sessions for recruitment and completed assessment and registration for qualified candidates. Next steps for these applicants was the ironworkers’ rigorous half-day *Minimum Qualification Day* assessment.

Ten of the WIOA applicants completed the qualification day successfully and entered the class. Course completers earn 11 college credits and direct entry in employment and the apprenticeship program. Maintaining a focus on diversity, participants included a female and five minority group members. The NWC’s partnership with the ironworker apprenticeship program continues to be a great success in creating careers for the community and needed ironworkers for the workforce.

## Rapid Response reimagined

Rapid Response (RR) events always experience challenges in providing timely, responsive customized services to laid-off workers. In April of this year, with the onset of the state's response to COVID-19 kicking in, the simultaneous notice of the closure of the local aluminum smelter plant, affecting 700+ workers, struck a particularly hard blow to laid-off workers, the community, and the region. These were difficult to replace, high-wage manufacturing jobs in a time when the economy was effectively shut down. Business as usual was not an option. A closure of this size and magnitude required immediate reimagining of how RR could remain a robust responsive gateway to the workforce system for helping laid-off workers quickly transition to new employment. Formidable challenges for the traditional convening, facilitating and brokering that is RR were evident.

One of the early challenges was working through restrictions on public gatherings and in-person meetings. The need to re-engineer how laid-off workers could receive timely workforce and related services was of priority concern. Adapting workforce offerings to a remote environment was the only viable alternative, even with significant confusion existing between platforms of choice for both the employer and partners. Technology difficulties frequently arose in scheduling and executing services. Regardless, all community partners and the employer kept a clear focus on doing the most and best possible given the unpredictable environment everyone was navigating.

As a first order of business, and to help define what customized services were indicated, laid-off workers were asked to complete an online survey assessing their concerns, need for services, etc. A quick and high return rate of 36 percent chartered a course of action, which was vetted through the newly formed RR Labor-Management Team and resulted in an array of services, provided both virtually and in-person.

### General information sessions

General information sessions were held as online webinars in which community and WIOA partners shared information about the programs and services that would support connecting to the local workforce system. These sessions were scheduled to accommodate shifts and spouses attending. Eight sessions reached over 100 workers.

## In-depth follow-up sessions

Online interactive sessions led by the RR team on topics of expressed interest identified by workers were conducted. Topics included: unemployment insurance, worker retraining options, the Dislocated Worker program, financial planning and stress management. Although we got good feedback from participants, attendance to these events was disappointing. Clearly, improvements needed to be made.

### Enhanced engagement

A meeting was held with the union representatives and stewards to suggest ways to improve participation. Key feedback from the discussion was that, while online sessions worked for some, many others did not feel comfortable engaging in this way. Further, although layoffs began much earlier, the union felt that many workers had not come to terms with their situation and were hesitating to take any action. Both the venue and the timing had to change in order to reach more workers.

With the support of the employer, a hybrid model combining both in-person and online mediums was devised. Representatives of the participating partner agencies would join the meeting online, while workers who felt uncomfortable with online events could register to attend the event in person, or at a meeting space at their worksite where physical distancing and other COVID-19 precautions could be implemented. Additional workers could attend online if they chose.

These events were effective in generating a significant attendance level, even though the in-person cohort was limited to only 25 individuals per meeting. It is notable that while online attendance reflects the desirability of different days and times, seats at the in-person event were attractive enough to "sell out" at each event.

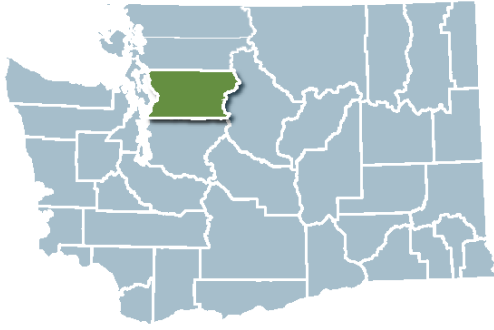
### Streamlined enrollment

Reaching affected workers and providing them with information was a critical aspect of this Rapid Response effort, but it would not have produced results unless an effective approach to managing the high number of resulting enrollments was also implemented. To achieve this, the NWC designed enrollment packets that included the necessary materials along with instructions for registering on WorkSourceWA.com and filling out the forms. These packets were distributed physically by the employer



and union stewards, as well as being provided electronically or via USPS upon request. To date, 28 percent have completed enrollment packets, with additional enrollments in progress. We expect this number to rise, as the last layoffs are implemented.

Balancing the dual goals of safety and effectiveness is a constant challenge in this pandemic period. While virtual interactions can be effective, their ability to reach targeted populations is limited. When augmented by controlled and COVID-19 compliant personal interactions, outcomes are significantly improved. Further work will help us to learn whether we can be successful in converting customers that we reach via an in-person interaction to a virtual platform, increasing both the scalability and safety of our efforts. Revising the RR process clearly continued throughout the activity to maximize access to laid-off workers.



## Workforce Snohomish

### Workforce Development Council

*Serving Snohomish County*

In January 2020, Snohomish County launched the Snohomish County Future Workforce Alliance to serve as the Local Workforce Development Board. The Alliance is focused on developing long-range strategies to strengthen local businesses, support workers, and assist unemployed residents in launching careers in occupations leading to career advancement.

Operating under the direction of the Snohomish County Executive, the Future Workforce Alliance serves as the strategic and oversight entity for the overall regional and local workforce development system, WorkSource Snohomish County.

Workforce Snohomish (WFS), a 501(c)(3) organization, oversees the day-to-day operations of the WorkSource Snohomish County system, and is responsible for ensuring the effective operation of the system that enacts the Future Workforce Alliance's vision through centers, affiliate sites, and connection sites that are part of the national America's Job Center network.

The Future Workforce Alliance and WFS are working together to ensure Snohomish County residents have the opportunity to thrive and engage in our vibrant community through a "Gold Standard" workforce development system.

### Services in response to COVID-19

Snohomish County was the first county in the country impacted by the COVID-19 pandemic in mid-January 2020. Snohomish County and WFS responded quickly to limit the impacts of the pandemic on our community.

In early February 2020, WFS began the work of virtualization of Workforce Innovation and Opportunity Act (WIOA) services to ensure continuity of quality service delivery to business and job seekers in Snohomish County. By the time the stay-at-home order was issued by the Governor in March 2020, training on virtual service delivery of WIOA service delivery staff was well underway.

Additionally, WFS enacted the following measures to support service delivery and ensure the safety of staff and customers during the pandemic:

- Acquisition of a virtual online HIPAA secure portal through which, WIOA eligibility, enrollment, training, and supportive services were developed and implemented.
- Development of local policies for a fully virtual American Job Centers.
- Dropbox installation to allow WIOA customers to drop off documents at Centers.
- Weekly publication of a bulletin that provides information on virtual services being offered in the system, COVID-19 unemployment resources, and current job openings in essential businesses.
- Virtual WIOA orientations and rapid response events to laid-off job seekers.
- Development of COVID-19 safety protocols to allow staff to operate in a healthy environment.

In a statewide effort, WFS, joined by all Washington Workforce Development Councils and the Employment Security Department, applied and received two U.S. Department of Labor (Disaster Dislocated Worker and Employment Recovery Dislocated Worker) grants to aid in the pandemic response and increase in joblessness.

### Business sector engagement

WFS and the Business Solutions team respond to the needs of businesses by facilitating connections to job seekers. These connections are made through hiring events, employer of the day events, industry exposure events, and personalized outreach. In PY2019, the Business Solutions team served 421 businesses, and hosted 41 Rapid Response or reemployment events.

In PY2019, WFS used EconoVue, a tool from Dun and Bradstreet that allows subscribers to view the financial wellness and outlook for local businesses, to outreach to businesses at risk for layoffs with layoff aversion services, and to businesses that are growing connections to local job seekers. The Business Solutions team has drafted and implemented an outreach plan based on the capabilities of EconoVue.

### Rapid Response

Before March 2020, Snohomish County was nearing full employment and Rapid Response events were not commonly needed. Since March, the pandemic's impact on the region's economy has changed that picture drastically. Major employer layoffs have compelled the development and deployment of a virtual Rapid Response presentation. The presentation allows individuals to safely receive virtual services and information on unemployment insurance, WIOA, and worker retraining, among other things.

On April 27, 2020, WFS received confirmation of expected layoffs at Boeing totaling up to 10 percent of its workforce. Immediately after, WFS initiated a collaborative response to the layoffs with Boeing's largest two unions: The Society of Professional Engineering Employees in Aerospace, and International Association of Machinists & Aerospace Workers. WFS also joined the Boeing Strategic Partnership task force led by the Employment Security Department and in collaboration with the Washington State Trade Council, WDC Sea-King, and WDC Pierce to coordinate activities relating to these layoffs.

WFS, Seattle-King County Workforce Development Council, and Workforce Central (Pierce) Rapid Response teams have collaborated to hold tri-county virtual Rapid Response events led by Snohomish County for the Boeing layoffs happening throughout Puget Sound.

### Incumbent Worker Training

The WFS *Incumbent Worker Training* (IWT) Program launched, in early 2019, to increase the competitiveness of local businesses by upskilling their existing workforce and backfilling open positions with WIOA-enrolled customers. Everett-based LMI Aerospace successfully trained 20 employees in lean manufacturing, and Monroe-based Toolcraft Inc. successfully trained four employees in automation. The program received praises from local business leaders and state regulators.

### Connection sites

To reach residents in all corners of the county, WFS continues to collaborate with local community-based organization connection sites to expand access to services. In PY2019, WFS added the Latino Educational Training Institute (LETI) as a connection site in the city of Lynnwood. LETI is dedicated to strengthening relationships between Latinos and the wider community, providing an array of programs and services that are synergistic with WIOA services.

### Serving target populations

A number of programs focusing on populations with barriers to employment and long-term unemployed are provided at American Job Centers. COVID-19 has significantly impacted the delivery of in-person programs. All in-person services and events have been suspended until further notice. Whenever feasible, programs and services have been adapted to virtual or no-contact delivery, with ongoing emphasis to continuously improve access and engagement.

### Homeless population

A Homeless Career Liaison was added to the WIOA service delivery team to work in collaboration with county navigation staff serving populations who are homeless or at risk of homelessness. This dedicated staff provided a bridge between county housing services and WIOA employment services to support impacted job seekers in attaining self-sufficient employment.

### Youth

WFS continues to actively engage in signature events that promote youth exposure to work-based learning opportunities, such as the student focused *TradeUP* events in support of youth career awareness. *TradeUp* is a one-day, hands-on introduction to skilled trade careers for high school students. Over 200 students from the Everett and Edmonds school districts were able to meet trade workers and learn about over 15 apprenticeship options that can lead to high-paying, stable careers.

WFS continues to support the annual National Apprenticeship Week celebration, hosted by the Washington State National Apprenticeship Week Committee. This program year, the event took place in November at the *Sno-Isle Tech Skills Center*. Participants

learned about the different types of apprenticeships, enjoyed panel discussions, met employers, and tried hands-on demonstrations. The event continues to be a tremendous success, engaging over 350 individuals, students and families each year.

WFS, in partnership with The Tulalip Tribes' *Tribal Employment Rights Offices*, trained and graduated 18 WIOA Youth from a pre-apprenticeship program funded with WIOA funds. The graduation, which took place in August, garnered praise from local community members. Forty-five local youth were also placed in comprehensive internships as part of the Career Connect Washington grant.

To better support youth success at the WorkSource Youth Center, WFS works closely with the Everett Community College and Edmonds College to deliver on-site tutoring at the center to support GED attainment. Volunteer tutors from both colleges provide individual and group tutoring sessions.

## **Food insecurity**

In 2018, WFS identified access to food as an unmet need for WIOA Youth participants through a survey of enrolled customers. In response, WFS received a City of Everett Human Needs Grant to pilot a Wellness Program at the WorkSource Youth Center. Combined with funding from the Butler Trust, WFS established a food pantry that was accessible to all youth utilizing the center's resources. As a result of COVID-19, the food pantry was closed in March; however, WFS was able to re-purpose funding to provide grocery store vouchers to enrolled youth.

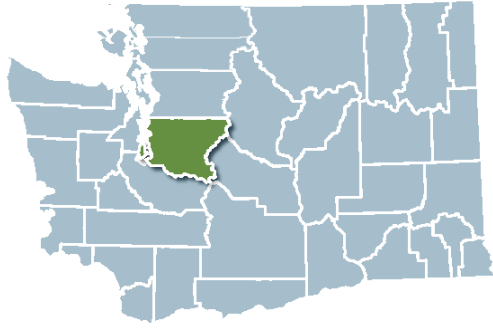
## **Special services**

WFS is a critical partner in a cross-agency response to the opioid crisis. Led through the Snohomish County Emergency Management, and funded through a National Health Emergency Grant, WFS subrecipients provide opioid affected dislocated workers and new workforce entrants with wraparound employment services, focusing on re-engagement through transitional job opportunities.

In partnership with Vocational Rehabilitation and the WorkSource System, WFS provides specialized services for individuals with disabilities who are receiving SSI and/or SSDI re-entering the workforce as well as for individuals at risk of needing SSI and/or

SSDI benefits due to non-work-related injuries through the Ticket-to-Work program and RETAIN Washington, respectively. A WFS Navigator is co-located in the Everett WorkSource to provide integrated services to these populations.

WFS operates the Refugee Professional Careers Initiative (RPCI), a Department of Health & Human Services funded grant through the Office of Refugee and Resettlement. Utilizing RCPI, WFS is able to embed a Navigator into the WorkSource system to assist eligible refugee and asylee populations in achieving self-sufficiency through professional employment, drawing upon previously-acquired knowledge, skills, and experience.



## Seattle-King County Workforce Development Council of Seattle-King County

*Serving King County*

### Overview

Program Year 2019 (PY2019) was a unique year for the Seattle-King County region. Across the system, including the local WorkSource network of 45 locations (two centers, five affiliates, and 38 connection sites), the Workforce Development Council (WDC) of Seattle-King County served 41,069 community members and 1,735 businesses.

