



QUARTERLY PERFORMANCE REPORT 2nd Calendar Year Quarter 2009



Prepared for
The Northwest Workforce Council

August 2009

Performance Data & Economic Indicators Updated September 1, 2009

SECOND QUARTER REPORT HIGHLIGHTS

- A new chart in Demographics tab shows the O-Net Occupation desired by those completing a SKIES registration. pg. 8
- The 2009Q2 NW WA unemployment rate (8.7%) increased by three and nine-tenths percentage points over the 2008Q2 jobless rate (4.8%).
- Corresponding to the jobless rate increase was a decrease in nonfarm employment among most of the top five industries in each county between 2008Q2 and 2009Q2.
- Included among these nonfarm job losses were the following:
Whatcom County – A decrease of 11.2% or 1000 jobs in manufacturing and a decrease of 8.5% or 700 jobs in construction
Skagit County – A decrease of 13.3% or 767 jobs in manufacturing and a decrease on 15.6% or 633 jobs in construction
Island County – A decrease of 24.8% or 370 jobs in construction (much larger than the preliminary amount)
- None of the top 5 industries in any county experienced job growth in the past year (a couple did experience no change).
- A new Grant Status Report tab is included for the first time in this quarter's report. pg. 5
- 13% increase in the number of customers with a Bachelors degree, 53% increase in customers with a Masters degree. pg. 8

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	83.40%	94.2%	112.9%	87.20%	92.10%	105.6%	\$12,406	\$15,157	122.2%
Dislocated Worker	86.30%	91.0%	105.4%	92.20%	83.10%	90.1%	\$19,523	\$15,934	81.6%
Vocational Rehabilitation*	196	143	73.0%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Older Worker-SCSEP	49.3%	80.0%	162.3%	74.0%	55.6%	75.1%	\$6,670	\$9,830	147.4%
Wagner Peyser**	12,948	9172	70.8%	10,539	8679	82.4%	\$8,613	\$14,381	167.0%
Cascades Job Corps Center	80.0%	77.3%	96.7%	70%	59%	83.7%	\$461	\$445	96.6%

* DVR results = 3 quarter cumulative ending June 2009 (75% of program year completed).

** For Quarter ending March 31, 2009.

	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	78.3%	Not Available	Not Set	69.4%	Not Available	Not Set	27.8%	Not Available
Cascades Job Corps Center	90.0%	84.4%	93.8%	55.4%	60.1%	108.5%	1.00	1.21	121.1%

EMPLOYMENT SECURITY DEPARTMENT GMAP MEASURES

	Goal	Q4 2008	% of Target
% Entered Employment	60%	42.0%	81.5%
% Openings Filled	Not Set	36.3%	Not Avb.
# Referrals to Placement	Not Set	6.16	Not Avb.

	Target	Q2 2009	% of Target
TRADE ADJUSTMENT ASSISTANCE PROGRAM Placement Rate	79%	100%	126.6%
Wage Recovery	80%	64.10%	80.1%
Training Related Placements	Not Set	47*	Not Avb.

	Target	Q4 2008	% of Target
WORKFIRST PROGRAM Participation Rate	30%	**43%	143.3%
Entered Employment Rate	69%	50.3%	72.9%
Entered Employments	Not Set	92	Not Avb.

WORKSOURCE SYSTEM MANAGEMENT INDICATORS

	Q2 2009	Q2 2008	% CHANGE
Number of Job Seekers	5,566	3,807	46%
Total Seekers Receiving Service	9,172	6,458	42%
Number Employed	immature data	2,287	N/A
Total Placements in SKIES	358	970	-63%
Median weekly wages in SKIES	\$440	\$486	-9%

*10/2008-3/2009

** Q1 2009

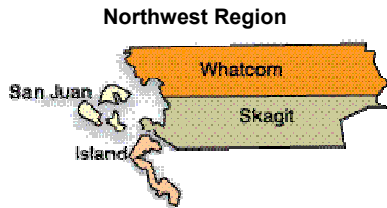
Sources: ESD GMAP Reports, SKIES, WIA 1-B, ETA 9002 C Quarterly Report, DVR Regional Manager, ESD E&T Division, SPARQ, STARS, Cascades Jobs Corps DOL Report OMS-10P, WorkSource Performance



Northwest Workforce Council
WIA PROGRAM PERFORMANCE REPORT
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 July 1, 2008 to June 30, 2009

REGISTRATION & EXIT	Annual Goal	100% Plan Year	% of Goal
ADULTS			
Registered	291	291	100%
Placement Rate (% employed at exit)	83%	89%	107%
Average Hourly Wage (\$ per hour at exit)	\$18.06		
DISLOCATED WORKERS			
Registered	214	352	164%
Placement Rate (% employed at exit)	89%	92%	103%
Average Hourly Wage (\$ per hour at exit)	\$17.10		
YOUTH			
Registered	239	206	86%
Placement Rate (% of older youth employed at exit)	81%	83%	102%
Credential Rate	76%	80%	105%
Average Hourly Wage (\$ per hour at exit)	\$11.05		

FOLLOW UP (Exits 6-9 months prior)	Target	Actual - 4 Qtr Cumulative	% of Goal
ADULTS			
Entered Employment (employed 1st quarter after exit)	83.4%	94.2%	113%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	87.2%	92.1%	106%
Earnings (average 6 month earnings)	\$12,406	\$15,157	122%
DISLOCATED WORKERS			
Entered Employment (employed 1st quarter after exit)	86.3%	91.0%	105%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	92.2%	83.1%	90%
Earnings (average 6 month earnings)	\$19,523	\$15,934	82%
OLDER YOUTH			
Entered Employment (employed 1st quarter after exit)	80.7%	76.5%	95%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	88.9%	94.7%	107%
Credential (of those trained: employed w/ a certificate or degree)	40.3%	63.2%	157%
YOUNGER YOUTH			
Diploma/GED	62.7%	47.1%	75%
Retention	77.2%	77.0%	100%



