



QUARTERLY PERFORMANCE REPORT 4th Calendar Quarter 2008



Prepared for
The Northwest Workforce Council

January 2009

PROGRAM PERFORMANCE

(Federal job seeker common measures across programs in the WorkSource NW system and ESD GMAP)

FEDERAL COMMON MEASURES

	ENTERED EMPLOYMENT (90 Days after last service)			EMPLOYMENT RETENTION (at 6 - 9 months)			AVERAGE EARNINGS (at 6 - 9 months)		
	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)
Adult	84.10%	89.3%	106.2%	86.10%	85.90%	99.8%	\$11,870	\$13,247	111.6%
Dislocated Worker	88.40%	91.8%	103.8%	92.60%	95.20%	102.8%	\$19,020	\$19,751	103.8%
Vocational Rehabilitation*	190	46	24.2%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Older Worker	49.3%	76.9%	156.0%	74.0%	69.2%	93.5%	\$6,670	\$7,025	105.3%
Wagner Peyser**	12,671	9,160	72.3%	11,162	9,362	83.9%	\$9,296	\$14,380	154.7%
Cascades Job Corps Center	80.0%	72.0%	89.9%	70%	67%	95.2%	\$457	\$477	104.3%

* DVR results are for first quarter of DVR's fiscal year.

** For Quarter ending September 30, 2008.

	PLACEMENT INTO EMPLOYMENT			OCCUPATIONAL DEGREE OR CERTIFICATE			LITERACY & NUMERACY GAINS (OSY)		
	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)	Target Goal	4 Quarter Cumulative	% of Goal (PY Cumulative)
WIA Youth Programs	Not Set	83.5%	Not Available	Not Set	77.9%	Not Available	Not Set	46.7%	Not Available
Cascades Job Corps Center	90.0%	77.6%	86.2%	55.7%	70.3%	126.2%	1.00	0.93	93.0%

EMPLOYMENT SECURITY DEPARTMENT GMAP MEASURES

	Goal	Q2 CY 2008
% Entered Employment	60%	59.6%
% Openings Filled	Not Set	34.3%
# Referrals to Placement	Not Set	8.45

TRADE ADJUSTMENT ASSISTANCE PROGRAM

	Target	Q3 CY 2008	% of Target
Placement Rate	79%	68.8%	87.1%
Wage Recovery	80%	71.9%	89.9%
Training Related Placements	Not Set	Not Avb.	Not Avb.

WORKSOURCE SYSTEM MANAGEMENT INDICATORS

	4TH Q. 2008	4TH Q. 2007	% CHANGE
Unduplicated Users (WMS)	3,615	2,874	26%
Unduplicated Users (SKIES)	6,316	4,632	36%
Total Entered Employment	lag data	57.8%	N/A
Median weekly earnings in SKIES	\$400	\$400	0%
# of Referrals	2,373	2,435	-3%
# of Openings Filled	294	319	-8%
# Referrals to all Training	359	360	0%
# Training Starts	108	70	54%
Total on "Employment Pathway"	467	430	9%

Sum of Training Referrals + Training Starts

Sources: ESD GMAP Reports, SKIES, WIA 1-B, ETA 9002 C Quarterly Report, DVR Regional Manager, ESD E&T Division, SPARQ, STARS, Cascades Jobs Corps DOL Report



Northwest Workforce Council
WIA PROGRAM PERFORMANCE REPORT
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 July 1, 2008 to December 31, 2008

REGISTRATION & EXIT	Annual Goal	50% Plan Year to Date	% of Goal
ADULTS			
Registered	291	232	80%
Placement Rate (% employed at exit)	83%	89%	107%
Average Hourly Wage (\$ per hour at exit)	\$18.84		
DISLOCATED WORKERS			
Registered	214	187	87%
Placement Rate (% employed at exit)	86%	86%	100%
Average Hourly Wage (\$ per hour at exit)	\$16.85		
YOUTH			
Registered	258	189	73%
Placement Rate (% of older youth employed at exit)	81%	83%	102%
Credential Rate	76%	87%	115%
Average Hourly Wage (\$ per hour at exit)	\$10.97		

FOLLOW UP (Exits 6-9 months prior)	Target	Actual	% of Goal
ADULTS			
Entered Employment (employed 1st quarter after exit)	84.1%	89.3%	106%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	86.1%	85.9%	100%
Earnings (average 6 month earnings)	\$11,870	\$13,247	112%
DISLOCATED WORKERS			
Entered Employment (employed 1st quarter after exit)	88.4%	91.8%	104%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	92.6%	95.2%	103%
Earnings (average 6 month earnings)	\$19,020	\$19,751	104%
OLDER YOUTH			
Entered Employment (employed 1st quarter after exit)	78.9%	81.0%	103%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	87.4%	100.0%	114%
Credential (of those trained: employed w/ a certificate or degree)	38.3%	50.0%	131%
YOUNGER YOUTH			
Diploma/GED	58.7%	92.5%	158%
Retention	76.2%	89.3%	117%



Northwest Workforce Council
WIA PROGRAM YEAR 2007 FISCAL SUMMARY
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 July 1, 2008 to December 31, 2008

WORKFORCE INVESTMENT ACT	Budget	Expenditures (50%YTD)	Expenditure Rate
Adult Services	\$811,957	\$304,091	37%
Dislocated Worker Services	\$853,117	\$397,044	47%
Youth Services	\$879,625	\$443,511	50%
In-School	\$483,794	\$266,399	55%
Out of School	\$395,831	\$177,111	45%
Administrative Costs:	\$303,700	\$124,410	41%
Total	\$2,848,399	\$1,269,056	45%

WorkSource Skagit Broadcasts Weekly Radio Show in English and Spanish



Aida Andres and Gilberto Estrada

Gilberto Estrada and Aida Andres of WorkSource Skagit provide a weekly Spanish broadcast radio show (repeated in English). The show, sponsored by Skagit Valley College's KSVR-FM, 91.7FM, provides information on job search, training opportunities, hiring events, and navigating through unemployment. Begun in 2006, the WorkSource show provides a vital link to WorkSource activities and partner programs. For example, when the Microsoft Unlimited Potential classes were discussed on the show, perspective students began arriving at the one-stop center before the broadcast concluded. The bilingual Spanish computer classes fill to capacity each time they are offered. An estimated 25,000 listeners, or 92% of Hispanics in Skagit County, listen to the station. WorkSource Skagit serves the highest proportion of Hispanic customers in the Northwest, this quarter that represents nearly 20% of the total served.