Beyond those numbers, the WDC of Seattle-King County has been forming a new regional strategy to respond to the COVID-19 crisis and account for demographic disparities in impact and services. This strategy incorporates industry in recovery efforts and places community at the center of decision-making processes.

### Responding to the COVID-19 crisis

WIOA partners have been on the front lines of the COVID-19 health and economic crisis. From technology access to language barriers, from immigration status to workplace safety, the impacts have been broad and disproportionately felt by vulnerable populations.

Although COVID-19 did not arrive in Seattle-King County until the last quarter of PY2019, its impact continues to be felt beyond the scope of the program year. The initial months of the crisis exposed several challenges for the system.

With mandated closures and limited in-person client engagement due to health and safety concerns, the focus for the WDC and its partners has been to transition to virtual service delivery and program enrollment. Partners demonstrated incredible flexibility and responsiveness to meeting these unprecedented demands.

### Technology access and workplace safety remain ongoing challenges for workforce development

The move to a virtual environment excludes those without adequate devices and those with limited or non-existent network access, impedes visual and hands-on learning styles, and raises the barrier of entry for digital literacy.

For those with pre-existing health conditions or who are especially vulnerable to COVID-19, a lost job can also mean the loss of employer-based health coverage, and job opportunities as “essential workers” are often too dangerous to navigate in person.

These ongoing challenges require creative thinking and collaboration. The flexibility of WIOA funding allows for innovative responses that are responsive to local needs.

### Partners step up to help with translation of employment information

Several partners, including Neighborhood House and Asian Counseling and Referral Service, made tremendous efforts to meet the needs of non-English customers during this time.

Due to the massive influx in demand for unemployment insurance (UI), and the wide range of languages spoken in King County (at least 26 percent of the population speaks a non-English language, with about a third of those are Spanish speakers), there is a huge need for translation and interpretation of UI documentation, especially around expanded UI.

Working in collaboration with King County, the City of Seattle, and the Employment Security Department (ESD), these partner agencies translated complex materials into more than 15 additional languages. These resources were then made available online: ([worksourcekc.org/covid-19-employment-resources](https://worksourcekc.org/covid-19-employment-resources)).



In addition to providing translated resources, WIOA partners have helped customers through the application process with interpretation support and expertise both in the native languages of customers and in the complexities of the unemployment insurance system.

The high degree of coordination needed to accomplish this work demonstrates the value of regional collaboration across agencies at a local and state level, especially for meeting the needs of people of color, immigrants, and refugees.

### Youth partners adapt to virtual education and advocate bottom-up policy changes

WIOA provides for support services funding across all ages, but youth have particular needs around food security and technology access.

When the COVID-19 crisis began, youth partners advocated to lift the ban on food as an allowable cost, and to increase the annual allowed cost for support services. Both of these change requests were accepted by ESD, in collaboration with the Department of Labor (DOL), demonstrating a functional chain of advocacy and a nimble response to the crisis.

This flexibility meant that even as on-site internships with employers were cancelled and King County service providers were redeployed to quarantine isolation sites, youth partners were able to quickly deploy virtual education and training models while also prioritizing public health and safety.

### Portrait of Success – a story of disruption and response



*WIOA Dislocated Worker customer, Cynthia, who was able to get a job as a UI Specialist 2 and turn disruption toward response to the ongoing COVID-19 employment crisis.*

Cynthia sold her small printing business in 2019 and was looking for a new job. She had been meeting with a career counselor at WorkSource Redmond for some time, as part of the Dislocated Worker program. Although she applied for many positions over several months and heard back on a few roles, she received no offers.

After the COVID-19 crisis began, Cynthia's counselor forwarded her the *Essential Workforce Needs* list, which began updating on the *Seattle-King County WorkSource website* in March to aid recruitment efforts for increased demand in industries that serve an essential infrastructure function during the pandemic, such as grocery, supply chain, cleaning, healthcare, and social services.

One employer on that list was ESD, which administers unemployment insurance in Washington state. Cynthia applied for several positions with the agency and was ultimately hired as a UI Specialist 2, a role helping to process the influx of new UI claims that began with the mandatory statewide shutdowns.

### Beyond poverty – helping individuals achieve self-sufficiency across Washington state

The most common metric for assessing an individual's basic economic needs is the federal poverty level. Unfortunately, this metric has severe limitations in its singular reliance on food costs, an outdated formula that assumes food costs are roughly one-third of any given family's overall expenses, and a lack of variation by geography or family composition. This is especially problematic in King County, where the cost of living is significantly higher than the surrounding region and the country.

By contrast, the Self-Sufficiency Standard ([selfsufficiencystandard.org](https://selfsufficiencystandard.org)), incorporates validated national, state and local data to determine individual cost of living, and accounts for variations in those costs by geographic location and family composition.



In the early months of the pandemic, HILT leaders also showed dedication in supporting the needs of students, schools, and school districts as alternative forms of learning, career exploration, and licensing/credentialing/degree obtainment changed rapidly. Near the end of PY2019, development began on a “package” for students and teachers to access the changing nature of learning. This included:

- 1) *Speakers Bureau*,
- 2) Virtual Chart Your Healthcare Career Pathway Events,
- 3) Mentorship Program, and
- 4) Video Clearinghouse in partnership with industry and support partners statewide.

The continued work of HILT around the long tail of COVID-19 recovery serves as an organizing model for establishing new industry leadership tables, a process that is ongoing.



## WorkForce Central Workforce Development Council

*Serving Pierce County*

### Economic Security for All (EcSA)

WorkForce Central (WFC) was a recipient of The Governor's Economic Security for All (EcSA) initiative grant. This initiative aims to support a long-term, systemic approach to helping Washingtonians move out of poverty on a large scale. This initial round of EcSA funds supported locally developed models to reduce poverty in four identified communities, led by Workforce Development Councils (WDCs). These locally developed models proposed changes to existing programs and funding streams and ensures programs work together seamlessly to reduce poverty in their community.

WFC's locally developed model – Economic Security for All (EcSA) Power Up Pierce 98404 – serves families in the Salishan/Eastside Tacoma community, and combines best practices from the following models: South Sound 2-1-1, Centers for Strong Families, Guided Pathways, Family Self-Sufficiency – from Tacoma Housing Authority, and CRED (Career Readiness, Education & Development) training. Services are provided to participants directly in their community at the Salishan Association Family Investment Center, helping them enroll in training/education, successfully pursue employment, increase assets, and mitigate personal or financial barriers. EcSA funds are leveraged with local resources to ensure comprehensive services are provided to all participants.

The EcSA Pierce partnership consists of the following: WorkForce Central, Tacoma Housing Authority, Clover Park Technical College, Tacoma

Community College, Career TEAM LLC, Metropolitan Development Council (MDC), Metro Parks, Goodwill of the Olympics and Rainier Region, United Way of Pierce County, Washington Hospitality Association, DSHS Pierce South Community Services Office (DSHS), and Tacoma Ministerial Alliance.

Over the last year, 52 individuals have been enrolled in the EcSA program. Seven have received financial coaching, four have participated in paid work experience opportunities, five have engaged in education and training activities, and two have gained full time employment.

### Success Story: Ben

Ben was unemployed and homeless living out of his car in the 98404 area. Ben has been connected to the 98404 area his whole life and faced barriers such as unemployment, homelessness living out of his car, as well as involvement with the justice system and lacking a resume. After connecting with Career TEAM, he was able to work with a career



*Ben has a bright future ahead.*

advisor to develop his career plan towards his goal of attaining employment in construction. Together they built a resume based on his transferrable skills, as Ben had previous construction experience. Ben also connected with Goodwill to enroll in their Financial Literacy courses.

Ben submitted applications and was invited to interview for a placement with Local Union 242, where he was offered a job opportunity. WIOA assisted with union due costs and he began working July 2020. Ben secured stable housing with the support of community referrals. He has a bright future ahead of him.

### Community Engagement Taskforce

In 2019, the Pierce County Workforce Development Council and WorkForce Central wanted to change how the system conducted outreach and delivered services. As a result, the Pierce County Community



Engagement Taskforce was assembled. Over 50 organizations across multiple sectors throughout Pierce County are actively engaged and committed to bring equal and inclusive access to Pierce County communities. Membership is open and inclusive for all who wish to be involved in our work.

The Pierce County Community Engagement Task Force created a multi-sector strategy that coordinates efforts and combines support for grants to compensate youth for their contribution and time on a youth advisory board. In addition, the task force is dedicated to informing policies and practices and support major systems and providers using a joint assessment to compare policies and best practices, and resource allocation for racial equity. Simply put, we are rebranding the organizational community and what it looks like by redefining what accountability means. We are fostering the next generation of diverse leaders in Pierce County.

### **People's group – community engagement at work**

We are currently working on building the framework for a *Speakers' Bureau*. The goal is to offer speakers who have lived experience with homelessness and other challenges to PCCETF organizations and agencies for presentations to help staff better understand and serve their community. As it evolves, the *Speakers' Bureau* may also offer speakers to public organizations, and the speakers could serve as a sounding board for new ideas and initiatives.

During this partnership, our speakers will be paired with a "Speaker Assistant" to help them develop their "Toolbox." This includes story development, long and short bios, headshots, and practice sessions with different speaking styles (virtual, interview, public speaking). We will also prepare the audience by developing a script to introduce the speaker and set expectations about the talk (length of speech, interview vs. presentation, Q&A, trigger topics).

### **Success Story: Power of community and collaboration**

Goodwill hosted "Collaboration for a Cause," bringing their partnership with The Moore Wright Group to Pierce County, for the first of its kind event. Prepared accordingly per safety requirements and social

distancing guidelines, Goodwill, Career TEAM, and WFC staff volunteered to gather orders, organize pallets for order pick-up, load orders upon organization pick-up, and made deliveries to organizations who were not able to pick up their orders.



*A total of 27 organizations were served in Pierce County during this pandemic.*

The Moore Wright Group provided PPE for all volunteers and \$212,856 worth of new disaster relief items from Thurston County. Considering our current environment of office closures with limited program service accessibility, Goodwill reached out directly to Pierce County organizations inviting them to collect items for their program participants. A total of 27 organizations were served in Pierce County during this pandemic. All 27 directly serve or are connected to the 98404 community. In addition, 300+ EcSA flyers were distributed to these 27 organizations to share with community members.

### **Virtual service delivery: Young adult, Adult, and Dislocated Worker services**

Due to the impact of the COVID-19 crisis, we recognized we could not conduct "business as usual." We have seen many changes to our public workforce development system. More and more services are now being provided through various platforms, to include phone, Face Time, Zoom, and other methods. System partners are working together to assist customers with the following:

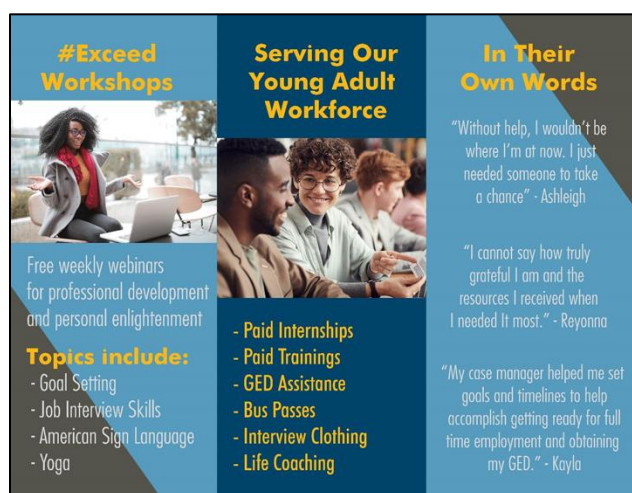
- Connecting with customers to assess needs and provide referrals to appropriate resources.
- Assisting customers to re-evaluate or readjust their employment and education plans to their current situation and needs.



- Connecting customers to learning platforms so that they can utilize modules on their own time including virtual interview simulator and e-profiles.
- Ensuring customers have access to support which increases their ability to be successful navigating virtual/remote employment.
- Partnering with business services to work with employers to create virtual work experience opportunities.

Through this collaboration, we have been able to create virtual workshops and activities which align with our new “norms” to better meet our customers’ needs. The following are a few examples:

- Getting started with Zoom and Google
- Zone out and learn online
- Strategize your virtual job search
- Virtual interviewing tips



*Virtual workshops and activities align with new “norms.”*

Workshops are open to the public, which has increased our opportunities for outreach. We have also been able to work with connecting attendees to services in their area.

Our young adult team worked with current program participants to get their feedback and designed new workshops just for them! Our #EXCEED workshops cover topics such as:

- Goal setting and grit
- How to create SMART goals
- Time management
- Learn to say no
- Shopping on a \$20 budget and meal planning
- American sign language

## Business services – in the year of COVID-19

Our team has been dedicated and steadfast in finding solutions that provide meaningful assistance to business and their workforce, whether shutting down operations or ramping up. This has been a time to flex, re-group, and innovate to provide service to our business community.

Expanding the amount, type, and access to information for business has been of extreme importance this year. Collaborating with workforce and economic partners to timely communicate resources, regulatory matters, and opportunities in a rapidly changing environment has been a key focus. We have increased posting of information to our websites and social media, developed new weekly informational emails and started an employer spotlight to increase visibility for employers.

**The Challenge:** Normal business services delivery went all but obsolete as soon as stay-at-home orders were initiated. Businesses were focused on the emergent crisis and immediate impacts to operations. The greatest request for assistance were primarily calls to answer unemployment insurance questions for those laying off employees

**Pro-active:** WFC lead WorkSource-Pierce business solutions teams to conduct wellness check-in calls to our business customers, providing information about COVID-19 resources, grants, loans, health, and safety information. In the process, we worked to identify employers with hiring opportunities to promote those to impacted workers.

**Re-Tooling:** Like everyone else, we had to change our business model. Moving to a remote workplace and virtual service delivery framework.