Northwest Workforce Council
WIA PROGRAM YEAR 2008 FISCAL SUMMARY
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 July 1, 2008 to June 30, 2009

WORKFORCE INVESTMENT ACT	Budget	Expenditures (100%YTD)	Expenditure Rate
Adult Services	\$811,957	\$747,650	92%
Dislocated Worker Services	\$853,117	\$889,429	104%
Youth Services	\$879,625	\$837,479	95%
In-School	\$489,372	\$492,170	101%
Out of School	\$400,395	\$345,309	86%
Administrative Costs:	\$303,701	\$234,112	77%
Total	\$2,848,400	\$2,708,670	95%

WIA Success Story

Auralee is a single mother of a six year old, whom she supported with a series of retail sales jobs before becoming a nurse assistant at Islands Convalescent Center. Auralee was referred to the Northwest Workforce Council by her employer, where she was determined eligible for WIA program assistance. After assessment of her reading and math skills and career interests, Auralee successfully completed an application for an Individualized Training Account. She enrolled in the two year RN program at Whatcom Community College (WCC).

Transportation to the mainland can be prohibitive for island residents. Since federal financial aid covered most of her tuition and books, the Workforce Council was able to supply Auralee with ferry tickets for her weekly travel to and from her classes at WCC.

Auralee graduated from the WCC RN program with honors. Following advice provided by her WIA coordinator, she applied at Interisland Medical Center before graduation and was offered a job pending graduation. She is now employed at Interisland Medical Center and has improved housing for herself and her daughter, as well as their financial prospects for the future.

GRANT AND PROJECT STATUS
(A review of grants and key projects underway in the Northwest workforce system)

WORKFORCE COUNCIL MANAGED GRANTS

	Amount	Start Date	End Date	Progress On Track	Budget On Track	Milestones Achieved
Intracoastal Marine & Advanced Manufacturing	\$200,000	2/1/2009	6/30/2010			19 SAFE Boats employees achieve ABYC Marine Electrical Certification. 6 WIA On-the-Job Training workers assist Fairhaven Shipyards in workforce expansion by improving welding skills. U.S. Small Shipyard Grant RFP widely distributed to Intracoastal membership - awards to be announced in Aug.
WorkSource Framework Integration	\$190,350	5/28/2009	6/30/2010			Contract with ESD was signed late in its first quarter causing spending delay. On track for next quarter spending WS Skagit's last 2 classrooms finished construction ahead of schedule.

COMMUNITY & TECHNICAL COLLEGE MANAGED GRANTS

	Amount	Start Date	End Date	Progress On Track	Budget On Track	Milestones Achieved
WCC/BTC Pathway to Healthcare Careers	\$2,145,000	1/1/2007	12/30/2010			Received a no cost grant extension to 12/2010. Over 400 participants enrolled, with 160 completing a degree/certificate to date. Dental Hygiene program at BTC offered; allied health and nursing programs supported by Pathways funds to pay for instructors, supplies, and professional development; innovative outreach and career awareness activities implemented with over 2000 participants involved; a joint WCC/BTC brochure and poster developed and distributed to nine county high schools; 1460 hours of tutoring through the learning centers; 750 hours of tutoring with Academic Success Coordinator; equipment purchased; online A&P course developed and offered; Pathways partnered with NWC for Summer Youth Health Camps, Clinical Site Expansion workgroup, incumbent worker training, and new grant development.
WCC Transition to RN Online	\$1,848,707	2/15/2009	2/14/2012			Hired E.A.R.N. (Encore Alliance of Retired Nurses) Coordinator, Online RN Coordinator, and support personnel. EARN Coordinator is working to develop the Alliance and a mentorship program. The RN Teacher Boot Camp is on track to be offered Winter 2010. The Online Coordinator is transitioning the face-2-face curriculum into a part-time/online format with the goal of offering it Spring 2010. RN grant leveraged resources to support the 503 grant incumbent worker training for NAC's.
BTC Pipeline to Advanced Manufacturing	\$1,850,000	4/1/2008	3/31/2011			Grant continued to offer training in advanced manufacturing. As of 06/30/09, the grant has over 370 participants that are undergoing or have received training in Advanced Manufacturing.

MICROSOFT ELEVATE AMERICA PILOT PROJECT

Microsoft Elevate America Program Voucher Type	Total Received	Total Issued (as of 6/30)	Redistributed To Other Areas	
Certification Exam	754	43	none	On track without significant barriers or delays
E-Learning Business Worker	878	655	none	Minor delay or barrier to achieving deliverable or projected expenditure. Grant performance not in jeopardy. Timely completion anticipated.
E-Learning IT Professional	283	42	15	Significant delay or barrier likely to compromise a deliverable or fully expended budget.

CUSTOMER SATISFACTION

(Customer's satisfaction with services received)

BUSINESS CUSTOMERS

	1st Q 2009	1st Q 2008	% CHANGE	
ACSI* Measure (WDA)	76.7	72.6	5.6%	NW Region

	2nd Q. 2009	2nd Q. 2008	% CHANGE	# RESPONSES	
Comment Card "Overall"	4.1	4.7	-12.8%	9	NW Region

JOB SEEKER CUSTOMERS

	4th Q 2008	4th Q 2007	% CHANGE	
ACSI* Measure (WDA)	70.2	74.4	-5.6%	NW Region

	2nd Q. 2009	2nd Q. 2008	% CHANGE	# RESPONSES*	
Comment Card "Overall"	4.5	4.5	0.0%	38	Whatcom
	4.4	4.1	7.3%	20	Skagit
	5.0	no returned cards	#VALUE!	2	Whidbey
	4.6	4.3	7.8%	60	NW Region