CUSTOMER SATISFACTION

(Customer's satisfaction with services received)

BUSINESS CUSTOMERS

	1ST Q. 2008~	1ST Q. 2007	% CHANGE	
ACSI* Measure (WDA)	72.6	68.7	5.7%	NW Region

	4TH Q. 2008	4TH Q. 2007	% CHANGE	# RESPONSES	
Comment Card "Overall"	4.6	5	-8.0%	13	NW Region

JOB SEEKER CUSTOMERS

	1ST Q. 2008~	1ST Q. 2007	% CHANGE	
ACSI* Measure (WDA)	76.8	75.1	2.3%	NW Region

	4TH Q. 2008	4TH Q. 2007	% CHANGE	# RESPONSES*	
Comment Card "Overall"	4.7	4.2	11.9%	34	Whatcom
	4.8	4.2	14.3%	16	Skagit
	4.8	5.0	-4.0%	8	Whidbey
	4.8	4.5	7%	58	NW Region

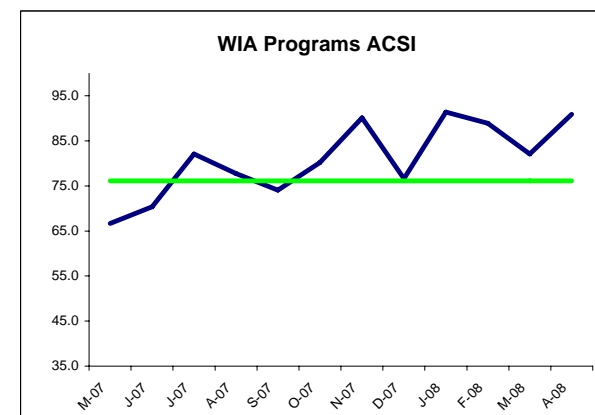
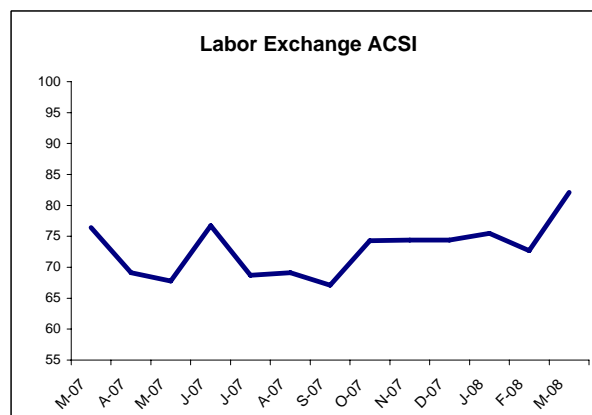
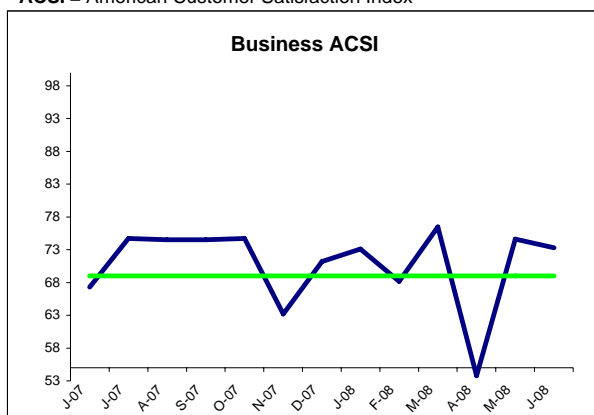
WIA PROGRAM PARTICIPANTS

	2ND Q. 2008~	2ND Q. 2007	% CHANGE	
ACSI* Measure (WDA)	83.1	75.3	10.3%	NW Region

~ Most recent data available.

ACSI data is delayed

* ACSI = American Customer Satisfaction Index



Sources: Workforce Board monthly satisfaction survey, Regional CQI Team analysis, Exit Surveys

EMPLOYER SURVEY

(Conducted as part of November '08 Whatcom Monitoring)

Forty employers that had recently posted ES staff-assisted job openings through the Whatcom office were randomly selected and requested to complete a customer satisfaction survey.

38% Response Rate **N=15**

- 87%** repeat users
- 85%** received the service(s) requested
- 85%** rated services helpful, received expected results
- 62%** received applicants matching experience or qualifications
- 100%** staff thorough & accurate information received
- 60%** service excellent
- 40%** service adequate
- 78%** staff followed up after completion
- 92%** would recommend
- 83%** assistance timely

CUSTOMER FLOW

(Number of customers visiting the Centers)

TOTAL PHYSICAL VISITS

	4TH Q. 2008	4TH Q. 2007	% CHANGE
Whatcom	11,314	9,359	21%
Skagit	6,430	4,102	57%
Whidbey	2,459	1,556	58%
NW Region	20,203	15,017	35%

UNIQUE CUSTOMERS (Captured in WorkSource Membership System)

	4TH Q. 2008	4TH Q. 2007	% CHANGE
Whatcom	3,615	2,874	26%
Skagit	3,121	2,007	56%
Whidbey	1,006	708	42%
NW Region	7,742	5,589	39%