## Virtual hiring events replaced in-person sessions

These events were initiated to support employer engagement with job seekers while honoring COVID-19 restrictions and social distancing. Webinars are facilitated on behalf of employers and outreach to job seekers was facilitated. Employers provide information about their companies, their opportunities and conduct Q&A with attendees. Staff liaised between job seekers and employers, collecting resumes, and moving candidates into position for interviews. This has proven to be an effective tool for business customers. During PY2019:

- 6 in-person hiring events were conducted
- 13 virtual hiring events were conducted
- 18 employers participated in hiring events
- 461 job seekers attended



*Virtual hiring events prove to be useful tools for employers and job seekers.*

## Rapid Response

PY2019 has been a year of ups and downs, with very noticeable impacts to our business community, as well as the job seekers we look to serve. During the first nine months, we conducted seven Rapid Response events and provided information to 410 individuals impacted by these layoffs. We also conducted five hiring events, in coordination with the *WorkSource Business Solutions* team, in which over 150 job seekers were in attendance.

Then COVID-19 hit, and everything changed. The need for virtual services and access to technology became priority number one. WorkForce Central led

the effort to prepare and deliver virtual Rapid Response events with our partners to support employers facing workforce furloughs and/or layoffs. This webinar-based tool has been especially beneficial given the continuous changes and challenges encountered regarding unemployment insurance and other matters. These virtual Rapid Response services have made it possible for us to reach affected workers.

WFC's Rapid Response team has been coordinating with state and regional resource partners in the provision of Rapid Response services for the Boeing Company and aerospace supply chain companies impacted by travel bans and aerospace manufacturing downturns.

Within a three-month period, utilizing virtual platforms, we were able to connect with 14 businesses in Pierce County that provided WARN Act notices and conducted three Rapid Response events, providing information to over 956 individuals impacted by the layoffs/closures. In addition, more events were scheduled to ensure 257 additional individuals received information regarding local resources and additional services. We also conducted five hiring events, in coordination with the *WorkSource Business Solutions* team.

Rapid Response partners include Employment Security (unemployment insurance), Department of Labor (benefits), Washington State Labor Council (union), community and technical college partners - Clover Park, TCC, Bates and Pierce (re-training resources), WorkSource WIOA providers (programs, services and resources at the one-stop), and Trade Adjustment Assistance representatives as appropriate.

## Virtual job fairs

Recognizing the need for alternative delivery models to connect job seekers with employers, WFC researched and procured a virtual job fair platform. This robust software platform mimics a live event. Attendees register and enter an online exhibit hall. They can upload resumes, visit booths, download information, and communicate live via chat, text, and video. Employers and resource providers can brand and customize their booths, share company information, post job opportunities, and conduct live exchanges with job seekers. This platform will be utilized for multi-employer hiring events on an on-

going basis. We also worked with the Employment Security Department (ESD) to support employer engagement in regional and statewide job fairs facilitated through the platform secured by ESD.



*Pictured is an image of the landing page for JobFest.*

JobFest, originally scheduled for Spring 2020 had to be cancelled as a live event. In response, we conducted event planning for the virtual execution of JobFest, an annual job fair targeting youth and young adults to be held on July 15, 2020.

- 35 employer exhibitors
- 150 job opportunities
- 16 community resource exhibitors
- 340 registrations (275 young adult registrants)
- 1,065 booth visits

## **Pierce County Career Day - November 13, 2019**

Pierce County Career Day is a unique, annual event which provides high school students exposure to careers in trades. This year marked the event's 12th consecutive year. Students came from schools as far away as Oregon to be part of the "best career day around." Over 90 businesses provided interactive exhibits for students to make and build things, to try their hand at welding, or even operate a piece of heavy equipment.

1,740 students stormed the Washington State Fairgrounds, donned in safety vests, hats, and glasses for the hands-on experience. They learned about skilled trades, apprenticeship opportunities, education, and earning a livable wage all while getting a chance to see, and feel, first-hand what working in the trades is all about.

Thanks to our partnerships with schools, trades, businesses, educators, and community partners, 2019 was another successful year.



*Students get opportunity to operate heavy equipment on Career Day.*

- 90 exhibitors
- 67 schools
- 1,741 students
- 48 volunteers



*Students learned about skilled trades, apprenticeship opportunities and education on Career Day.*

Pierce County  
Construction  
Career Day  
[watch video here.](#)



## Comments from Career Day participants



*Students came from schools as far away as Oregon to be part of the “best career day around.”*

*“The event was a great success for Lowe’s. I met many Career Counselors from the various high schools who are requesting presentations to their shop classes and to their own career days to hear more about open positions with Lowe’s.” Doris Clark, SHRM-SCP, Talent Acquisition Partner, District 894, Lowe’s.*

*“This was AMAZING!” Jenny Cairn, Safeboats*

*“This was one of the most productive career fairs never have I had that many students ask about job opportunities, and how to apply.” Eric Palmer, Drywall Coordinator, Finishing Trades Institute NW.*

*“I recognize all the hard work you put into getting our great event to a level of quality that we have come to expect over the years... Nicely Done!!!” Brent Masters, Business/Employment Specialist, WA State Division of Vocational Rehabilitation.*



*2019 was another successful year with 1,740 students, and marks the event’s 12<sup>th</sup> consecutive year!*

## Future of Work Task Force

In September 2019, WFC hosted a symposium called “Automation, AI, oh my!” in which we heard from futurist and author Martin Ford how automation and artificial intelligence are changing the workplace. It is estimated that by 2030, 400 million workers worldwide could be displaced by automation.



*Martin Ford spoke on automation and artificial intelligence in the workplace at WFC hosted symposium.*

Following this symposium, WFC led the development of a task force, chartered by the WDC, to develop recommendations on how the workforce system will engage and respond to the impact of automation and AI, ensuring the talent pipeline of Pierce County is ready and prepared. The taskforce meets monthly to explore:

- Making broadband a utility for the entire county to ensure access by all
- Mapping all education and training services to an essential set of skills that will be required of all workers.
- Conducting an awareness campaign to ensure employers become aware of the resources available to train, retrain, and upskill their workforce for the future workplace.
- Conducting a review of the new business environment and the impact of COVID-19 on key sectors.

The Future of Work Task Force will present its recommendations to the WDC board in the Fall of 2020.

### **Success Stories: *Business Services***

- **Farmers Insurance, University Place, WA**  
Farmers Insurance is an employer who has engaged with us on several occasions. They have excellent options and training for prospective employees. Despite this, they often have a challenge finding qualified candidates. Even when they find candidates, they either do not want to pursue a career with this industry, or they are not the specific fit that Farmers needs. The Business Solutions representative knew that Farmers Insurance is deeply committed to hiring vets. The company wanted hiring events to help attract qualified candidates at WorkSource. Two hiring events were scheduled: one at the company's office in September, and a second one at WorkSource in October. The Business Solutions representative also set up a meeting with ESD's Business Services and Farmers. The purpose was to expand Farmers Insurance contacts at WorkSource. The company reported that Farmers hired two candidates provided by WorkSource.

- **AIM Aerospace**

AIM Aerospace needed help with sourcing candidates. They had 51 open positions, most of which had multiple slots available for workers. One of the challenges in finding candidates is that there is wage competition in the market—they hire at \$14 per hour; other industry employers hire at \$17 per hour. The Business Solutions team discussed hosting a hiring event for them; however, this was not an option they were interested in. They were, however, interested in having positions posted. An Equus (formerly ResCare) recruiter, posted every open position. At last count, AIM hired 60 candidates from the postings. Equus continues to follow up and looks forward to continued success for AIM in gaining a viable pipeline.

### **The Military Spouse Professional Fellowship**

The WDC has remained committed to serving our military community with a special emphasis on aligning with state and local initiatives to provide a high level of customer service and support for our military spouses. Special programs being offered are the new Military Spouse Work Experience Fellowship which provides a six-week work experience with local Pierce County employers who offer remote work options. Partnership with local veteran service organizations such as the American Legion Department of Washington and Veterans of Foreign War to host local hiring events and conferences to reach our veteran community. We continue to offer access to non-traditional employment opportunities in trades and apprenticeships in partnership with our state Washington Department of Veterans Affairs, and a green logistics regional program in partnership with Seattle Community College. This agile shift in service delivery and remote work opportunities have stabilized and continue to support our military community.

The Military Spouse Professional Fellowship Program was launched during PY2019. Utilizing a cohort model, military spouses receive professional brand development to include professional head shots, Linked-In profile review, resume boost, interview preparation, and opportunity to showcase skills to committed employers through a 6-week internship at \$20.00 per hour.





*The new Military Spouse Work Experience Fellowship provides a six-week work experience with local Pierce County employers.*

Employers, through work-experience placements, receive project and assignment-based interns, pre-screened competitive candidates, subsidized wages covered by work experience program, visibility, and recognition for supporting military families. The following outcomes represent success to date:

- 14 have participated in the Military Spouse Professional Fellowship
- 8 completed WEXs
- 1 completed on-the-job training (OJT)
- 8 obtained employment
- 2 entered into post-secondary education

### WorkSource certification

The continuous quality improvement efforts in Pierce County have used the Malcolm-Baldrige global standards to improve and provide a high level of customer service experience. This WorkSource certification has allowed the WDC to approve sites, both traditional and non-traditional, and support the continued efforts to improve how organizations are able to demonstrate their ability to meet the complex demands of today's job seekers. The WorkSource brand in Pierce County means that an organization has taken concise steps to ensure that this level of excellence is achieved. Since 2017, we have certified and recertified the WorkSource Pierce Comprehensive Site, Joint Base Lewis-McChord WorkSource Affiliate Site, Goodwill of the Olympic and Rainier Region WorkSource Affiliate Site, and The Pierce County Library System which has 18 WorkSource Connection Sites. We also created a one-year partnership program that allows organizations to "try out" the benefits of being a WorkSource Pierce partner through an Emerging Partner Program, where for one year we partner and collaborate to ensure they understand the benefits of being a part of the system work.

### Basic Education for Adults (BEaA)

During 2019, WorkForce Central, in partnership with four local community and technical colleges, implemented the position of Basic Education for Adults (BEaA) Navigator. This position was created to connect adults without a high school diploma or equivalent, living in Pierce County, to an education partner and program to advance their education and increase career opportunities. The BEaA Navigator works closely with WorkSource partners to maximize cross-referral benefits to customers with additional barriers. At the close of 2019, the BEaA Navigator served over 57 participants, 14 of which were WIOA enrolled.

## Bold Goals Initiative

Multiple partners within WorkSource Pierce continue to collaborate to address equity and access for those customers historically underserved by the workforce system. The Bold Goals Implementation Team has been tasked to develop and implement strategies to engage disconnected young adults as well as adults without a high school diploma or equivalent living in Pierce County. The team works together to align partnerships with local agencies and organizations serving individuals experiencing barriers to employment and education. Over 795 adults obtained their GED, and 591 young adults were connected to employment and/or education and training opportunities in 2019 through this system approach.

## Career Connect Washington (CCW)

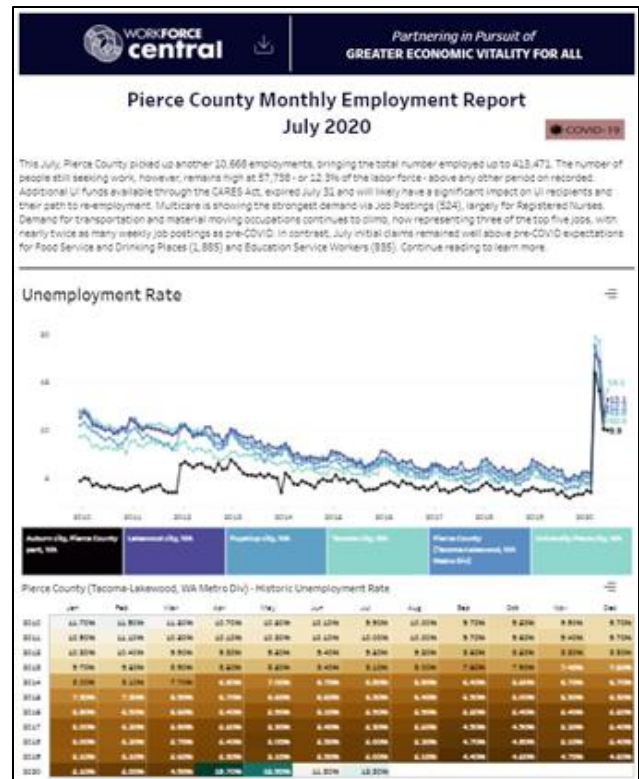
Thanks to a collaborative and innovative partnership, the Career Connection Washington grant within Pierce County was able to provide career-connected access and exposure to 3,215 young adults. Twenty-two of which received comprehensive internship experiences within the trades. This successful outcome directly resulted from the efforts of a dynamic partnership between WorkForce Central, The Tacoma STEAM Network, Elements of Education, West Sound STEM, Bates Technical College, Northwest Carpenters Institute, Clover Park Technical College, and EQUUS Young Adult WIOA provider. 2019 also marks the first Pierce County Apprenticeship Summit, hosted by Bates Technical College, and co-facilitated by West Sound STEM and the Tacoma STEAM Network. This event created a space for over 30 attendees which included representation from local and state labor organizations, pre-apprenticeship training institutions, high school career and technical administrators and educators, as well as community-based organizations supporting young adults in employment and education.

## Pierce County Monthly Employment Report

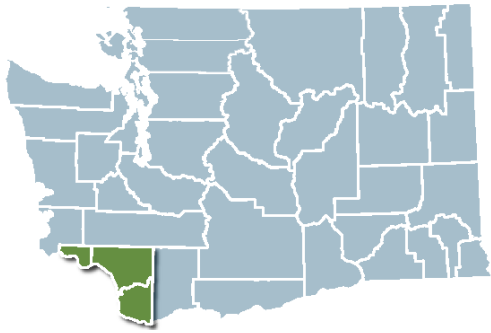
WorkForce Central launched a new employment report this year, capturing data for regions within Pierce County and offering users much more control over the reporting and aggregation of information. Users can select and compare local area unemployment statistics for up to 100 different regions within Washington state, wage and industry

employment trends for 39 counties, and all Pierce County job postings aggregated by occupation, employer, and certification.