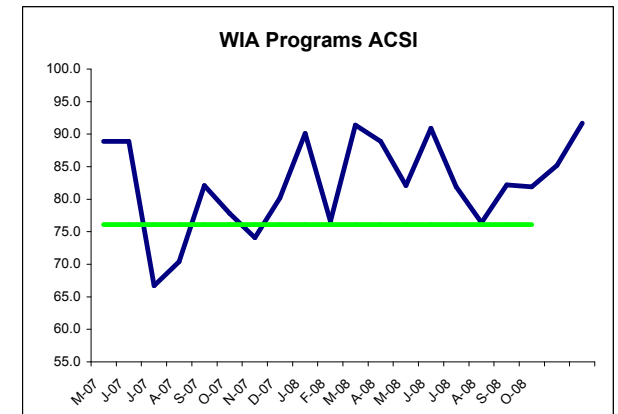
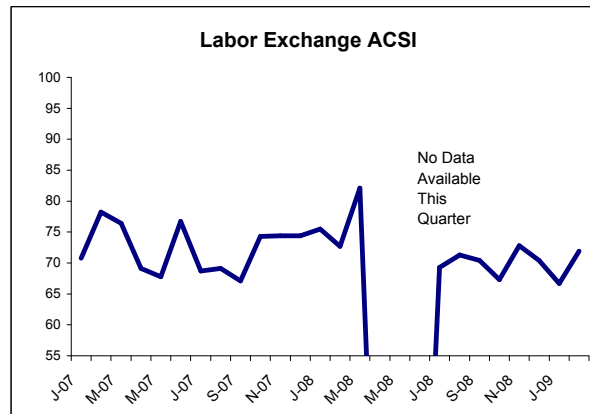
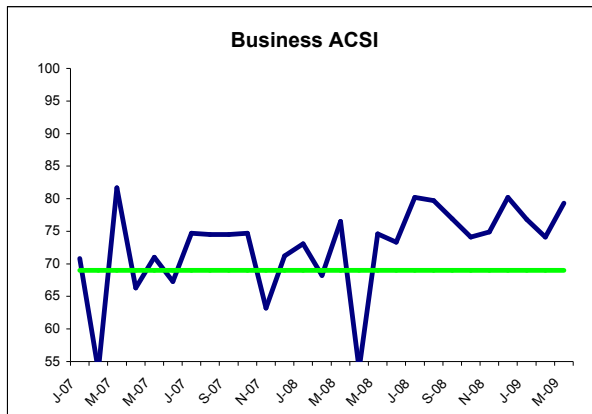
WIA PROGRAM PARTICIPANTS

	4th Q 2008	4th Q 2007	% CHANGE	
ACSI* Measure (WDA)	88.5	82.3	7.5%	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

CUSTOMER FLOW

(Number of customers visiting the Centers)

TOTAL PHYSICAL VISITS

	2nd Q 2009	2nd Q 2008	% CHANGE
Whatcom	17,050	8,662	97%
Skagit	7,702	5,128	50%
Whidbey	2,682	1,882	43%
NW Region	27,434	15,672	75%

UNIQUE CUSTOMERS (Captured in WorkSource Membership System)

	2nd Q 2009	2nd Q 2008	% CHANGE
Whatcom	2,901	2,134	36%
Skagit	2,511	1,775	41%
Whidbey	736	563	31%
NW Region	6,018	4,392	37%

UNIQUE CUSTOMERS (With a service recorded in SKIES)

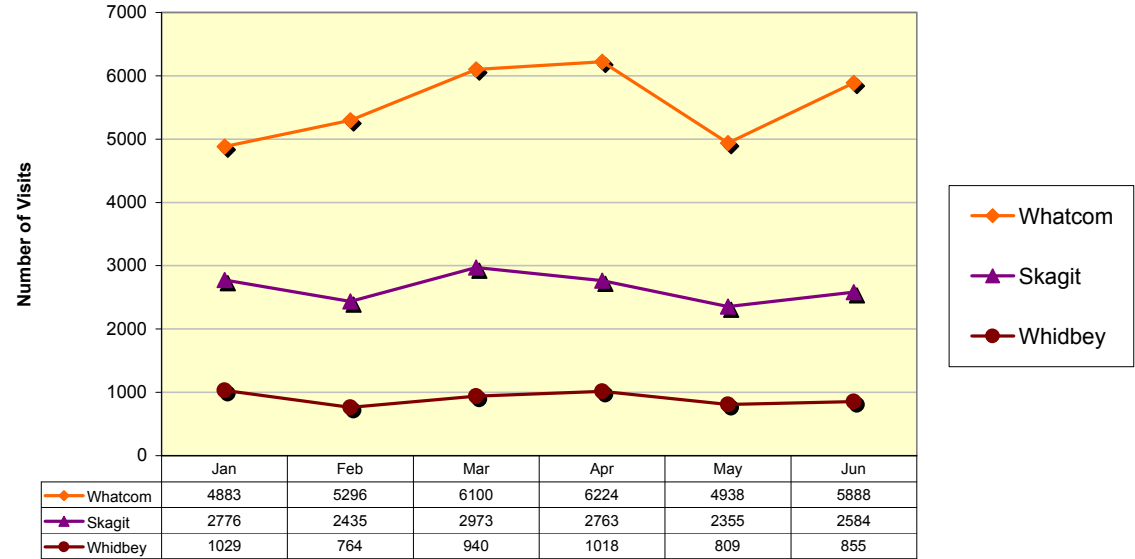
	2nd Q 2009	2nd Q 2008	% CHANGE
Whatcom	6,293	2,977	111%
Skagit	4,450	2,402	85%
Whidbey	1,290	801	61%
NW Region	12,033	6,180	95%

NEW MEMBERS

	2nd Q 2009	2nd Q 2008	% CHANGE
Whatcom	899	670	34%
Skagit	1,104	799	38%
Whidbey	337	256	32%
NW Region	2,340	1,725	36%