UNIQUE CUSTOMERS (With a service recorded in SKIES)

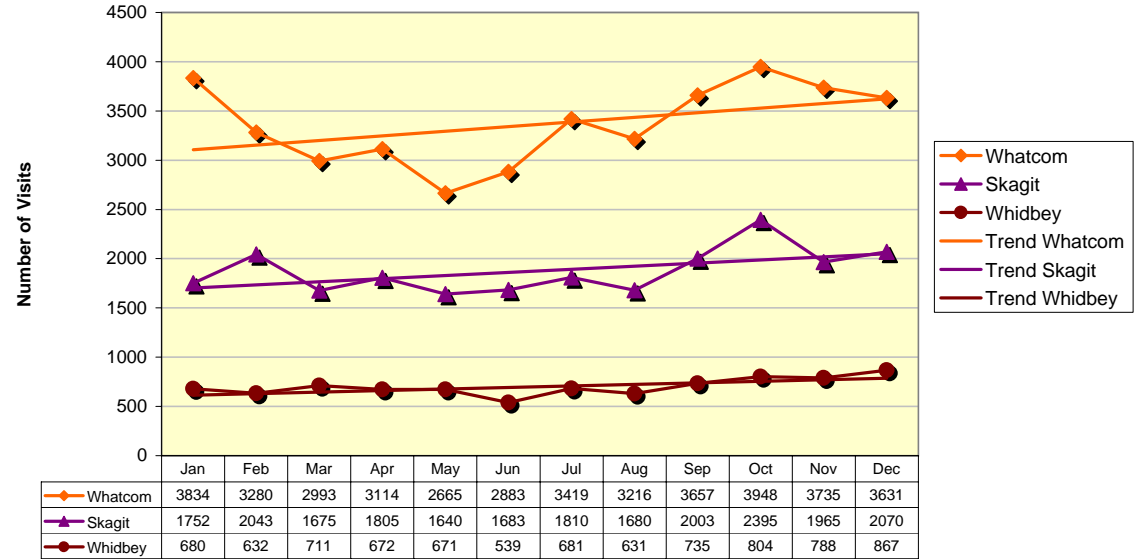
	4TH Q. 2008	4TH Q. 2007	% CHANGE
Whatcom	2,710	1,955	39%
Skagit	2,929	2,222	32%
Whidbey	844	642	31%
NW Region	6,483	4,819	35%

NEW MEMBERS

	4TH Q. 2008	4TH Q. 2007	% CHANGE
Whatcom	828	754	10%
Skagit	1,154	738	56%
Whidbey	376	281	34%
NW Region	2,358	1,773	33%

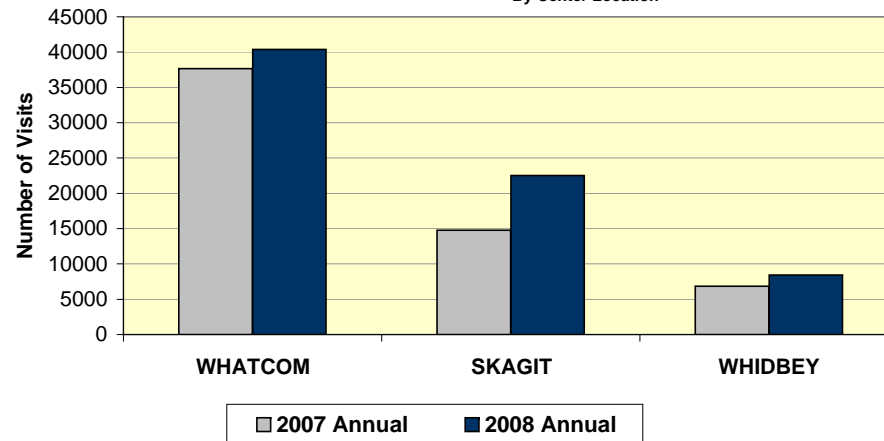
MONTHLY VISITS 2008

By Center Location



ANNUAL VISITS 2007-2008

By Center Location



Sources: WorkSource Membership System (WMS), SKIES

CUSTOMER DEMOGRAPHICS

(Characteristics of customers registered for services in SKIES)

GENDER = MALE

	4TH Q. 2008	4TH Q. 2007	% CHANGE
Whatcom	53%	51%	4%
Skagit	57%	53%	8%
Whidbey	49%	43%	14%
NW Region	53%	49%	8%

VETERAN

	4TH Q. 2008	4TH Q. 2007	% CHANGE	# INDIVIDUALS
Whatcom	6%	9%	-33%	189
Skagit	11%	12%	-8%	362
Whidbey	17%	24%	-29%	159
NW Region	11%	15%	-24%	710

PERSON W/ DISABILITY (Self reported)

	4TH Q. 2008	4TH Q. 2007	% CHANGE	# INDIVIDUALS
Whatcom	5%	6%	-17%	153
Skagit	6%	7%	-14%	184
Whidbey	4%	4%	0%	43
NW Region	5%	6%	-12%	380

EDUCATION LEVEL

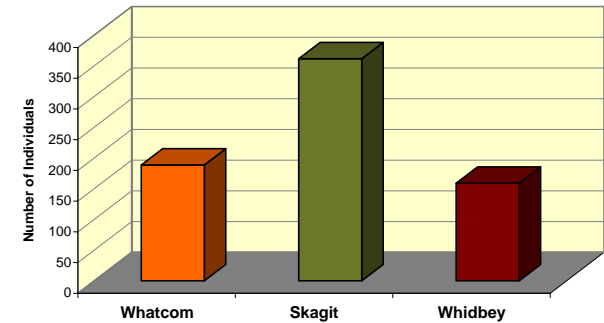
	4TH Q. 2008	4TH Q. 2007	% CHANGE	# INDIVIDUALS
Less than HS	16%	16%	1%	1,209
Diploma/GED	47%	45%	5%	3,472
Some College, no degree	16.7%	18%	-9%	1,236
Associates Degree	8.0%	7.5%	7%	593
Bachelors Degree	10%	11%	-12%	730
Masters or Above	2.1%	2%	-9%	154