Linked to the report is a dashboard for COVID-19, exploring the industry and demographic trends of initial UI claims, with estimates for all Washington counties, adjusted for pre-COVID-19 baselines.



[View the Pierce County Monthly Employment Report online here.](#)



## Southwest Washington Workforce Southwest Washington

*Serving Clark, Cowlitz and Wahkiakum counties*

### Business and sector engagement

Workforce Southwest Washington (WSW) works as part of a bi-state collaborative effort with our workforce board partners in neighboring Oregon communities. Together we have formed the *Columbia-Willamette Workforce Collaborative* (CWWC) and it is our mission to align workforce supply with industry demand. We are committed to collaboration across program and jurisdictional boundaries to build employer partnerships and address the skill shortages facing the regional workforce. The CWWC focuses on our region's most critical industries including healthcare, manufacturing, technology and construction. WSW's *business engagement team* and funding for employer initiatives (on-the-job training, incumbent worker training and internships) is also in alignment with these sectors.

Throughout the 2019-2020 program year, the CWWC's *business engagement teams* updated several of our regional workforce plans, engaged new business partners, and developed local training opportunities to meet business needs throughout the region.

The CWWC has been heavily involved in supporting our industry partners throughout the COVID-19 pandemic by providing consultation and information on Unemployment Insurance Programs to help our business partners pick the best path forward for themselves and their employees. In addition, the CWWC has hosted industry conversations and listening sessions to better understand how we can support them during and post-COVID-19.

WSW has continued to elevate the need and priority to have a business-driven talent delivery system (i.e., WorkSource) in the region. Business engagement continues to be led by WSW with a strategic focus on the WorkSource system to deliver on business needs by investing in targeted training opportunities and vetting talent so that candidates can be delivered more quickly to industry. In addition, WSW is working with the one-stop on Integrated Service Delivery (ISD). A key component of the local ISD effort is organizing staff into functional teams based on industry sectors. The sector teams are charged with driving the specific needs of employers and ensuring businesses have the talent they need, when they need it.

WSW implemented *Launchpad*, a cloud-based workforce development Customer Relationship Management (CRM) developed on the salesforce platform, at the beginning of the 2018-2019 program year. Not only does *Launchpad* house our business contacts and data on services, but it is now home to our region's qualified talent pool. The data collected on local talent is matched to high quality jobs for quick employment referrals.



*Launchpad is also a communication tool utilized by our adult and youth systems.*

*Launchpad* is also a communication tool utilized by our adult and youth systems to understand business needs and streamline system communication to businesses. Additionally, we have added system representation from Washington State University's (WSU) Vancouver Campus and the Division of Vocational Rehabilitation



and are working to incorporate both of our community colleges. Leadership at WSW, WorkSource and Next are using live Launchpad dashboards to monitor progress towards goals and to track business engagement in real time.

## Recruit Train Place (RTP)

WSW worked with employers in high-growth, in-demand sectors to develop curriculum for six new Essential Skills workshops aimed at training individuals in the non-technical aspects of workplace success. Over 1,300 customers, and counting, participated in an Essentials Skills workshop and they continue to be the most popular workshops offered in WSW's region. The Essentials Skills Coordinator hired through this effort continues to lead the workshop's team from an ISD lens. The value of these workshops and the integration efforts behind them have been reinforced during the COVID-19 pandemic. Not only are Essentials Skills workshops rated highly by customers, they also have a positive impact on the number of individuals who access other services from our system because of ISD.

## System Liaisons

Access to the workforce system is a top priority for WSW. Throughout 2019 to 2020, WSW worked with system partners to find innovative ways to reach a broader demographic of job seekers. This led to the development of the System Liaison position whose primary focus is to make intentional connections between workforce resources and the targeted population they work with. WSW funded two System Liaisons, one with the Wahkiakum County Health and Human Services and another with Washington State University Vancouver.

The System Liaisons will enhance access to workforce resources, career exposure opportunities, job placement services and opportunities to build social capital. They will do this by learning and representing the dual interests of WSW and the agency/organization they are employed by.

## Thrive (EcSA)

In late 2019, Governor Inslee announced \$5.8M in grant funding to pilot four locally developed models that build system-level change to measurably reduce poverty. This initiative is referred to as *Economic Security for All* (EcSA) at the state level and WSW is referring to it as *Thrive* for the Southwest Washington local area. *Thrive* is intended to be a long-term, systemic approach at permanently moving people above 200 percent of the federal poverty line by March 2022.

In Southwest Washington, *Thrive* focuses on two key neighborhoods in Cowlitz County that show the greatest need based on a number of different factors including, but not limited to, poverty rate, education attainment and employment rate. *Thrive* utilizes a "system of change" approach, which focuses on the microsystem – individuals and families, the mezzo system – communities, and the macro system – societies. Through this approach, *Thrive* reduces poverty, supports retention and the upskilling of the workforce, and supports a system of partners to increase opportunities for those most in need.

In addition to system partners who provide services to community members, *Thrive* places high emphasis on engaging employers on the front end and displaying a business-case return on investment for companies to collaborate on this initiative. This place-based approach ensures that both people and business get what they need from their own communities.



*Thrive reduces poverty, supports retention and the upskilling of the workforce.*

## Opportunity youth: what's *Next*?

Making the transition from traditional education, to either the workforce or an alternative education pathway, presents great opportunities and challenges for strengthening our local workforce and community. Many young adults are not fully prepared to make a seamless transition into the workforce and are struggling to identify their next steps. These individuals represent an important focus and priority for local workforce development efforts.

In partnership with more than 20 private and public community stakeholders, *Next* officially opened its doors on August 27, 2018. *Next* is the only resource in Clark County that allows for the depth of career-related learning, employment training and preparation, as well as access to a multitude of co-located partners and employers. By providing the holistic support and training that young adults aged 16-24 need to get set for success, those that walk-through *Next*'s doors will be able to create the future they want – all in one place. In the 2019 to 2020 program year, *Next* served 1,452 youth through multiple programs. Further, *Next* has moved to entirely virtual operations since March 2019 to ensure the utmost amount of safety for the staff and young adults. Since March 2019, over 146 young adults attended GED completion courses. In the last six months, 21 new internship worksites were developed, and youth are regularly placed at virtual paid worksites immediately following the workforce class. On average, 50 percent of these placements result in permanent employment.

Currently, *Next* allows for community partners and employers to align and integrate offering the following four buckets of services for opportunity youth in Clark County:

1. **Academic development:** The curriculum and instructional practices that support students to master high school diploma/general equivalency standards and prepare for future education. This piece of programming is provided by Educational Service District 112 and PAX Tutoring.
2. **Career preparation:** Services that provide career exposure, paid work experience with local high-growth and in-demand employers, job-readiness training, and job placement support. This piece of programming is

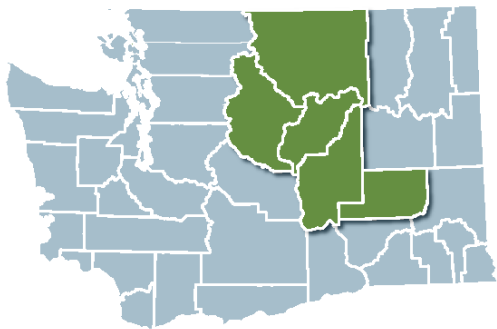
provided by WorkSource, Equus Workforce Services, Partners in Careers, Department of Vocational Rehabilitation, Job Corps, and The Underdog Mentality.

3. **Postsecondary transitions:** Supports that prepare young adults for postsecondary learning environments, support them in applying and enrolling, and help them persist to a degree or certificate. This piece of programming is provided by Equus Workforce Services and Washington State University Vancouver.
4. **Wraparound supports:** *Next* partners define this as an array of services that help students address basic needs and achieve a level of social and emotional well-being that makes learning possible. There is food available and shower access for each young adult who walks through the doors of *Next*. In addition, there is the provision of mental health services onsite to allow for true trauma-informed care, and support for young adults needing further stability to move forward with their career and education goals.



*Next provides a safe space where young adults can connect and get help with their education and career goals.*





## North Central Workforce Development Council

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

### SkillSource

SkillSource is one of 12 Workforce Development Councils (WDCs) in Washington state. It is governed by the Local Workforce Development Board (LWDB) and serves as the Workforce Development Area's (WDA) fiscal agent and service provider in Grant/Adams and Chelan/Douglas county labor markets. SkillSource contracts with the Employment Security Department (ESD) to deliver Title I services in Okanogan County.

SkillSource provided basic or individual career services and facilitated training for over 1,400 people in the North Central region during program year 2019. Besides federal adult, dislocated worker, and youth services, SkillSource implemented *Career Connect Washington* services, the Governor's statewide initiative to expand career pathway preparation for youth and young adults, as well as *Pre-Employment Transition Services* for youth and young adults with disabilities to gain career awareness and preparation experience.

SkillSource quickly transitioned to serve the residents of the five-county area affected by the COVID-19 pandemic and related high unemployment. Eligibility and enrollment activities are carried out via online video meetings and web-based forms, and SkillSource continues to match motivated career seekers with local businesses. Under the National Dislocated Worker Grants for COVID-19 disaster relief and unemployment recovery, over \$1.1 million will be used to assist laid-off workers and affected businesses.

The following success stories, one from each of North Central's three labor markets, illustrate how SkillSource enables career seekers to prepare for, and advance into, middle-class paying jobs. Behind every story is a web of carefully connected services provided in concert with engaged local employers.

### Achieving self-sufficiency

When individuals achieve self-sufficiency both economically and in terms of personal resiliency, it creates stronger communities, more competitive businesses and mitigates poverty. A network of partners and mutually supporting workforce development programs within North Central's service area provide interweaving, complementary resources and support to motivated job seekers, giving them the foothold they need to reach their career goals.

Carlos had worked in the orchards alongside his parents, but wanted to explore different work options. Summer work experience through Pre-employment Transition Services was the right fit as Carlos completed his junior year of High School. At first, Carlos was nervous. Even though he considers himself a people person who can adapt to different situations, he was unsure about working in a professional environment.

Carlos attended work readiness training workshops where he improved his soft skills. He often volunteered in class and assisted his peers whenever possible. During career exploration activities, Carlos shared his career goal to be an automotive mechanic.

Ashley Dittmer, WorkSource Okanogan trainer, reached out to OK Chevrolet in Tonasket to explore placing Carlos in a work experience. Carlos took the initiative and visited OK Chevrolet on his own to introduce himself and show his interest in the business. Nick Martin, general manager of OK Chevrolet, told WorkSource staff that he was impressed by Carlos and would like to host him as a work experience trainee. Carlos started out washing cars and cleaning the dealership. He was quickly promoted to assisting the mechanics in the garage, as well as assisting as a translator at the sales counter and in the lot. Nick reported Carlos was always up for a new challenge and enjoyed learning new tasks.

As Carlos, Nick and Ashley worked together over the summer, all agreed that Carlos was well on his way to pursuing his dream of becoming a mechanic. Nick said he believed there were still a lot of valuable skills Carlos could gain by continuing at his business. Carlos was enrolled in Career Connect Washington to continue working and developing his skills.

Communication and time management are two of the skills that Carlos and Ashley agreed to focus on during his work experience. Carlos showed growth in both of these skills when he independently decided he needed to focus on a difficult school week. Carlos spoke with Nick and Ashley to ask for some time off to prepare for testing at school. Nick granted him the time off and said he was very impressed at the maturity it took for Carlos to recognize he needed the time, and how he was able to communicate in order to make arrangements.



*Carlos reports that he loves his job and is gaining a lot of experience.*

Carlos continues to expand his skills and takes on new tasks and roles as they become available. Everyone at OK Chevrolet appreciates Carlos and he is a valuable member of their team. Carlos reports that he loves his job and is gaining a lot of experience.

## **Business engagement**

SkillSource responds to local employers' needs with a variety of business services and training programs. This includes on-the-job training for new employees and incumbent worker training for employees with longer than six months on the job.

SkillSource and LambWeston have a history of a successful job training partnership. For years, LambWeston, one of the world's largest producers and processors of frozen French fries and other frozen potato products, has referred potential new hires to the SkillSource training team to determine eligibility for on-the-job training (OJT). Company management appreciates the support received through OJT including mentoring, coaching, training plans, and employee development.

Human Resource (HR) representatives Arianna Echeagaray and Joseph Anderson thought Colby Finley might benefit from job training support, as the food processing industry was completely new to him. As a recent high school graduate with a very limited work history, the position of Frozen Foods Inspector would be Colby's first full-time job. Colby met with SkillSource training staff and spent several hours completing assessments and starting his training plan.

Despite relying on the bus system to travel between Warden and Moses Lake daily, Colby was consistently reliable and punctual. He learned quickly and asked lots of questions. During monthly site visits with HR, SkillSource and his supervisor, he discovered the benefit of regular feedback and learned ways he could work to give himself the best chance of getting promotions and wage increases. Even when feedback was less than positive, he took steps to make sure he was alert and meeting the needs of his team and the business.

Colby has decided to continue on with his education, with the goal of becoming a maintenance mechanic. He hopes to take advantage of the company's tuition assistance program. LambWeston is thankful for the added communication, support and help keeping Colby

on track to meet everyone's goals. After only five months with the company, Colby is already applying for a potential promotion within the company.



*New LambWeston employee, Colby Finley (left), meets with HR representative Joseph Anderson to review his training plan.*

Colby's future is looking bright and LambWeston has a promising employee with his sights set high.