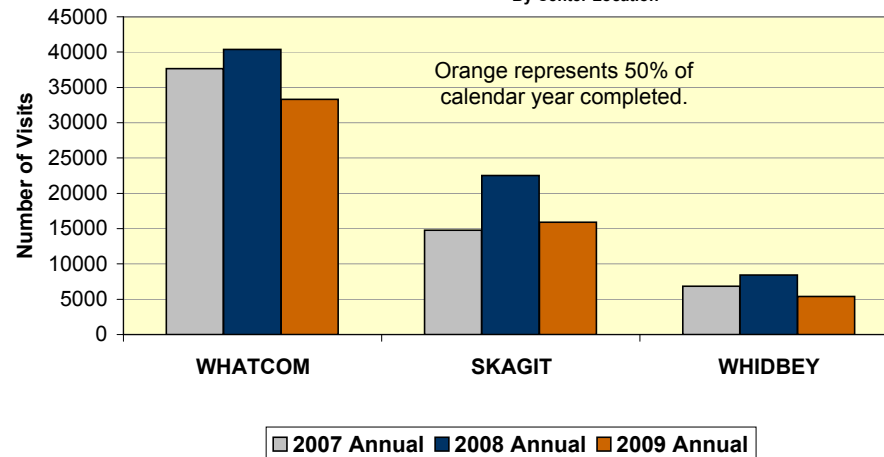
MONTHLY VISITS 2009

By Center Location



ANNUAL VISITS 2007-2009

By Center Location



Sources: WorkSource Membership System (WMS), SKIES

CUSTOMER DEMOGRAPHICS

(Characteristics of customers registered for services in SKIES)

GENDER = MALE

	2nd Q 2009	2nd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	53%	54%	-1%	3359
Skagit	59%	55%	7%	2619
Whidbey	52%	47%	10%	665
NW Region	55%	52%	5%	6,643

VETERANS receiving a service in SKIES

	2nd Q 2009	2nd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	5%	7%	-23%	340
Skagit	14%	13%	4%	601
Whidbey	19%	21%	-8%	248
NW Region	13%	14%	-7%	1,189

PERSON W/ DISABILITY (Self reported)

	2nd Q 2009	2nd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	3%	5%	-31%	216
Skagit	5%	7%	-31%	214
Whidbey	5%	5%	-1%	64
NW Region	4%	6%	-22%	494

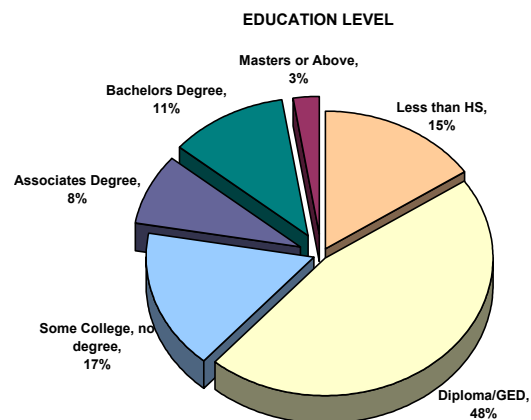
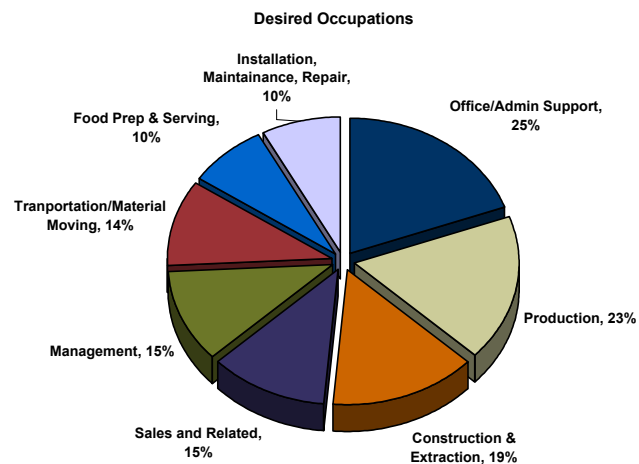
EDUCATION LEVEL

	2nd Q 2009	2nd Q 2008	% CHANGE	# INDIVIDUALS
Less than HS	15.5%	17.0%	-9%	1,863
Diploma/GED	45.8%	46%	0%	5,515
Some College, no degree	16.3%	18%	-7%	1,958
Associates Degree	8.5%	8%	6%	1018
Bachelors Degree	11.3%	10%	13%	1357
Masters or Above	2.6%	1.7%	53%	313

ETHNICITY

	WHITE	AM. INDIAN	ASIAN	BLACK	HAWAII/PI	HISPANIC
Whatcom	5136	237	259	192	50	498
Skagit	3867	97	97	116	19	781
Whidbey	969	22	84	105	28	79
NW Region (Avg)	9972	356	440	413	97	1358