ETHNICITY

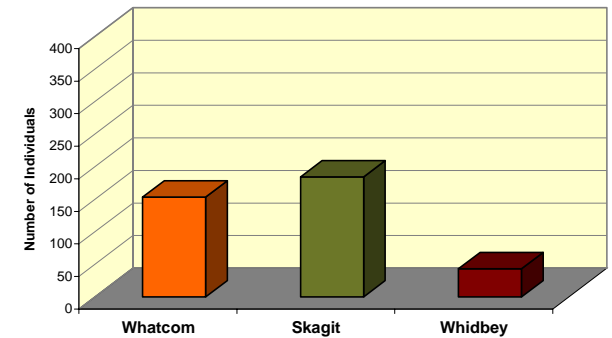
	WHITE	AM. INDIAN	ASIAN	BLACK	HAWAII/PI	HISPANIC	NOT DISCLOSED
Whatcom	83%	4%	3%	3%	1%	7%	9%
Skagit	87%	2%	2%	2%	0%	19%	8%
Whidbey	77%	3%	6%	9%	2%	6%	8%
NW Region (Avg)	82%	3%	4%	5%	1%	11%	8%

*Multi-race selections account for totals over 100%

VETERANS
4th Quarter 2008 - By County



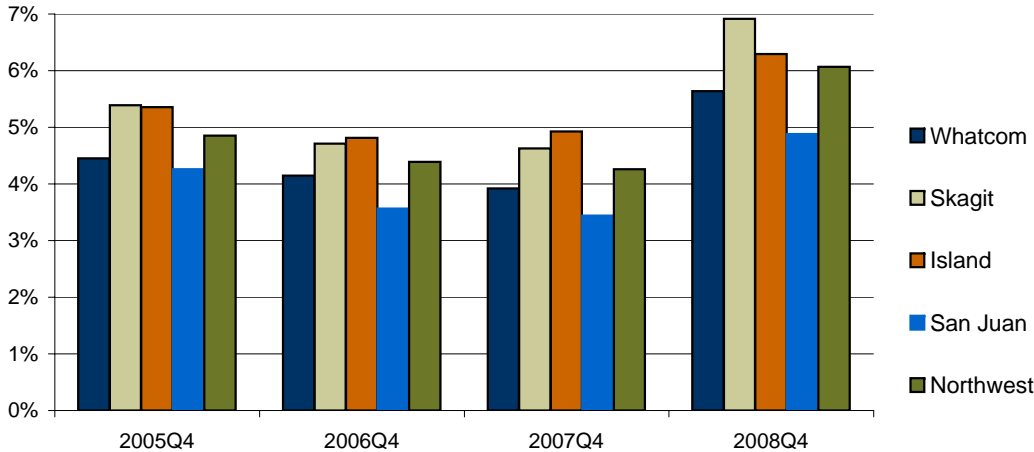
INDIVIDUALS WITH A DISABILITY
4th Quarter 2008 - By County