## Career Pathways

A wide range of individuals seek out career guidance and training; they may have no clear path charted towards their success, or they may simply need additional resources to achieve their goals. Career training services are designed to meet job seekers wherever they are, and step them up to increasing levels of awareness, exploration, and preparation for meaningful employment at a sustaining wage. From determining individuals' strengths and talents, to helping to increase their employability, to connecting these aspiring workers with employers, SkillSource provides a comprehensive set of services that propels adults, youth and dislocated workers onto well-defined career pathways.

Renee Hedine ran her own bookkeeping business for years in Walla Walla and worked a bookkeeping job for a small family-owned business in Longview after her husband retired. Desiring a change in scenery, they moved to Wenatchee in April 2018. Renee found a payroll position for a short time, then accepted a bookkeeping job for a startup company. The COVID-19 pandemic hit Washington state and she was laid off.

Visconti's Hospitality Group had an opening for an accounting position. Nicole Brunner, Plant Manager, had met with Renee and felt she had the strong foundational bookkeeping skills they needed. Nicole was confident by partnering with SkillSource's OJT Program, and Renee became the accountant they were looking for.

Through the SkillSource application and assessment process, Renee discovered after taking the Career Scope Assessment, she could be successful in all aspects of accounting, and wanted to build on her bookkeeping skills. Renee discovered that her prior work experience gained from different businesses was a great foundation for her to navigate the complexities of the company with the support of OJT training.

SkillSource helped Visconti's develop an on-the-job training plan for Renee to learn various aspects of accounting, finance, analyzing financial data, along with other detailed tasks. Her great customer service skills made her a natural in working with customers and staff.

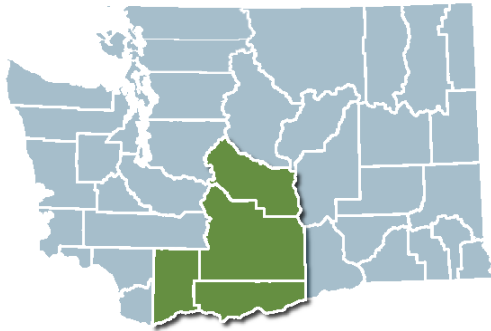
Renee said, "The opportunity that SkillSource provided helped me succeed at this job." I had to learn about six different software programs, and it was daunting. I wasn't sure I would make it, but with the encouragement of a co-worker and my husband, it worked out!" Furthermore, she shared, "This experience helped me get my confidence back and I found that I am good at this job; I love every day that I am at work."

Everyone benefits when career seekers add to their skills and build their confidence to become valued employees.



*Renee Hedine in her home office while working remotely for Visconti's Hospitality Group.*





## South Central Workforce Development Council

*Serving Kittitas, Klickitat, Skamania and Yakima counties*

### Apprenticeship expansion

#### *Adult and youth apprenticeship programs*

Through employer outreach, employers report shortages of available qualified applicants, and the only immediate remedy is to raise the skill level of the current labor pool through education and training.

To address our business customers' needs, the South Central Workforce Council Development Council (SCWDC) embarked upon a variety of employer engagement activities in partnership with our apprenticeship partners. These have confirmed that local employers want better access to high school students, young adults, and adults in transition with a particular interest in building mechanical, machining, production, and/or robotics skills such as machining basics, machine setup and operations, inspection, preventative maintenance and repair, and production machine operations. These skills directly translate to high-demand occupations and career pathways such as machinist, industrial maintenance, and mechanical engineering.

Through our closely cultivated partnership with Aerospace Joint Apprenticeship Committee (AJAC) and Yakima Valley College, the apprenticeship capacity grew to offer two new youth apprenticeship programs (Production Technician and Automation Technician), one adult apprenticeship program (Industrial Maintenance Technician) and just recently another adult apprenticeship program (Food Manufacturing Technician) for food processing and agricultural companies that span across all of Eastern Washington and into northern Oregon.

To date, the South Central area currently has seven registered apprenticeship and pre-apprenticeship programs that have produced 72 apprenticeship slots and have over 57 apprentices currently in training with 15 different employers.



*Rachel – Washington Beef Adult Apprentice.*

### Pre-apprenticeship efforts

#### *Manufacturing academy*

To support the growing manufacturing industry in our region, the South Central Workforce Council has partnered with the AJAC to bring the Manufacturing Academy (MA) to Central Washington. MA is an 11-week, pre-apprenticeship program open to individuals 17 and up. The training gives individuals the information, skills, and certifications necessary to begin careers in advanced manufacturing. It teaches both soft skills and technical skills including applied math, blueprint reading, precision measuring and introduction to automation. Students will also receive OSHA-10, CPR/First Aid and Lean Manufacturing certifications. Offered virtually with at-home projects to hone skills, the academy is accessible to anyone in the four counties with broadband access. The first cohort began training September 21, 2020 and will continue quarterly through Yakima Valley College. SCWDC will assist AJAC in connecting graduates with local employers ready to hire entry level workers.



*Tanner – Magic Metals Youth Apprentice.*

### ***Computer and software technician***

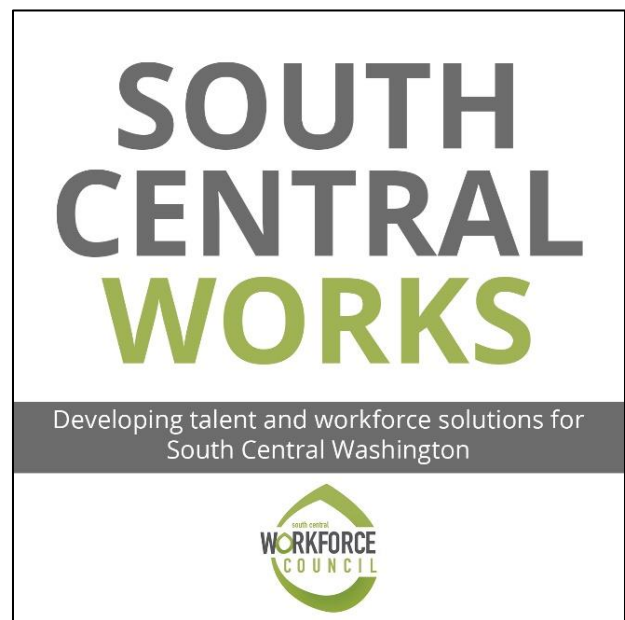
The South Central Workforce Council has been working with Computing for All, a Seattle area non-profit recently registered as an IT Pre-Apprenticeship provider. Their new youth Pre-Apprenticeship program, Computer and Software Technician (CAST). The program aids qualified high school juniors and seniors to develop career-ready skills in the IT industry by combining work-based, on-the-job employer training and college-level classroom instruction. Students will receive stacking academic credits and industry certifications. The SCWDC has been recruiting interested employers during the summer and fall of 2020, from a large food processing company, credit union and a regional healthcare facility, to review, fine tune curriculum, and offer youth work opportunities prior to launch in Yakima in the fall of 2021.

### **Communication and outreach activities**

With the region shuttered due to the Coronavirus pandemic from March to May 2020, and WorkSource offices closed to the general public, the SCWDC has developed an extensive outreach campaign to inform the public about available WIOA employment and training programs. This includes a monthly column in the local newspaper, the Yakima Herald-Republic. The column addresses all things work from layoff response to virtual interviewing. The SCWDC manages three WorkSource Facebook pages messaging about workforce resources, available jobs and community resources extensively through the social media platform. In addition, the SCWDC recently engaged a

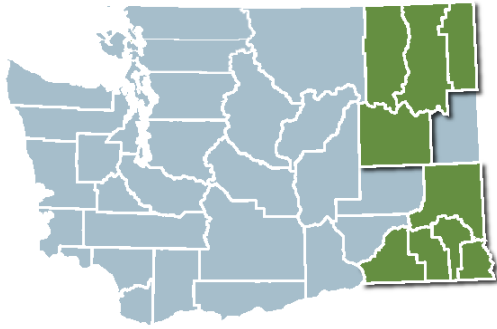
creative agency to place messaging and imagery on Craig's List and Indeed so that those looking for a job would be made aware of local WIOA partners.

In an effort to stay current, SCWDC started producing Podcast's as a way to connect with businesses and job seekers. The podcast, titled "South Central Works," is available through our website on Apple podcasts and Google. We currently have 24 episodes available for listening, the most recent of which discusses how to interview online, something prevalent in the new pandemic world. Episodes are less than 30 minutes in length and speak to a variety of topics from apprenticeships to soft skills and even how to write a resume.



*The podcast, titled "South Central Works," is available through our website on Apple podcasts and Google.*





## Eastern Washington Eastern Washington Partnership

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

### Highlights for Program Year 2019

The Eastern Washington Partnership (EWP) Workforce Development Area (WDA) is comprised of nine counties in Washington state, including Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla and Whitman. These counties are located on the extreme eastern border of the state, reaching from Canada to Oregon along the Idaho border. The area is over 14,000 square miles in size, approximately 21 percent of the state, yet only 3 percent of the state's population resides there. The economy is improving although some counties were hit by major closures.

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

While recognizing internal differences, the nine counties and sub-regions also share many industry and labor features. Common across nine counties and emerging as an economic driver are industries that manufacture an array of goods, including food processing equipment, aluminum boats and high-tech electronic instruments. The process of turning agricultural crops into foodstuffs is also considered part of the manufacturing sector. All counties export goods or services to a greater or lesser degree. These include: Agricultural items such as wheat, garbanzo beans, peas, lentils and wine. Manufactured durable goods such as aluminum boats, air conditioning equipment and various wood products, are reliant on a strong warehousing and transportation sector. With multiple hospitals, numerous clinics, nursing home facilities and the need for home healthcare, a wide spectrum of workers are needed in the healthcare sector. It might be surprising to learn that WDA 10, made up of nine sparsely populated counties, contributes significantly to the state's economy and is remarkably affected by world economics.

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

### Rapid Response activities

Prior to the COVID-19 outbreak and the impact on businesses, the EWP was experiencing layoffs and closures across multiple sectors including manufacturing, retail, transportation and healthcare. WorkSource partner staff members have engaged in numerous Rapid Response efforts to support businesses and job seekers impacted by downsizings and closures. In each instance, contacts were made with management, and on-site meetings were arranged to offer employees information regarding WorkSource services and unemployment insurance claim filing processes. After the COVID-19 outbreak, outreach and support shifted to virtual service delivery.

When applicable, businesses were also introduced to the SharedWork Program and other services to help mitigate staffing reductions and help retain skilled employees. Many of the activities required a regional response across multiple workforce areas and state lines. Staff members have continued to monitor the events and work to ensure that impacted employees are successful in establishing unemployment insurance

(UI) claims and engaging in needed reemployment services. Worker eligibility for possible Dislocated Worker Services is considered on a case-by-case basis.

Information and assistance in filing a petition for federal Trade Adjustment Assistance is offered in any situation where layoffs or business closures may have been attributed to increased imports or shifts in production to foreign countries.

### Serving youth

EWP's commitment to provide youth with opportunities to gain the skills necessary to advance along a career pathway have led to the development of a variety of innovative services. The Three Rivers Youth Conservation Corps project is a partnership between the Colville National Forest and Rural Resources Community Action, a WIOA Youth provider. This project began in 2017 and provided funding, supervision, and relevant work experience for local high school aged students, focusing on the training and exposure of these youth to a variety of aspects pertaining to land and resource management on the National Forest. The crew participated in work that included fisheries and aquatics monitoring, soil condition surveys, recreation enhancement, rangeland improvement and monitoring, and timber sale preparation and layout. The project was replicated in 2018 and 2019 for more students. Plans for the Summer of 2020 were postponed due to the COVID-19 impact, but the project is expected to continue in 2021 and 2022.

The funding associated with this project paid the salary of the students (240 hours), and helped with expenditures associated with payroll and hiring activities. Along with on-the-ground experience gained through actual project work and accomplishment, Rural Resources and the Forest Service conducted a short workshop to help the students with valuable workplace skills including resume writing, application skills, and general workplace conduct. Funding for the project is a combination of Secure Rural Schools Title II and WIOA Title I Youth funds.

Blue Mt. Action Council (BMAC), which is a WIOA youth program service provider, and Rural Resources Community Action (RR), in partnership with the Division of Vocational Rehabilitation (DVR) provide Pre-Employment Transition Services to disabled youth transitioning from the secondary education system.

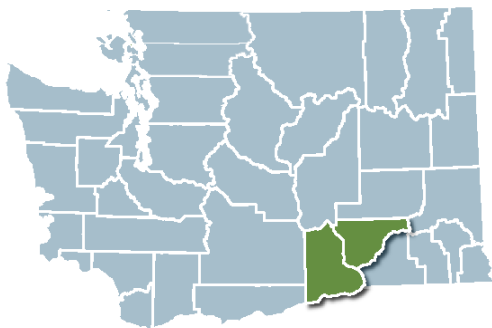
The project offers a combination of pre-employment training, work experience placements and career readiness training in an effort to prepare youth for the next steps on a career pathway.

### COVID-19 response system

In mid-March, all facilities operating within the EWP One-Stop system closed their doors to in-person service delivery and swiftly converted to a virtual service model. WIOA system partners from Employment Security, Division of Vocational Rehabilitation, Blue Mountain Action Council, Rural Resources Community Action, Community Colleges of Spokane and Walla Walla Community College began working remotely and created communication pathways to ensure continued customer coordination.

In mid-spring, inquiries for services for employment or training gave way to requests for unemployment assistance from employers and workers. Many of the Employment Security Department staff members were moved to assist with the Unemployment Insurance Division. All remaining staff members who were covering the employment services have since utilized virtual tools to provide services and assist customers. Various methods were implemented to provide the WorkSource menu of services to customers through virtual workshops, virtual appointments with employment specialists, and enrollment in various programs.

Over the last quarter of PY2019, we have made significant advances in providing services in a virtual setting. The understanding and the capabilities that we have gained will build on our efforts to better serve our communities in outlying areas in the future. In addition to adapting to a virtual service model, we have also taken this time to reevaluate how we communicate with each other and customers, how we track data at the local level, how we take that data, connect it, and then provide a more targeted approach to our work.