*Multi-race selections account for totals over 100%

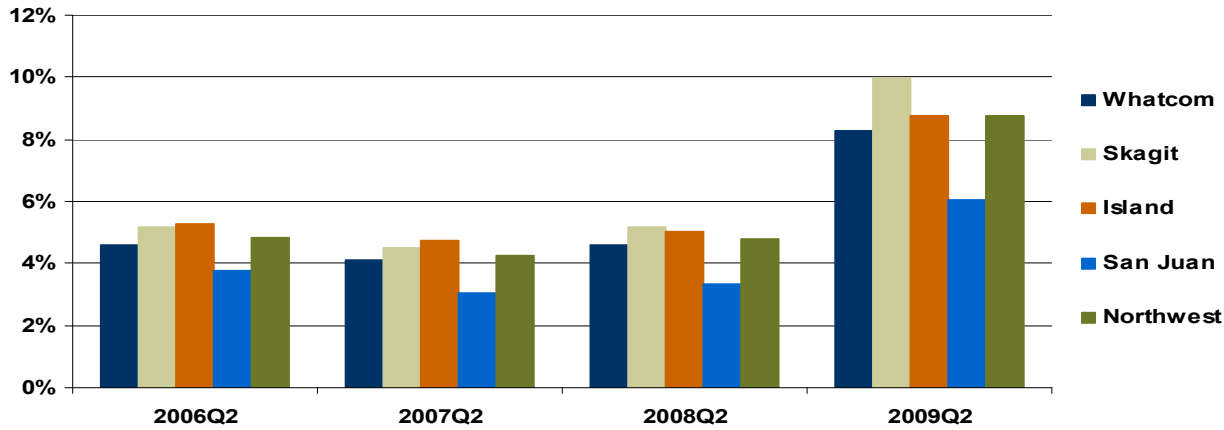


Source: SKIES

REGIONAL ECONOMIC INDICATORS

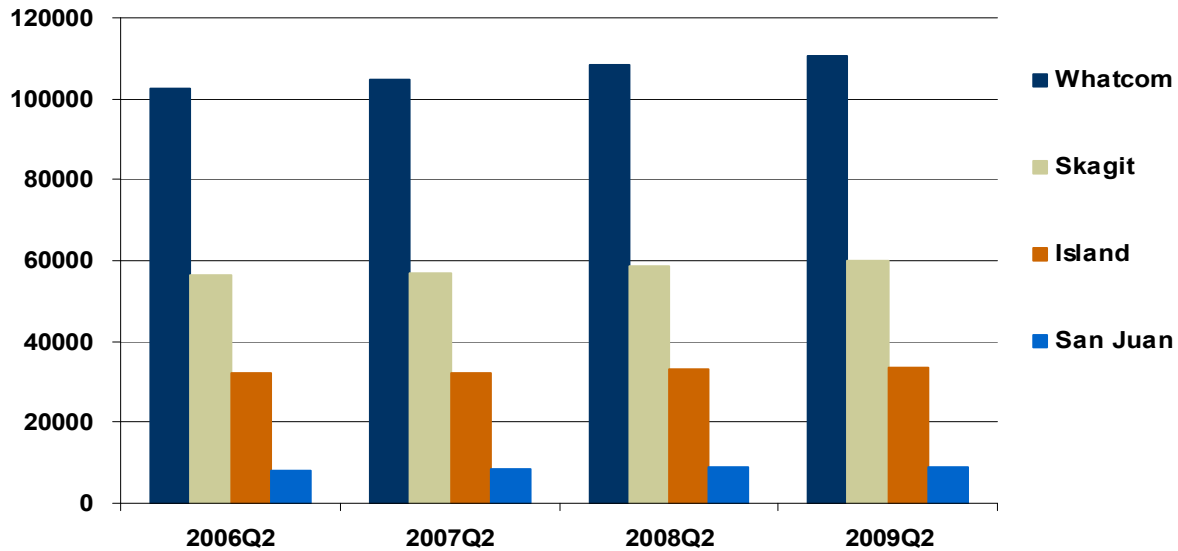
Unemployment Rates:

Northwest Region, 2006Q2 – 2009Q2



Labor Force Participation:

Northwest Region, 2006Q2 – 2009Q2

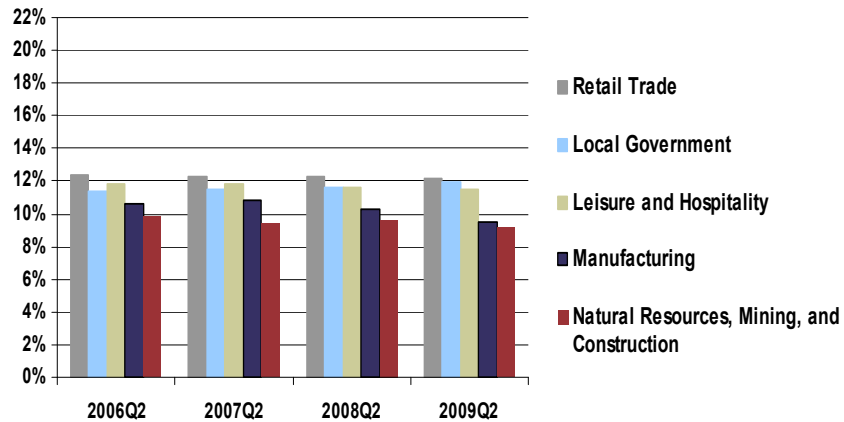


WHATCOM COUNTY ECONOMIC PROFILE

(2nd Quarter 2009 or most recent data available)