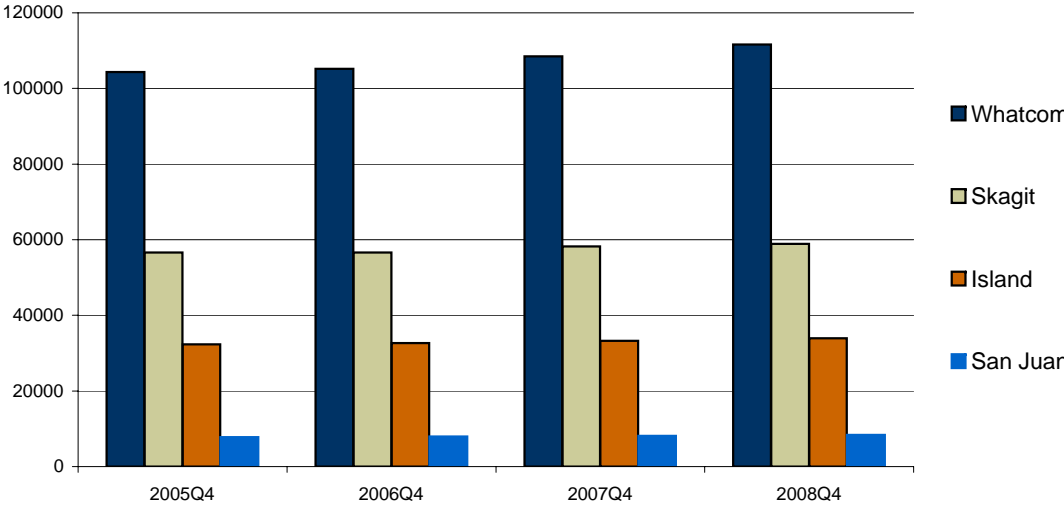
Source: SKIES

REGIONAL ECONOMIC INDICATORS

**Unemployment Rates:
Northwest Region, 2005Q4 – 2008Q4**



**Labor Force Participation:
Northwest Region, 2005Q4 – 2008Q4**

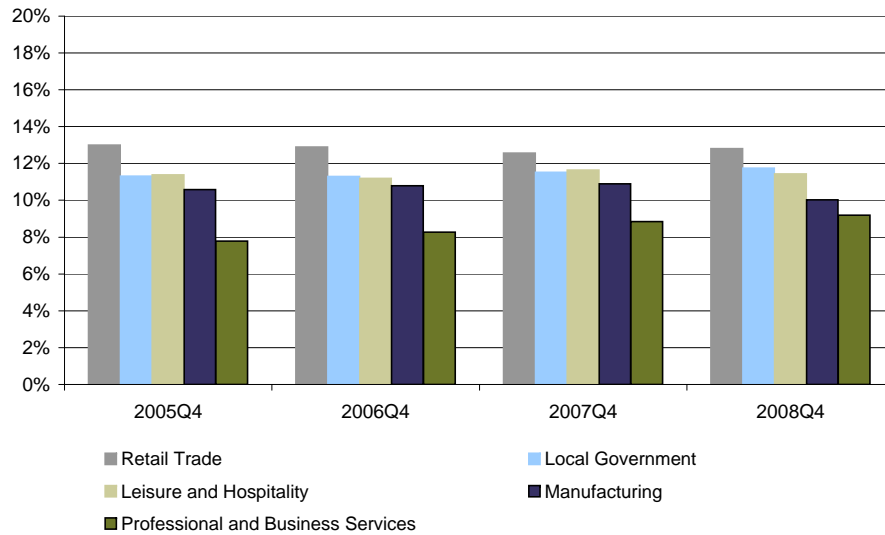


WHATCOM COUNTY ECONOMIC PROFILE

(4th Quarter 2008 or most recent data available)

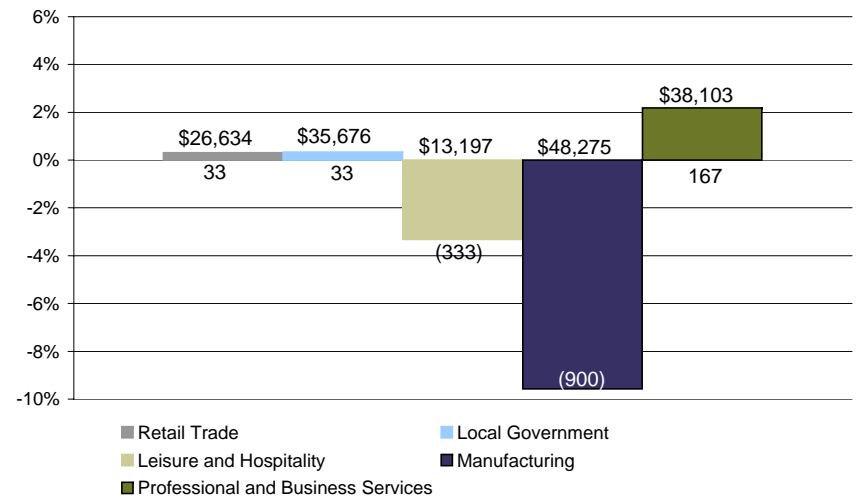
Top Five Industries

As a percentage of total employment, 2005Q4 - 2008Q4



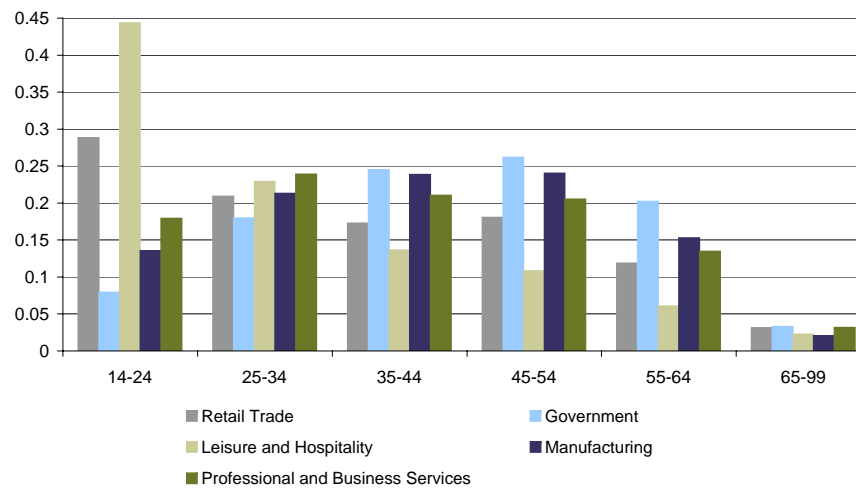
Percent Change in Employment

Top 5 Industries, 2007Q4 - 2008Q4



Notes: 1) Dollar values represent 2007 mean industry income; 2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries



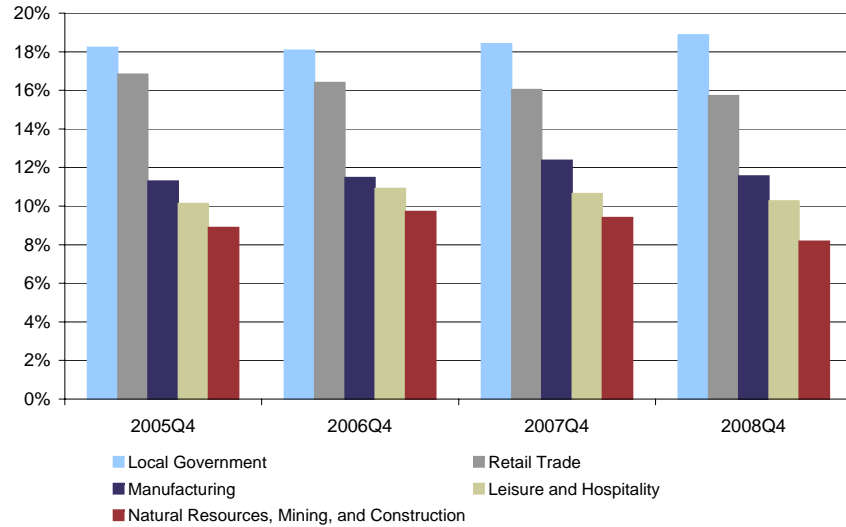
Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors; 2) Data are from 2007Q4

SKAGIT COUNTY ECONOMIC PROFILE

(4th Quarter 2008 or most recent data available)