## Benton-Franklin Workforce Development Council

*Serving Benton and Franklin counties*

The Benton-Franklin Workforce Development Council completed a successful board retreat in the fall of 2019. Our agency now has two new statements that encapsulate our essence as a workforce development organization that better reflect our purpose.

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

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

### Benton-Franklin PY2019 Highlights

#### LiUNA pre-apprenticeship

The first Laborer's International Union of North America (LiUNA) Pre-Apprenticeship Cohort had six out-of-school youth participate in the first pre-



*First WIOA Pre-Apprenticeship Cohort developed in partnership with Laborers' International Union of North America (LiUNA).*

WTECB, ESD and WDCs  
November 2020



*WIOA adult and youth participant practicing for skills test.*

apprenticeship offered by LiUNA in Benton and Franklin counties. This cohort consisted of a four-week pre-apprenticeship training program where participants learned: hands-on mastery of tasks and tools, measuring techniques and elevation, basic construction math, and training on tools. All of the participants successfully passed the

four-week pre-apprenticeship training program and graduated in August 2019. Participants earned a certificate of completion, Flagger's License, and 120 points towards the Registered Apprenticeship application. They are now earning \$16.40 per hour.

#### TC Futures Grand Opening



*CEO Tiffany Scott and ESD Commissioner, Suzi LeVine at the TC Futures Grand Opening event.*

TC Futures Grand Opening was a collaborative venture with Educational Service District 123 (ESD123) resulting in a new re-engagement center for youth and young adults in our community. Youth can obtain GED assistance, receive career counseling, employment opportunities, on-the-job training, internships, apprenticeships, and other employment-related services. A successful grand opening took place in September of 2019, with over 170 community members attending. The event received media attention and has increased the walk-in traffic at the center. Several community partners approached TC



Futures' staff members at the event to discuss future partnerships such as a clothing closet, hygiene donations, mental health resources, etc. The center's visibility for a washer and dryer resulted in a donation of brand-new equipment the week following. To date, the center has received cash donations for furniture and a refrigerator.



*TC Futures Grand Opening event with ESD123.*

TC Futures was approved and certified as a General Educational Development (GED) Testing Center in June 2020. In the last week of June 2020, seven TC Futures youth took GED tests. Each participant successfully passed their tests, with three obtaining their GEDs.

### **Zirkle Fruit orientation event**



*Rapid Response orientation event for Zirkle Fruit to provide resource information for impacted employees.*

On October 8, 2019, staff members presented a Rapid Response orientation for Zirkle Fruit. Zirkle Fruit was in the process of closing a portion of their apple processing operation, impacting a total of 300 workers. Staff members provided layoff packets and shared

information on the resources available at WorkSource Columbia Basin (WSCB), WorkSource Sunnyside, and the local community. Translator services were on-site to accommodate the 40 monolingual individuals who attended. Impacted workers took the opportunity to have one-on-one conversations with the Rapid Response and Dislocated Worker representatives following the presentation. Zirkle Fruit was pleased with the services provided to their impacted workers during the orientation.

Alfredo entered the Rapid Response Increased Employment (RRIE) program in October 2019. He was laid off due to a lack of work as a safety coordinator with Apollo Heating and Air. Alfredo worked for several years with companies where he would be laid off, collect unemployment, and then be called back to work months later. Alfredo came to WSCB for a scheduled RESEA appointment. He disclosed to staff members that he was tired of having an inconsistent job throughout the years. The team referred him to the RRIE program, where he was enrolled the same day. Alfredo stated he wanted a year-round position, and his goal was to obtain a Commercial Driver's License (CDL). RRIE supported Alfredo in getting his training and CDL license. Alfredo completed his training in December of 2019, and then received his CDL license in early January of 2020. After Alfredo obtained his license, he began full-time employment with Advanced Technology Construction in late January 2020, making \$38.46 per hour. Alfredo is thankful for the quick work and dedication of the WSCB team, helping him obtain a long-lasting career at a livable wage.

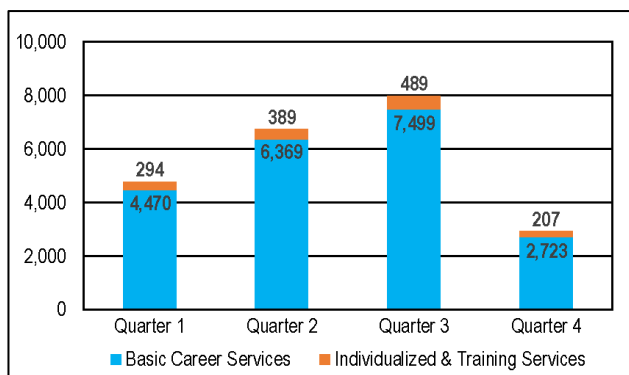
A "Hot Jobs" list was created by the WSCB Business Services Team to better connect job seekers with employers. The document is updated twice weekly. The list is also posted on our website and is distributed via social media and email to customers and community partners. The Business Services Team led WSCB's first virtual job fair in June of 2020. In preparation, an outreach campaign was launched to recruit prospective hiring businesses and inform job seekers via targeted emails, contact with local press, and social media. Results of the job fair included 184 job seekers attending 27 employers and 54 recruiters. Employer chat summary had 43 chats that resulted in the scheduling of next-step interviews, 153 conversations resulted in keeping job

seekers in the pipeline for future opportunities, and 72 discussions resulted in wanting to do a bit more screening of the job seeker.

Although the doors of WSCB and TC Futures were closed to the public in March due to COVID-19, staff members have continued to provide virtual services. Job seekers can still access assistance with job search, resume and cover letter assistance, interview preparation, career counseling, labor market and wage information, online workshops, and referrals to community resources as needed. For those who qualify, one-on-one case management services are also available. Businesses can still receive assistance with recruiting qualified candidates, labor market data, tax incentives, and layoff aversion, including SharedWork and Rapid Response services for layoffs and permanent closures. On June 29, 2020, TC Futures started providing GED testing services by appointment only while following all CDC regulations.

## WSCB PY2019 data

### Job seeker services provided



### Job seekers served by quarter:

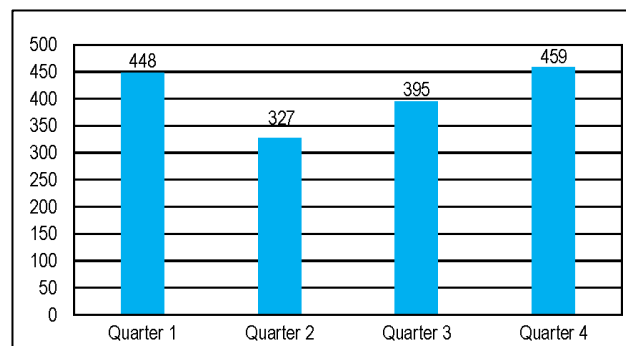
Quarter 1: 1,804

Quarter 2: 2,294

Quarter 3: 2,383

Quarter 4: 1,668

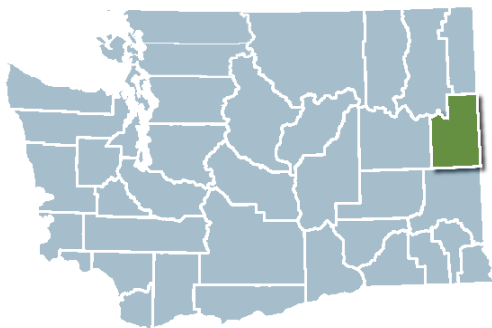
### Number of business services provided



### Unique businesses served:

There were 683 unique businesses served during program year 2019.





## Spokane Spokane Workforce Council

*Serving Spokane County*

### Introduction

Over the past year, the Spokane Workforce Council (SWC) has worked with our network of regional partners to effectively respond to the changing needs of our community. Prior to the onset of the COVID-19 Pandemic and the devastating economic impacts upon our businesses and workers, the SWC was implementing a number of successful initiatives designed to improve the talent pipeline and connect people to better economic opportunity.

We began with the launch of our new *Talent Solutions Center*, staffed by our workforce system partners and dedicated to understanding the human capital demands of our business customers from every sector, and leveraging the combined resources of our WorkSource Spokane campus to match job seekers to job openings.



*The Next Generation Zone, and the Spokane Resource Center (a HUD EnVision Center), has garnered national attention.*

WTECB, ESD and WDCs  
November 2020

Our integrated service delivery design at WorkSource Spokane, the Next Generation Zone, and the Spokane Resource Center (a HUD EnVision Center), has garnered national attention. We hosted site visits in 2019 and 2020 from HUD Secretary Ben Carson, U.S. Department of Labor Assistant Secretary of the Employment and Training Administration, John Pallasch, U.S. Department of Education Deputy Assistant Secretary for Community Colleges, Casey Sacks, Congresswoman Cathy McMorris Rodgers, and Washington State Governor, Jay Inslee, to learn more about how we have aligned diverse programs and streamlined services to improve outcomes for thousands of customers.



*Federal, state, and local dignitaries have visited the integrated campus at WorkSource Spokane throughout PY19.*



*HUD Secretary Ben Carson and Congresswoman Cathy McMorris Rodgers visits the Spokane Resource Center.*

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The SWC was also honored to be the recipient of the *2020 Trailblazer Award* from the National Association of Workforce Boards, recognizing our board as a leader in adopting the system changes envisioned in the Workforce Innovation and Opportunity Act and expanding its ability to develop comprehensive workforce solutions for our community.

Both before and since COVID-19 struck our area, our teams of workforce professionals have continued to provide a robust array of customer-centered services. This includes our staff at Fairchild Air Force Base who work with transitioning service members and their spouses to inform the next steps in their career journey. We have also developed a new Apprenticeship and Skilled Trades Center that will offer young people and adult job seekers work-based learning opportunities and connections to registered apprenticeship programs as a pathway to family-wage jobs in a variety of industries.

While the ongoing effects of the pandemic pose major challenges for our community and others in our state and the nation, the Spokane Workforce Council continues to innovate ways to provide assistance to people and businesses in need, and to position our region for economic recovery. We organize our work into three main categories of economic prosperity: thriving businesses, skilled workers, and strong community.

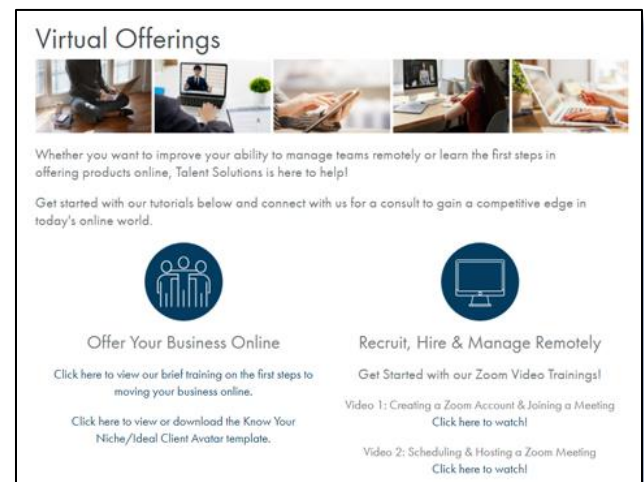
## Thriving businesses

With the launch of our Talent Solutions Center, we welcomed a new Talent Solutions Team (TST) manager and implemented an industry-focused business model. Each team member has been assigned a targeted sector in which to become a subject matter expert; the team has been able to build stronger relationships with employers in each of our targeted sectors while gaining a richer understanding of each business's hiring needs, challenges, growth opportunities, and labor market information. This has led to a greater level of support for the WorkSource Campus when partnering with the Next Generation Zone, Spokane Resource Center, and WorkSource Spokane to meet the needs of job seekers.

The TST also became the first business services team in the state to have all members earn their Certified Business Services Consultant Certification, which has set them apart as professionals in their field.



*The Talent Solutions Team hosted a grand opening event for their new Talent Solutions Center on the Spokane WorkSource Campus.*



*Our local website's virtual guides to helping businesses stay connected during the pandemic.*

The team has provided two sector strategy reports to the WorkSource Spokane campus that highlight labor market information, current industry trends, and COVID-19 reemployment information for career coaches to guide job seekers. During the pandemic, the team pivoted to virtual services and began remotely supporting local businesses in the area. TST created an online job board early in the crisis to provide a resource of verified work opportunities available immediately and has kept it curated and up to



date during the duration of the health crisis. The team has also hosted virtual job fairs, created virtual guides for businesses covering topics like remote work and re-opening guidelines, and have worked to provide technical assistance to businesses in navigating the various local, state, and national resources available to help businesses weather the crisis.

## Skilled workers

WorkSource Spokane is a full-service career center, made possible by an integrated system of service providers from various organizations that all share common goals. This year, the one-stop career center continued to expand implementation of integrated service delivery with services prioritized to respond to high-demand occupations and critical job needs of targeted industry sectors. Continuous improvement in the structure and delivery of services that meet the needs of workers, job seekers and employers is a core value. A key priority has been to further develop functional teams within the WorkSource center; this model is designed to assist customers in navigating center services and receiving employment solutions from staff members in a customer-centered environment using the principles of human-centered design.



*The updated Technology Hub at WorkSource Spokane provides access to community members that may not have technology equipment available.*

The center made a monumental shift to virtual, telephone, and remote services when the facility was closed in March of 2020 to follow safety orders from the Governor due to the impact of COVID-19. Staff members created new engagement, appointment, and outreach strategies to appropriately meet the needs of

customers during the pandemic. The pivot to remote services has led to the creation of 12 new online workshops and center staff members facilitating over 150 live workshops statewide. The utilization of WorkSource Spokane's virtual career coaching tool, Career Quest, has allowed staff to effectively engage with job seekers and assist them in creating employment strategies that align with local labor market conditions. This tool, coupled with professional development focused on providing quality remote services, and a strengthened marketing strategy has allowed WorkSource Spokane to engage with over 15,000 customers since March 2020. Our integrated services model has been a key to the success of the center as we transitioned to remote services.