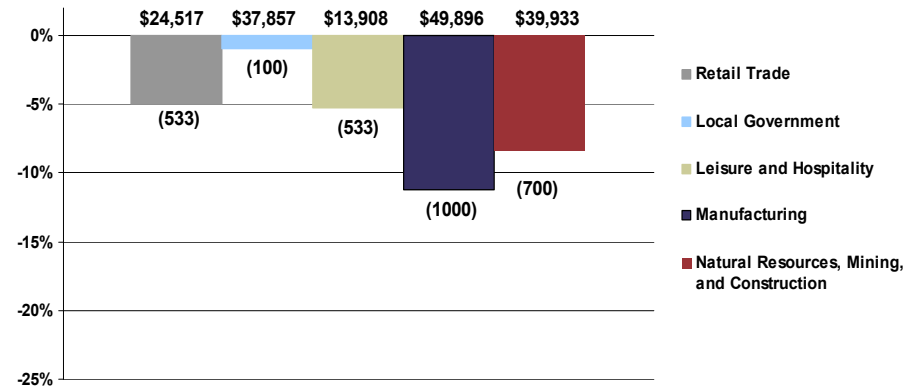
Top Five Industries

As a percentage of total employment, 2006Q2 - 2009Q2



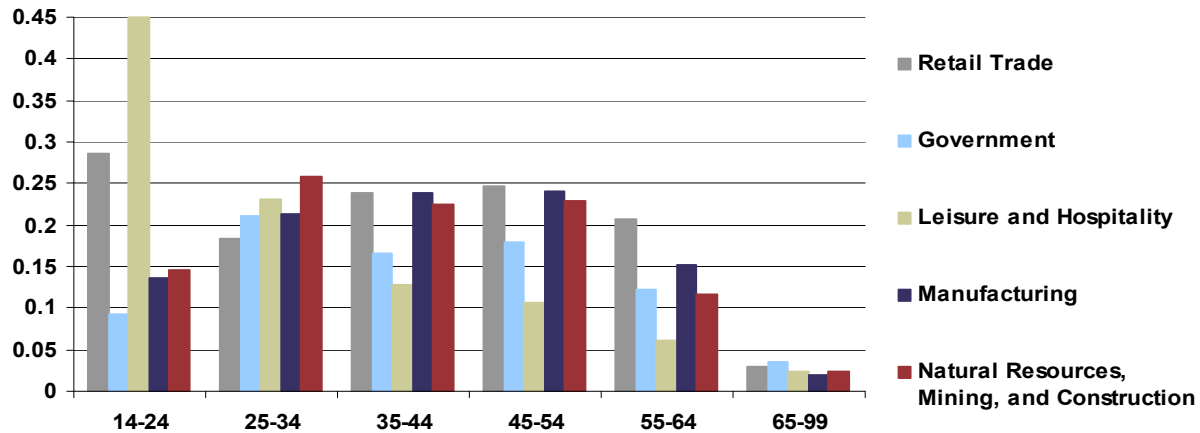
Percent Change in Employment

Top 5 Industries, 2008Q2 - 2009Q2



Notes: 1) Dollar values represent 2008 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries

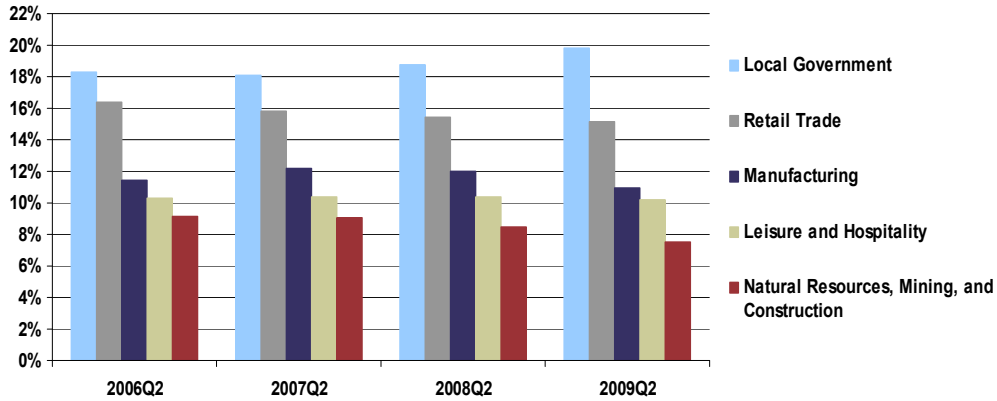


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;
2) Data are from 2008Q3

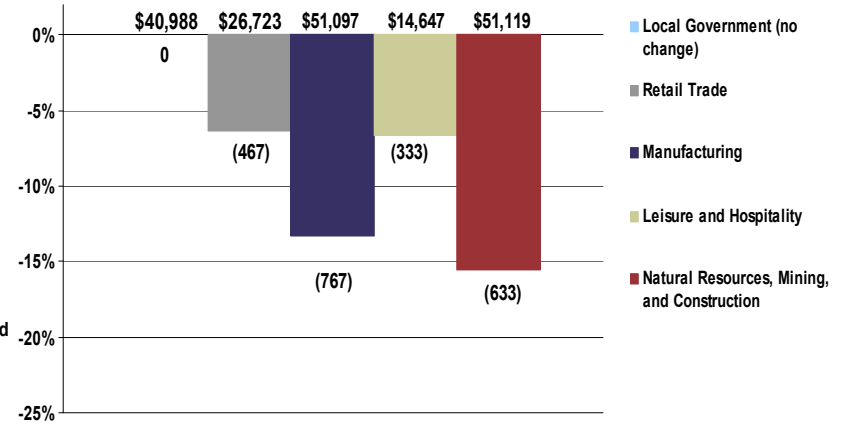
SKAGIT COUNTY ECONOMIC PROFILE

(2nd Quarter 2009 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2006Q2 - 2009Q2

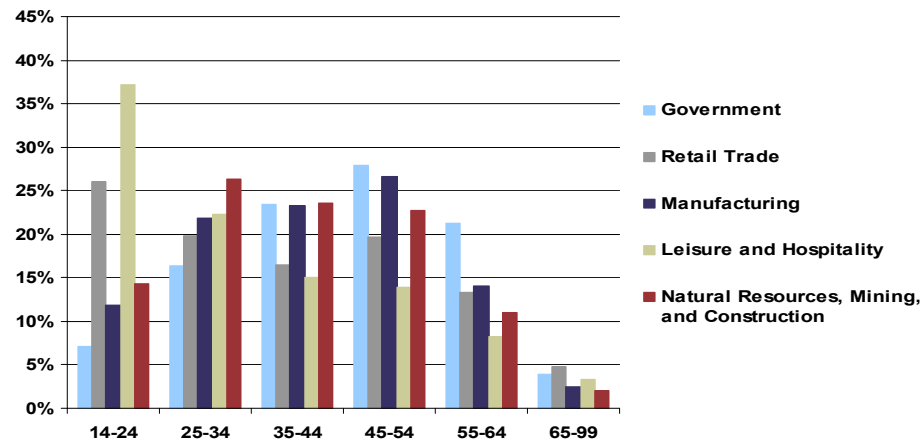


Percent Change in Employment
Top 5 Industries, 2008Q2 - 2009Q2



Notes: 1) Dollar values represent 2008 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)