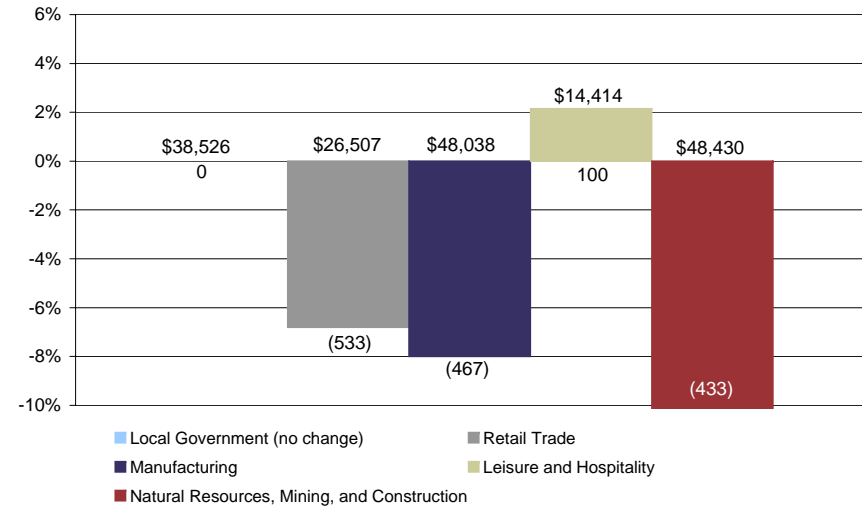
Top Five Industries

As a percentage of total employment, 2005Q4 - 2008Q4



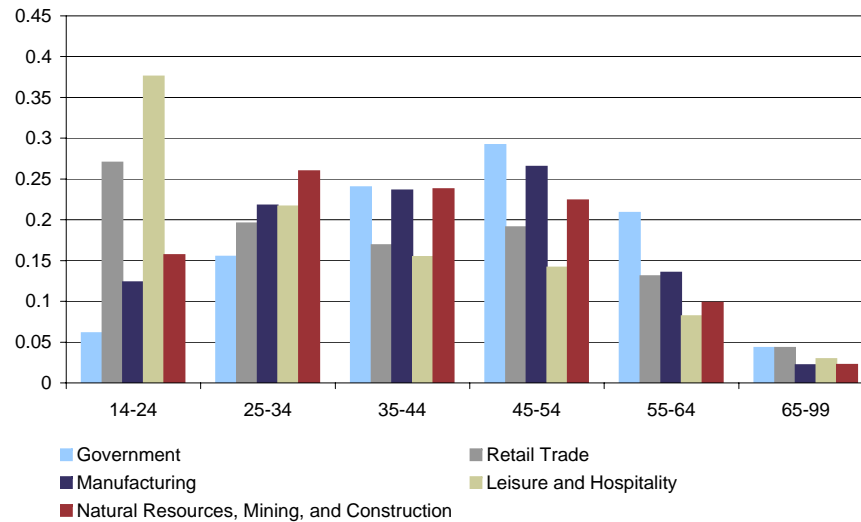
Percent Change in Employment

Top 5 Industries, 2007Q4 - 2008Q4



Notes: 1) Dollar values represent 2007 mean industry income; 2) Numbers below bars represent number of jobs gained (lost)

Skagit County: Age Distribution of Top Five Industries

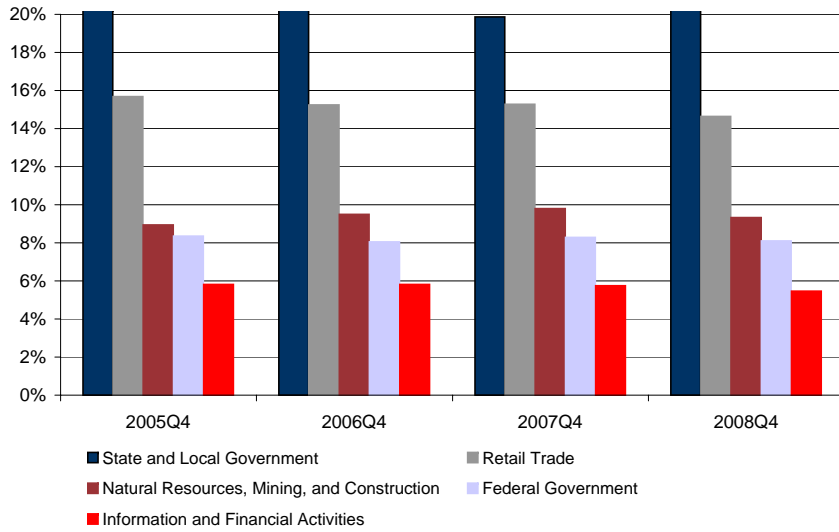


Note: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors; 2) Data are from 2007Q4

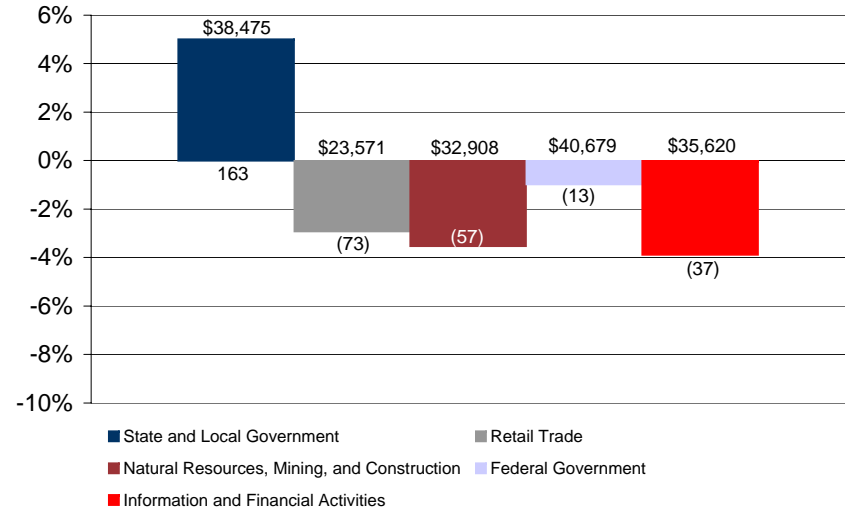
ISLAND COUNTY ECONOMIC PROFILE

(4th Quarter 2008 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2005Q4 - 2008Q4