*An ad was placed in a local newspaper publication to promote young adult career services at the Next Generation Zone.*

**Young adults** - In late March, the team at the Next Generation Zone pivoted to offering all education and career services virtually. Utilizing various technology platforms, staff members provided GED instruction, career exploration, career coaching, work-based learning, classroom training, and wraparound support services to hundreds of Spokane-area young adults. In the 2019 to 2020 school year, 130 graduates from our classroom earned their High School Equivalency (formerly GED), and 15 students graduated in the first two months of the new program year which began July 1, 2020. We were able to offer in-person GED testing utilizing stringent safety and hygiene protocols, and in PY2019 our classroom had an 87 percent pass rate for all four tests.

We also delivered relevant work experiences for young people and shifted focus to industries that remained open through the phases of Washington's Safe Start Re-Opening plan, including animal care, childcare, and construction-related manufacturing. In PY2019, we provided 78 paid internships, seven OJTs, and had 28 youth complete classroom training and receive an industry-recognized credential. We also successfully enrolled youth in apprenticeships, including partnering with Providence Medical Group for their Medical Assistant Apprenticeship program.

Next Generation Zone leadership piloted a Youth Ambassador Program in March 2020, which is an in-house internship program that employs current Next Generation Zone young adult participants to provide their voice and expertise in our outreach and communications efforts. The ambassadors have helped us refresh our brand, create Snapchat ad campaigns, produce videos for specific industries and employer training programs, deliver virtual youth focus groups, and help us launch our Voice Your Vote campaign to encourage young adults to register to vote. We continue to explore creative ways to reach out to young adults during the pandemic, including Snapchat ads, billboard and print media campaigns, and attending various drive-through community resource events. The team is providing a high level of engagement with young adults, piloting an all-virtual 21<sup>st</sup> Century Skills Academy and placing young adults in work-based learning opportunities and employment.

Part of the key to a successful transition to virtual services for the Next Generation Zone and WorkSource has been policy changes and flexibility, enabling us to provide services in a more equitable way during the crisis. One example is in access to technology and internet services. We worked to create a policy whereby students and clients enrolled in training could check out Chromebook laptops and MiFi hotspots so that they could access virtual classrooms remotely during our campus closure. The SWC also worked with our service providers to change the supportive services policy that provides clients with gift cards for a haircut to increase the maximum amount available and better meet the diverse needs of our customers.

## Strong community

Spokane Resource Center served over 4,500 since opening in Spring 2019.

Due to an increased need in the Spokane community for a single location for social supports, the Spokane Workforce Council, City of Spokane, and community partners opened the Spokane Resource Center (SRC) – a *HUD EnVision Center* in spring 2019. The goal of the site, which is located on the Spokane WorkSource Center Campus, is to help the underserved members of our community achieve economic empowerment by increasing access to opportunities and restoring hope. Like WorkSource Spokane, the SRC utilized our Integrated Service Delivery design to be a one-stop location for social support for any member of the community, including job seekers. Teams were designed to meet the various needs of our community, including pre-employment, benefits and basic needs, health and wellness, housing, justice reentry, and financial stability. The site is staffed and supported by community and government agencies and includes a Financial Stability Center and Professional Clothing Boutique.

The Spokane Resource Center has been honored with national recognition, including being identified as a National Best Practice Model. In August 2019, Housing and Urban Development Secretary, Ben Carson, visited the site with Congresswoman Cathy McMorris Rodgers, and Carson tweeted, "The work they are doing here will help so many achieve their dreams." Governor Inslee also toured the site, as have various national, state and local leaders. The center is a perfect example of a private-public partnership designed to truly meet the needs of a community while also significantly advancing the Spokane WorkSource System.





*The state of Washington presents the EcSA grant to SWC CEO Mark Mattke. Pictured left to right: former City of Spokane Mayor David Condon, SWC CEO Mark Mattke, ESD Commissioner Suzi LeVine, Pioneer Human Services Board member Nancy Isserlis, Department of Commerce Director Lisa Brown, Spokane County Commissioner Josh Kerns, and DSHS Director Babs Roberts.*

Since the COVID-19 health crisis began, the SRC has been a vital source of resources and stability for our community. Although it is also operating virtually, the Spokane Workforce Council has been deploying grant resources through the center to reach members of the community in need of assistance. Some grant activity and community impacts include:

- **EcSA:** In June 2019, the SWC was awarded an Economic Security for All (EcSA) grant to serve SNAP recipients in three specific zones within the City of Spokane. EcSA is a poverty reduction grant intended to create a measurable impact on poverty in designated communities as they stabilize their households and gain meaningful employment. The customers enrolled in the program benefit from having access to wraparound services at the SRC to address barriers to employment. In response to the pandemic, the community need for this program has increased, and we have adapted the program by moving much of our content online to better serve customers. As of September 2020, we are working with 115 participants in the program who are receiving services to address barriers, develop career plans, and create strategic budget goals to gain financial independence.

- **Housing stability:** The Spokane Resource Center's design is set up to be an ideal location out of which to meet community needs during the pandemic, and the Spokane Workforce Council has successfully bid to receiving federal housing support money from the City of Spokane. Since July, we have brought in a total of \$1.4 million, and as of September 24, 2020, have processed housing assistance payments totaling \$325,372 to the community. We are also able to assist residents outside the city limits with rental and utilities assistance through a grant from Spokane County that was received earlier in the year.

Central to the Spokane Resource Center model is developing strong partnerships throughout the community with a goal of increasing the collective impact of existing programs and funding and fostering teamwork across multiple agencies, local service providers, businesses and labor.

## Appendix 2: Statewide performance reports

### Table narrative

The following data tables make up the final portion of Washington's WIOA Title I and Title III Annual Report. A few notes may help with interpretation. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used for others. Finally, since these are outcome measures, they concentrate on participants who have left WIOA programs and do not include those who are still participating.

Federal employment rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2018 and June 2019. Federal employment rates four quarters after exit are calculated for participants who exited between January 2018 and December 2018.

Federal youth employment, education and training rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2018 and June 2019. Federal youth employment, education and training rates fourth quarter after exit are calculated for participants who exited between January 2018 and December 2018.

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

# WIOA Adult

OMB Control Number 1205-0526  
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report												Certified in WIPS: 9/29/2020 12:55 PM EDT			
<b>PROGRAM</b> WIOA Adult						<b>TITLE (select one):</b>									
<b>STATE:</b> Washington      Title I Local Area: <b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2019      To ( mm/dd/yyyy ): 6/30/2020						Title I Adult <input type="checkbox"/> Title I Dislocated Worker <input type="checkbox"/> Title I Youth <input type="checkbox"/> Title I and Title III combined		<input checked="" type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title III Wagner-Peyser <input type="checkbox"/> Title IV Vocational Rehabilitation							
<b>SUMMARY INFORMATION</b>															
<b>Service</b>		<b>Participants Served</b> Cohort Period:		<b>Participants Exited</b> Cohort Period: 4/1/2019-3/31/2020		<b>Funds Expended</b> Cohort Period: 7/1/2019-6/30/2020		<b>Cost Per Participant Served</b> Cohort Period: 7/1/2019-6/30/2020							
Career Services		19,708		22,624		\$10,858,559		\$551							
Training Services		2,049		1,079		\$4,337,234		\$2,117							
<b>Percent training-related employment<sup>1</sup>:</b>				<b>Percent enrolled in more than one core program:</b>				<b>Percent admin expended:</b>							
0.7%				100.0%				47.8%							
<b>BY PARTICIPANT CHARACTERISTICS</b>															
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate <sup>3</sup> Cohort Period: 1/1/2018-12/31/2018		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2019-6/30/2020		
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate		
<b>Total Statewide</b>		19,717	22,626		Negotiated Targets									Baseline	
<b>Sex</b>	Female	9,602	10,729		Actual	16,780	68.2%	16,283	68.7%	\$8,577	709	66.9%	465	22.9%	
	Male	9,732	11,431			8,543	68.2%	8,169	68.1%	\$9,833	337	69.5%	220	21.9%	
<b>Age</b>	< 16	0	0			0		0			0		0		
	16 - 18	90	83			70	71.4%	56	69.1%	\$3,467	17	53.1%	6	25.0%	
	19 - 24	1,447	1,522			1,045	72.6%	992	72.3%	\$5,591	130	68.8%	63	25.4%	
	25 - 44	9,336	10,531			7,954	70.1%	7,663	71.2%	\$8,258	356	68.2%	252	23.5%	
	45 - 54	4,424	5,215			4,074	69.9%	4,072	72.2%	\$10,393	100	59.5%	92	24.4%	
	55 - 59	2,011	2,380			1,903	68.9%	1,881	67.5%	\$9,880	56	73.7%	32	17.3%	
	60+	2,409	2,895			1,734	55.2%	1,619	53.2%	\$7,749	50	69.4%	20	15.9%	
<b>Ethnicity/Race</b>	American Indian / Alaska Native	590	671			491	66.9%	484	67.8%	\$7,064	24	63.2%	12	21.8%	
	Asian	1,582	1,933			1,659	68.9%	1,661	71.0%	\$9,792	71	69.6%	29	16.2%	
	Black / African American	1,387	1,510			1,227	70.4%	1,212	70.4%	\$6,939	67	54.5%	38	17.4%	
	Hispanic / Latino	1,493	1,552			1,169	72.1%	1,079	73.2%	\$7,386	112	69.6%	112	37.2%	
	Native Hawaiian / Pacific Islander	425	479			343	69.0%	334	70.0%	\$7,469	15	57.7%	13	24.5%	
	White	14,063	16,120			11,613	68.1%	11,198	68.3%	\$8,696	441	69.1%	298	23.0%	
	More Than One Race	699	774			548	68.9%	527	70.2%	\$7,572	31	67.4%	18	21.2%	

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	19,717	22,626	Negotiated Targets		74.0%		73.2%	\$6,500		63.4%		Baseline
			Actual	16,780	68.2%	16,283	68.7%	\$8,577	709	66.9%	465	22.9%
Displaced Homemakers	157	161		38	67.9%	19	54.3%	\$5,125	1	50.0%	4	40.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	1,692	1,837		1,391	67.8%	1,270	67.1%	\$8,001	125	68.3%	80	30.5%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	1,933	1,987		1,175	62.4%	966	59.6%	\$6,240	63	67.0%	64	29.1%
Homeless Individuals / runaway youth	1,190	1,212		637	58.0%	562	55.5%	\$5,055	25	44.6%	42	32.8%
Long-term Unemployed (27 or more consecutive weeks)	115	71		45	71.4%	33	67.3%	\$8,394	11	61.1%	6	12.2%
Low-Income Individuals	4,474	4,381		2,805	64.7%	2,585	63.0%	\$6,032	256	69.0%	226	30.7%
Migrant and Seasonal Farmworkers	70	66		55	88.7%	55	76.4%	\$6,175	9	64.3%	5	29.4%
Individuals with Disabilities (incl. youth)	1,831	1,955		1,031	54.9%	945	53.5%	\$6,669	51	60.7%	39	21.9%
Single Parents (Incl. single pregnant women)	1,070	860		563	71.8%	529	72.6%	\$6,186	90	66.7%	74	27.4%
Youth in foster care or aged out of system	6	4		0		1	100.0%		1	100.0%	1	16.7%

#### ADDITIONAL COMMENTS:

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

- 72 records were stripped in order to pass the WIPS edit checks successfully and submit the PIRL.
- 2,532 elements were hard-coded in order to pass the WIPS edit checks successfully and submit the PIRL.
- 2,333 elements were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
- 9 elements were hard-coded with 99-9999.99, where the "Training Occupational Skills Code" was unavailable.
- 191 elements were hard-coded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.

Washington state makes every effort to make the necessary data corrections, system configuration changes, and PIRL script modifications to accurately report all seeker participations. The above records/elements were unable to be resolved in time to meet the quarterly submission deadline.

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

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

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

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

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

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



# WIOA Youth

OMB Control Number 1205-0526  
Expiration Date: 03-31-2021

ETA-9169

<b>Statewide Performance Report</b>												Certified in WIPS: 9/29/2020 12:59 PM EDT			
<b>PROGRAM</b> WIOA Youth <b>STATE:</b> Washington      Title I Local Area: <b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2019      To ( mm/dd/yyyy ): 6/30/2020						<b>TITLE (select one):</b> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">           Title I Adult            Title I Dislocated Worker            Title I Youth            Title I and Title III combined         </div> <div style="width: 45%;"> <input type="checkbox"/> Title II Adult Education  <input type="checkbox"/> Title III Wagner-Peyser  <input checked="" type="checkbox"/> Title IV Vocational Rehabilitation         </div> </div>									
<b>SUMMARY INFORMATION</b>															
<b>Service</b>		<b>Participants Served Cohort Period:</b>		<b>Participants Exited Cohort Period:</b>		<b>Funds Expended Cohort Period:</b>		<b>Cost Per Participant Served Cohort Period:</b>							
Career Services		2,473		1,724		\$12,201,341		\$4,934							
Training Services		529		425		\$6,035,052		\$11,408							
<b>Percent training-related employment<sup>1</sup>:</b>				<b>Percent enrolled in more than one core program:</b>				<b>Percent admin expended:</b>							
0.5%				100.0%				64.7%							
<b>BY PARTICIPANT CHARACTERISTICS</b>															
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Youth Employment/Education/ Training Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2018-6/30/2019		Youth Employment/Education/ Training Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate <sup>3</sup> Cohort Period: 1/1/2018-12/31/2018		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2019-6/30/2020		
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate		
<b>Total Statewide</b>		3,027	1,984	Negotiated Targets	1,268	64.0%	1,237	60.4%	\$3,598	325	52.7%	246	Baseline		
Actual															
<b>Sex</b>	Female	1,381	861		586	63.1%	618	67.2%	\$3,424	170	65.4%	124	18.0%		
	Male	1,545	1,069		658	63.1%	599	63.5%	\$3,759	149	66.5%	121	16.4%		
<b>Age</b>	< 16	13	7		1	20.0%	1	25.0%	\$224	0	0.0%	1	9.1%		
	16 - 18	1,522	904		568	62.0%	560	65.0%	\$3,144	111	54.4%	161	17.4%		
	19 - 24	1,491	1,070		698	64.7%	675	65.8%	\$4,152	214	74.8%	84	16.3%		
	25 - 44	1	3		1	33.3%	1	50.0%	\$5,488	0		0	0.0%		
	45 - 54	0	0		0		0			0		0			
	55 - 59	0	0		0		0			0		0			
	60+	0	0		0		0			0		0			
<b>Ethnicity/Race</b>	American Indian / Alaska Native	222	156		92	59.0%	79	59.8%	\$3,100	20	60.6%	16	13.8%		
	Asian	215	123		77	63.6%	85	62.5%	\$3,963	19	63.3%	24	20.2%		
	Black / African American	417	260		168	60.0%	195	67.5%	\$2,687	53	57.6%	41	20.0%		
	Hispanic / Latino	665	423		320	66.9%	319	70.3%	\$4,003	82	66.7%	59	17.9%		
	Native Hawaiian / Pacific Islander	99	65		52	66.7%	48	62.3%	\$3,697	19	67.9%	6	13.0%		
	White	1,867	1,264		786	62.2%	749	64.4%	\$3,651	195	67.7%	155	17.2%		
	More Than One Race	235	159		98	59.0%	93	64.1%	\$3,247	27	65.9%	20	16.5%		