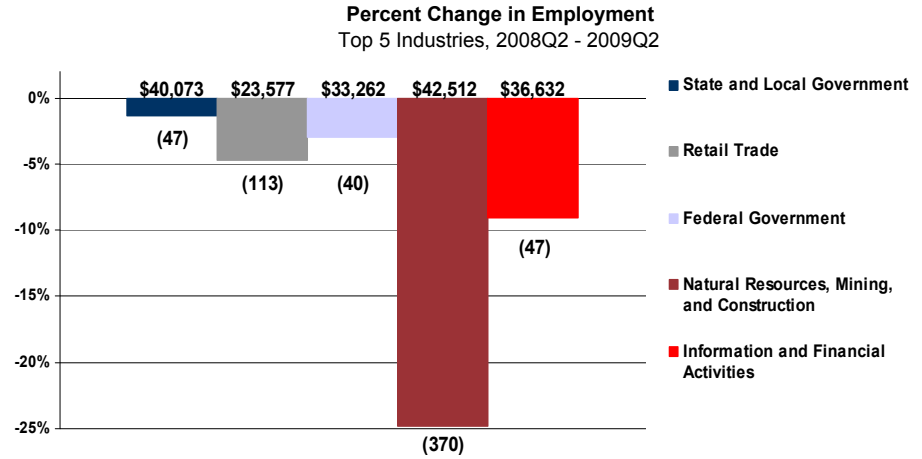
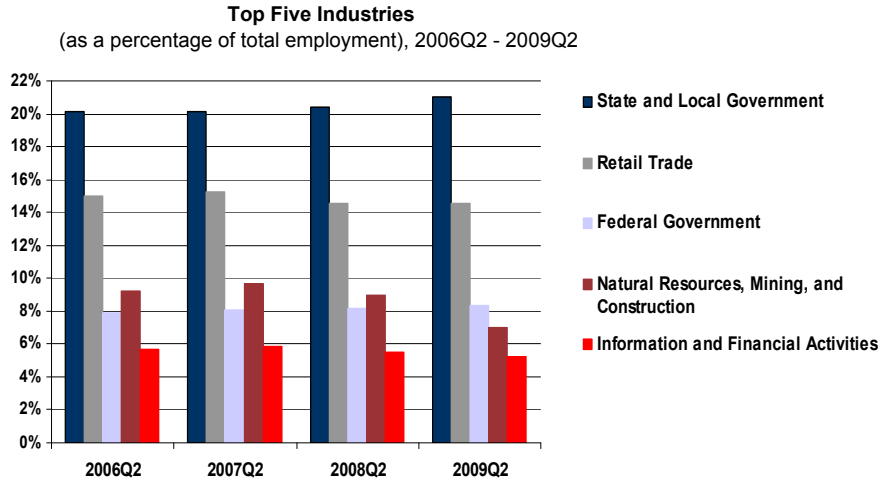
Age Distribution of Top Five Industries



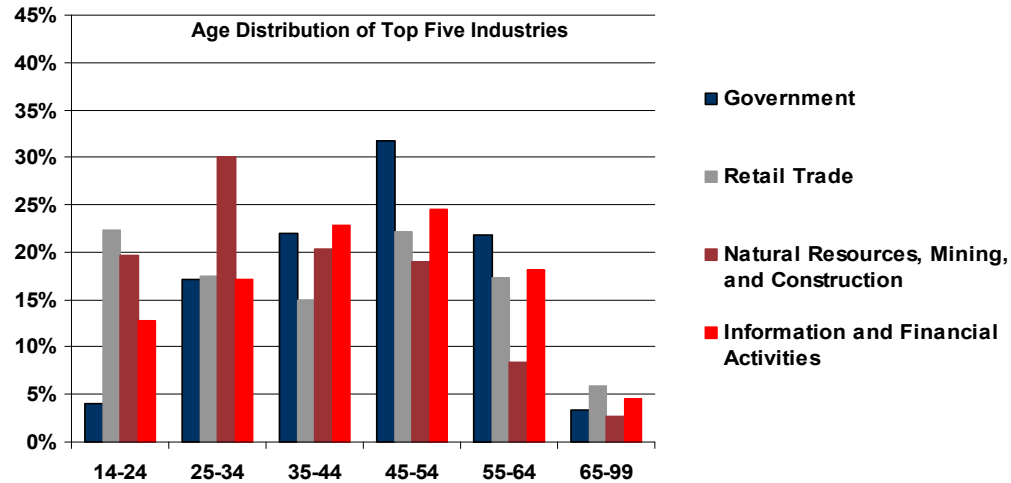
Note: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;
2) Data are from 2008Q3

ISLAND COUNTY ECONOMIC PROFILE

(2nd Quarter 2009 or most recent data available)



Notes: 1) Dollar values represent 2008 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)



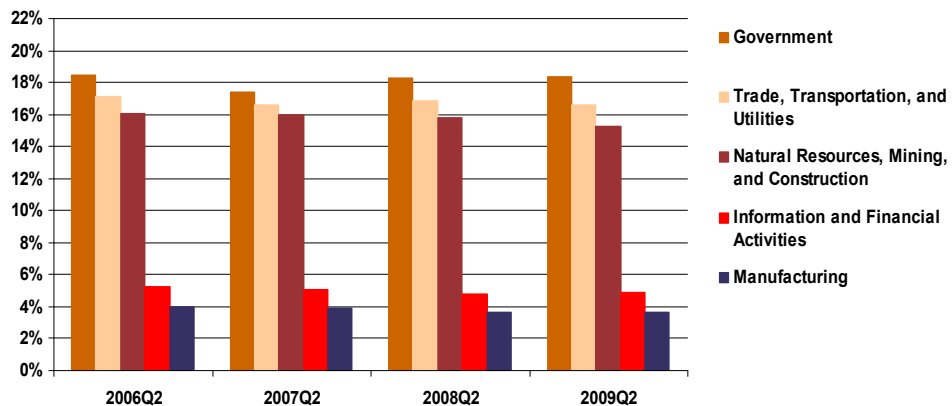
Notes: 1) Data do not exist for Federal Government and State and Local Government (data in chart represents all Government sectors); 2) Data are from 2008 Q3

SAN JAUN COUNTY ECONOMIC PROFILE

(2nd Quarter 2009 or most recent data available)