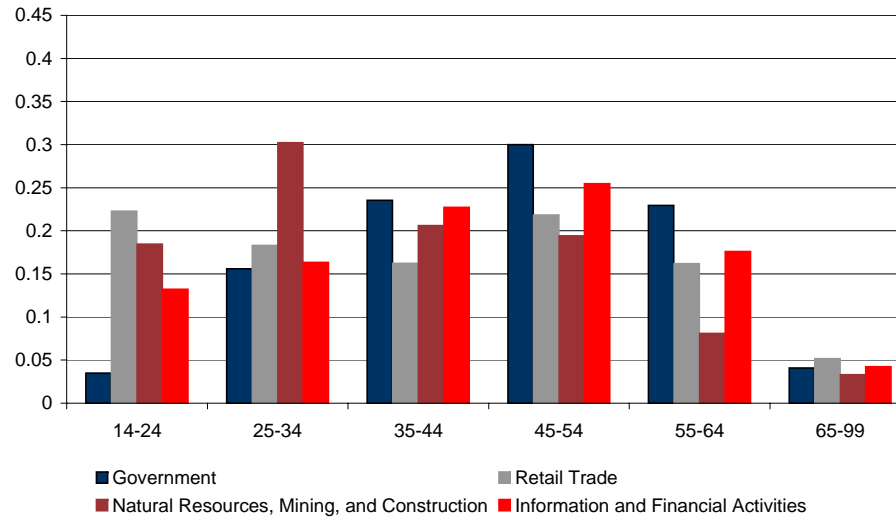


Percent Change in Employment
Top 5 Industries, 2007Q4 - 2008Q4



Notes: 1) Dollar values represent 2007 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries



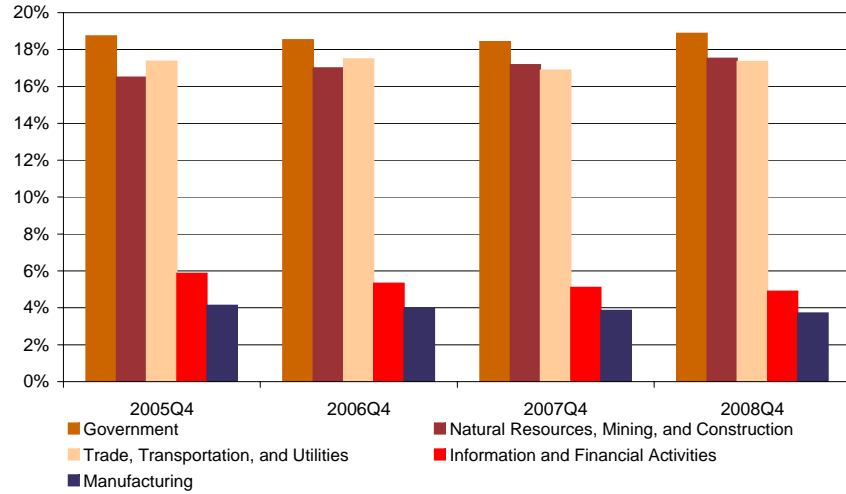
Notes: 1) Data do not exist for Federal Government and State and Local Government (data in chart represents all Government sectors); 2) Data are from 2007Q4

SAN JUAN COUNTY ECONOMIC PROFILE

(4th Quarter 2008 or most recent data available)