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2) <sup>2</sup>		Youth Employment/Education/ Training Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	3,027	1,984	Negotiated Targets		64.0%		60.4%	Baseline		52.7%		Baseline
			Actual	1,268	63.3%	1,237	65.3%	\$3,598	325	65.9%	246	16.9%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	1,034	789		588	64.9%	534	66.9%	\$3,344	152	68.8%	75	16.1%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	387	281		166	59.9%	138	58.0%	\$3,093	32	62.7%	18	14.2%
Homeless Individuals / runaway youth	374	283		183	61.0%	165	61.6%	\$3,213	36	56.3%	28	18.9%
Long-term Unemployed (27 or more consecutive weeks)	0	0		0		0			0		0	
Low-Income Individuals	888	656		424	61.4%	396	63.3%	\$3,317	101	64.3%	66	17.6%
Migrant and Seasonal Farmworkers	22	11		4	50.0%	7	87.5%	\$4,846	0		0	0.0%
Individuals with Disabilities (incl. youth)	643	410		178	54.3%	152	56.9%	\$3,429	38	61.3%	37	15.6%
Single Parents (incl. single pregnant women)	215	158		98	59.0%	110	66.3%	\$3,232	51	72.9%	19	23.2%
Youth in foster care or aged out of system	96	67		47	62.7%	35	53.0%	\$2,663	13	72.2%	6	12.5%

#### ADDITIONAL COMMENTS:

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

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

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

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

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

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# WIOA Dislocated Worker

OMB Control Number 1205-0526  
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report										Certified in WIPS: 9/29/2020 12:57 PM EDT					
<b>PROGRAM</b> WIOA Dislocated Worker					<b>TITLE (select one):</b>										
<b>STATE:</b> Washington      Title I Local Area: <b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2019      To ( mm/dd/yyyy ): 6/30/2020					Title I Adult <input type="checkbox"/>		Title I Dislocated Worker <input checked="" type="checkbox"/>		Title II Adult Education <input type="checkbox"/>		Title III Wagner-Peyser <input type="checkbox"/>		Title IV Vocational Rehabilitation <input type="checkbox"/>		
					Title I Youth <input type="checkbox"/>										
					Title I and Title III combined <input type="checkbox"/>										
<b>SUMMARY INFORMATION</b>															
<b>Service</b>		<b>Participants Served Cohort Period:</b>		<b>Participants Exited Cohort Period:</b>		<b>Funds Expended Cohort Period:</b>		<b>Cost Per Participant Served Cohort Period:</b>							
		4/1/2019-3/31/2020		7/1/2019-6/30/2020											
Career Services		6,772		5,745		\$13,817,827		\$2,040							
Training Services		1,955		1,036		\$5,342,725		\$2,733							
<b>Percent training-related employment<sup>1</sup>:</b>				<b>Percent enrolled in more than one core program:</b>				<b>Percent admin expended:</b>							
0.8%				100.0%				48.4%							
<b>BY PARTICIPANT CHARACTERISTICS</b>															
		<b>Total Participants Served Cohort Period:</b>		<b>Total Participants Exited Cohort Period:</b>		<b>Employment Rate (Q2)<sup>2</sup> Cohort Period:</b>		<b>Employment Rate (Q4)<sup>2</sup> Cohort Period:</b>		<b>Median Earnings Cohort Period:</b>		<b>Credential Rate<sup>3</sup> Cohort Period:</b>		<b>Measurable Skill Gains<sup>3</sup> Cohort Period:</b>	
		7/1/2019-6/30/2020		4/1/2019-3/31/2020		7/1/2018-6/30/2019		1/1/2018-12/31/2018		7/1/2018-6/30/2019		1/1/2018-12/31/2018		7/1/2019-6/30/2020	
						<b>Num</b>		<b>Rate</b>		<b>Earnings</b>		<b>Num</b>		<b>Rate</b>	
<b>Total Statewide</b>		6,878		5,956		Negotiated Targets		79.4%		\$6,500		66.8%		Baseline	
						Actual		71.1%		\$9,706		74.9%		347 19.1%	
<b>Sex</b>															
Female		3,315		2,766		1,374		69.3%		\$8,169		268		65.5%	
Male		3,434		3,064		1,805		72.5%		\$11,154		573		80.5%	
<b>Age</b>															
< 16		0		0		1		100.0%		\$12,602		0		0	
16 - 18		6		6		2		66.7%		\$7,831		0		0.0%	
19 - 24		358		344		206		71.3%		\$8,346		65		85.5%	
25 - 44		2,964		2,599		1,488		72.4%		\$10,044		409		77.0%	
45 - 54		1,728		1,462		803		74.0%		\$10,425		222		71.2%	
55 - 59		915		759		417		73.5%		\$9,440		95		75.4%	
60+		907		786		333		57.9%		\$7,873		64		66.7%	
<b>Ethnicity/Race</b>															
American Indian / Alaska Native		174		167		103		73.6%		\$10,082		29		72.5%	
Asian		589		491		294		70.8%		\$10,990		99		75.6%	
Black / African American		370		294		177		68.3%		\$8,302		34		56.7%	
Hispanic / Latino		670		508		314		75.7%		\$8,886		127		79.4%	
Native Hawaiian / Pacific Islander		130		105		60		76.9%		\$8,791		19		73.1%	
White		4,983		4,402		2,355		71.3%		\$9,685		609		77.5%	
More Than One Race		213		191		117		75.5%		\$9,629		34		77.3%	

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	6,878	5,956	Negotiated Targets		79.4%		76.1%	\$6,500		66.8%		Baseline
			Actual	3,250	71.1%	2,731	72.1%	\$9,706	855	74.9%	347	19.1%
Displaced Homemakers	153	150		35	70.0%	10	50.0%	\$4,430	1	50.0%	3	17.6%
English Language Learners, Low Levels of Literacy, Cultural Barriers	543	462		205	67.4%	164	66.7%	\$8,842	54	72.0%	25	20.5%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	376	348		158	71.5%	96	66.2%	\$7,770	40	76.9%	19	20.2%
Homeless Individuals / runaway youth	196	178		73	68.2%	52	65.8%	\$5,902	15	83.3%	6	19.4%
Long-term Unemployed (27 or more consecutive weeks)	522	311		276	76.0%	275	71.2%	\$10,173	140	72.5%	45	15.7%
Low-Income Individuals	1,151	919		430	68.1%	364	68.4%	\$7,348	130	74.3%	77	24.8%
Migrant and Seasonal Farmworkers	19	21		18	81.8%	15	78.9%	\$8,420	10	76.9%	2	22.2%
Individuals with Disabilities (incl. youth)	529	451		208	59.3%	191	60.8%	\$8,213	51	68.0%	13	11.4%
Single Parents (Incl. single pregnant women)	259	193		125	78.1%	121	77.1%	\$7,692	48	73.8%	25	26.3%
Youth in foster care or aged out of system	0	0		0		0			0		0	

#### ADDITIONAL COMMENTS:

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

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

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

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

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

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# Wagner-Peyser

OMB Control Number 1205-0526  
Expiration Date: 03-31-2021

ETA-9169

Statewide Performance Report										Certified in WIPS: 9/29/2020 12:53 PM EDT			
<b>PROGRAM</b> Wagner-Peyser					<b>TITLE (select one):</b>								
<b>STATE:</b> Washington      Title I Local Area: <b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.) From ( mm/dd/yyyy ): 7/1/2019      To ( mm/dd/yyyy ): 6/30/2020					Title I Adult Title I Dislocated Worker Title I Youth Title I and Title III combined		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Title II Adult Education Title III Wagner-Peyser Title IV Vocational Rehabilitation		<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
<b>SUMMARY INFORMATION</b>													
<b>Service</b>		<b>Participants Served Cohort Period:</b>		<b>Participants Exited Cohort Period:</b>		<b>Funds Expended Cohort Period:</b>		<b>Cost Per Participant Served Cohort Period:</b>					
		4/1/2019-3/31/2020		7/1/2019-6/30/2020		7/1/2019-6/30/2020		7/1/2019-6/30/2020					
Career Services		88,540		90,284		\$12,370,688		\$140					
Training Services		4,731		2,410		\$0		\$0					
<b>Percent training-related employment<sup>1</sup>:</b>				<b>Percent enrolled in more than one core program:</b>				<b>Percent admin expended:</b>					
0.7%				28.3%				N/A					
<b>BY PARTICIPANT CHARACTERISTICS</b>													
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
					Cohort Period: 7/1/2018-6/30/2019		Cohort Period: 1/1/2018-12/31/2018		Cohort Period: 7/1/2018-6/30/2019	Cohort Period: 1/1/2018-12/31/2018		Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		90,074	91,207	Negotiated Targets		70.0%		68.0%	\$7,000				
				Actual	63,726	68.2%	61,843	67.3%	\$7,608				
Sex	Female	40,960	40,386		28,152	68.3%	27,970	67.8%	\$6,607				
	Male	47,041	48,601		34,084	68.6%	32,478	67.1%	\$8,559				
Age	< 16	32	29		12	33.3%	11	26.8%	\$2,293				
	16 - 18	2,568	1,973		1,163	59.5%	1,178	62.5%	\$3,063				
	19 - 24	8,848	8,854		6,295	69.3%	5,991	69.3%	\$5,338				
	25 - 44	39,234	40,079		28,799	69.8%	28,172	69.7%	\$7,801				
	45 - 54	18,771	19,262		14,081	70.7%	14,125	70.6%	\$8,739				
	55 - 59	9,367	9,595		6,832	68.9%	6,557	66.2%	\$8,550				
	60+	11,254	11,415		6,544	58.3%	5,809	52.9%	\$7,155				
Ethnicity/Race	American Indian / Alaska Native	2,933	3,024		2,066	64.6%	1,991	62.7%	\$6,698				
	Asian	6,945	7,044		5,072	68.2%	5,026	69.8%	\$8,353				
	Black / African American	6,485	6,573		4,655	66.5%	4,628	67.9%	\$6,404				
	Hispanic / Latino	14,588	15,581		12,461	78.1%	11,016	71.7%	\$7,055				
	Native Hawaiian / Pacific Islander	1,735	1,871		1,316	67.5%	1,292	67.1%	\$6,711				
	White	57,143	58,136		39,925	67.5%	39,208	66.6%	\$7,722				
	More Than One Race	2,684	2,837		1,953	65.7%	1,930	66.8%	\$6,568				

BY EMPLOYMENT BARRIER <sup>4</sup>											
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num Rate
Total Statewide	90,074	91,207	Negotiated Targets		70.0%		68.0%	\$7,000			
			Actual	63,726	68.2%	61,843	67.3%	\$7,608			
Displaced Homemakers	173	179		48	64.0%	22	53.7%	\$5,125			
English Language Learners, Low Levels of Literacy, Cultural Barriers	10,384	10,998		8,642	74.3%	7,568	68.5%	\$7,049			
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0					
Ex-offenders	6,280	6,673		4,087	61.3%	3,689	58.6%	\$5,780			
Homeless Individuals / runaway youth	4,174	4,413		2,536	57.2%	2,409	55.1%	\$4,692			
Long-term Unemployed (27 or more consecutive weeks)	522	311		276	76.0%	275	71.2%	\$10,173			
Low-Income Individuals	15,022	15,558		10,070	63.6%	9,564	61.6%	\$5,640			
Migrant and Seasonal Farmworkers	3,370	3,719		3,427	87.0%	2,854	71.9%	\$7,166			
Individuals with Disabilities (incl. youth)	7,561	7,750		4,004	51.7%	3,959	52.2%	\$6,241			
Single Parents (incl. single pregnant women)	3,070	2,855		1,952	69.4%	2,014	68.9%	\$5,854			
Youth in foster care or aged out of system	102	69		47	62.7%	35	53.0%	\$2,663			

#### ADDITIONAL COMMENTS:

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

- 72 records were stripped in order to pass the WIPS edit checks successfully and submit the PIRL.
- 2,532 elements were hard-coded in order to pass the WIPS edit checks successfully and submit the PIRL.
- 2,333 elements were hard-coded with a value of zero, where the "Highest School Grade Completed" was unavailable.
- 9 elements were hard-coded with 99-9999.99, where the "Training Occupational Skills Code" was unavailable.
- 191 elements were hard-coded with the "School Status at Program Entry" status, where the "School Status at Exit" status was unavailable.

Washington state makes every effort to make the necessary data corrections, system configuration changes, and PIRL script modifications to accurately report all seeker participations. The above records/elements were unable to be resolved in time to meet the quarterly submission deadline.

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

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

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

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

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

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

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