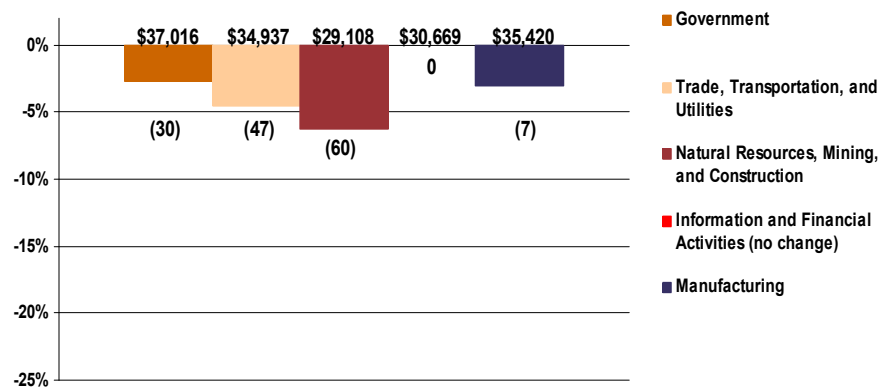
Top Five Industries

As a percentage of total employment, 2006Q2 - 2009Q2



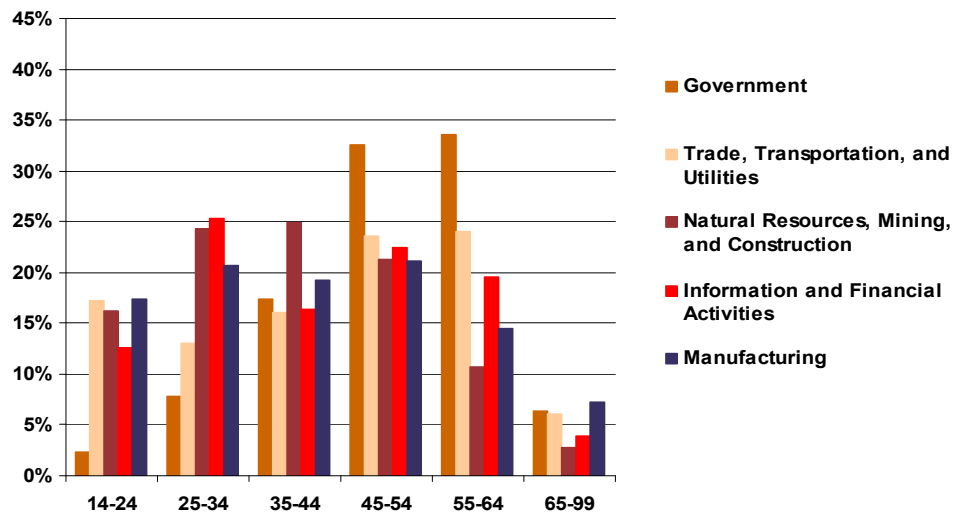
Percent Change in Employment

Top 5 Industries, 2008Q2 - 2009Q2



Notes: 1) Dollar values represent 2008 mean industry income;
2) Numbers below bars represent number of jobs gained (lost)

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 2008Q3

ONE STOP HIGHLIGHTS

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

MEDIA COVERAGE

Location	Date	Event	Significance
Whatcom	12-Apr-09	B'ham Herald	ARRA, WorkSource activity & Summer Youth Jobs Program
	3-May-09	B'ham Herald	Training & Skills Vital in Today's Market - w/ colleges & TechPrep
Skagit	13-Jun-09	Skagit Valley Herald	WorkSource offers teens, young adults job options
	28-Jun-09	Skagit Valley Herald	Stimulus Package Creates Jobs for Young Adults
Whidbey	26-May-09	Whidbey News Times	Summer Youth Jobs Program

MAJOR RECRUIT- MENTS & HIRING EVENTS

Location	Date	Event	Significance
Whatcom	Various Dates/Loc.	AARA Summer Employment Orient.	220 attended group orientations to Summer Youth Jobs Program
	April	Sterling Life (Insurance)	62 attended
	May	Pioneer Human Services - (ex offender svcs)	16 interviewed for new business operations in Whatcom Co.
	May	SecureTrans/Labor Works/Rehabco/Kelly Svc	96 interviewed
	June	Sears/Aerotek/B'ham Cold Storage	47 interviewed
	April	Job Fair at Bellingham Technical College	252 participants
	April	Career Fair at Whatcom Community College	78 participants
Skagit	Ea Thurs May 21	ARRA Supervisors Orientation	Group activities to launch ARRA Summer Youth Jobs Program
	Ea Wed April 22 on	AARA Summer Employment Orient.	Group activities to launch ARRA Summer Youth Jobs Program, 291 participants
	Ea Thurs May 28 on	ARRA Workplace Orientations	Group activities to launch ARRA Summer Youth Jobs Program
	June	Misc on site employer recruitments	10 interviewed
Whidbey	June-mult. dates	ARRA Youth First Aid & Food Handler	Group activities to launch ARRA Summer Youth Jobs Program
	14-May-09	WorkSource Whidbey Job Fair	21 employers, 275 job seekers 17 HIRES
	5/11/09-6/2009	AARA Summer Employment Orient.	84 attended, 66 submitted apps, 27 interviewed, 13 hired

OTHER SIGNIFICANT EVENTS

Location	Date	Event	Significance
Whatcom	30-Apr-09	Rapid Response Orientation	Joes Sports/Otudoors B'ham & Mt. Vernon Stores
	29-May-09	Open House	Elected Officials & County Leadership - familiarization event
	21-May-09	Rapid Response Orientation	Western Washington University
	29-May-09	Rapid Response Orientation	Bellingham School District
Skagit	May	Brian Humphrey recognized	MtV School Dist. Leadership Recognition for Building Bridges prog.
Whidbey	4/30-5/1	Center Closed due to maintenance	Ruptured sewer line forces Thurs-Fri closure.
Regional	15-Jun-09	Rapid Response Orientation	Broadcast orientation available to all NW school districts