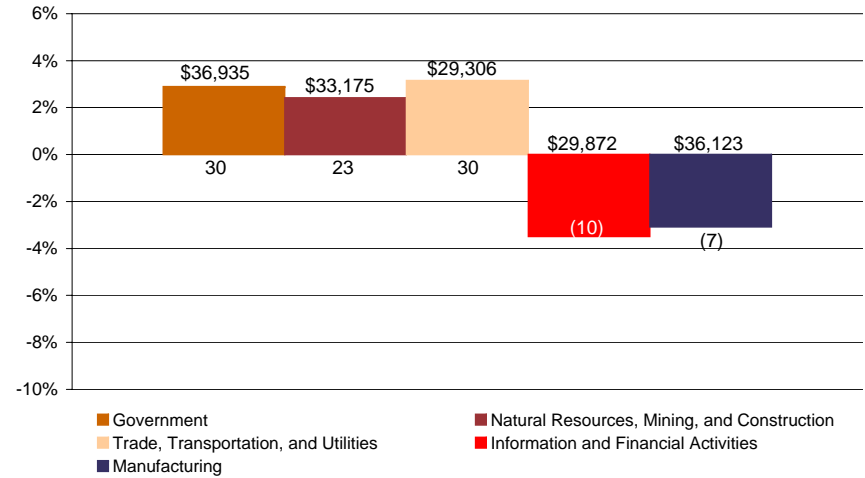
Top Five Industries

(as a percentage of total employment), 2005Q4 - 2008Q4



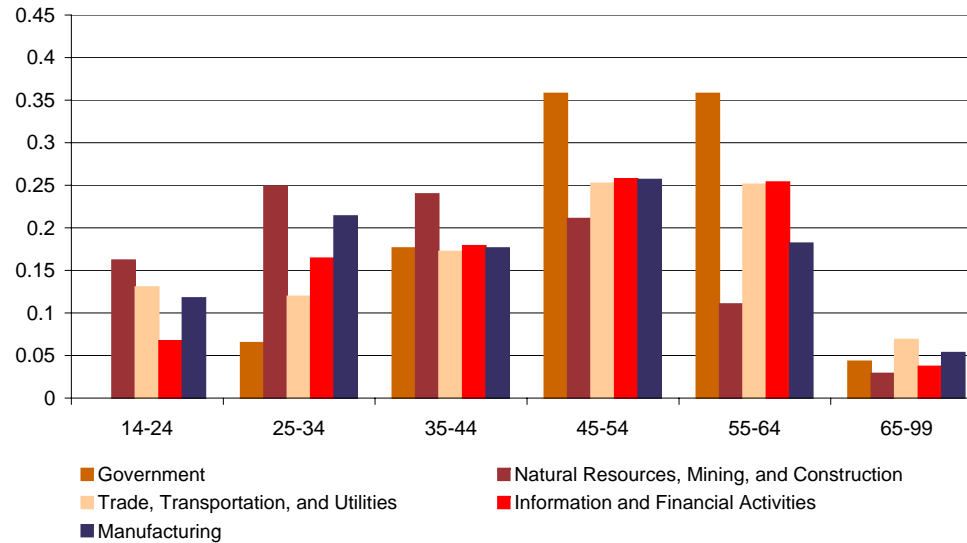
Percent Change in Employment

Top 5 Industries, 2007Q4 - 2008Q4



Notes: 1) Dollar values represent 2007 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries



Note: Data are from 2007Q4

ONE STOP HIGHLIGHTS

(Report of significant events, major recruitments, media coverage, etc. for the current quarter)

MEDIA COVERAGE

Location	Date	Event	Significance
Whatcom	10/19/08	B'ham Herald	Slowing Economy- Increase in WorkSource visits
	December	B'ham Business Journal	WCC, WorkSource Aim to Service Baby Boomers
	December	B'ham Business Journal	Decreased spending leads to nat'l/reg. unemployment (WorkSource responds)
Skagit	12/21/08	Skagit Valley Herald	Skagit Economy - Job Insecurity
	12/31/08	Skagit Valley Herald	Cover story and photograph
Whidbey	Oct	Whidbey News Times	Article titled "Looking for Jobs is Scarce"

MAJOR RECRUITMENTS AND HIRING EVENTS

Location	Date	Event	Significance
Whatcom	10/29/08	Ferndale Chamber Job Expo	240 job seekers in inaugural annual event. WorkSource will co-sponsor 2009
	December	Job Club	Western Washington University and U.S. Census Bureau recruited through Job Club, 99 job seekers attended sessions
	12/16/08	UniSea	On-site hiring event, 17 applications submitted
	10/27-10/30	Corix Utilities	Fee-based lease for computerized applicant testing. Successful hire achieved.
	11/12/08	Skagit Vet Job Fair	6 Businesses - 151 Job Seekers - 25 Hires
Skagit	December	UPS Recruitment (4 sessions)	51 interviews - 25 hires
Whidbey	Oct 12-13	Uniquely Whidbey Biz Expo	Represented WS and spoke with employers and job seekers
	10/23/08	Oak Harbor Job Fair	360 seekers, 21 exhibitors, 64 known hires (includes retail seasonal)
	11/4/08	Safeway staff training	23 Safeway staff members received sexual harassment training
	11/6/08	Oak Harbor Biz Expo	Represented WS and spoke with many employers regarding services
	Nov	Waste Mgmt. Interviews	interviewed 67, hired 34

OTHER SIGNIFICANT EVENTS

Location	Date	Event	Significance
Whatcom	Sept & Oct	NWC Co-sponsored Seminar	With WA Manufacturing Services & Whatcom & Skagit EDCs offered the seminar "Immigration Custom Enforcement & Protecting the Security of Your Workforce"
Skagit	Jan	Labor & Industries announces collocation	L&I selects Skagit as pilot collocation site for 2 staff after exhaustive regional site review
Whidbey	12/4&12/11	Basic Computer classes introduced	10 students (volunteer-led)
	December	Whidbey Center Coordinator resignation	Recruiting replacement
Regional	12/1/08	Snow storms & hazardous driving conditions	Reduced customer flow due to weather, 3pm closure 12/24 all offices, Skagit & Whidbey offices 3pm closures 2 additional days.

LAYOFFS CLOSURES WARN

Regional	Nov.	ACE Hardware, Friday Harbor	12 permanent workers laid off due to store closure
	Nov-Dec	Alcoa Intalco-Works (2x) Rapid Response	42 hourly, 2 salary, & 25 contract workers laid off due to falling price of aluminum
	Nov	Arrowac Fisheries	Fairhaven plant closure - 30
	Oct-Dec	Cedarprime	Reduction of production line to one shift - approximately 18 laid off (Spring 09 return)
	Nov	Ershigs, Inc	Relocating accounting function out of state - 6 layoffs
	Oct-Dec	Linens & Things	Approx 60 employees laid off due to closure of Burlington & Bellingham stores
	Oct	Lynden Door	16 production workers laid off, 2nd shift w/ only 7 workers
	Nov	Nichols Bros. Boat Builders	layoff 28 - loss of contract in Nov. Anticipate rehire in 90 days.
	Nov/Dec	Nordic Tug	40 laid off
	11/5/08	Pavlosky Accounting	Assisting contractor clients filing for UI and work slow downs
	Oct-March	Rapid Response - US Marine/Meridian Yachts	445 production workers, 276 office employees (184 in NW) plant closure - WARN
	Oct-Jan	San Juan Yachts	Production slowdown/ 25 layoffs, 15 work share employees
	Nov-Dec	Totally Chocolate	75-80 Seasonal layoffs of production, warehouse, & graphic staff