



## QUARTERLY PERFORMANCE REPORT 3rd Calendar Year Quarter 2009



Prepared for  
The Northwest Workforce Council

November 2009

## THIRD QUARTER REPORT HIGHLIGHTS

- American Customer Satisfaction Index (ACSI) scores are no longer available. The state Workforce Board has canceled the contract and will no longer report ACSI results.
- As might be predicted in our economy, an increased percentage of customers have Bachelors or Advanced degrees.
- The 2009Q3 NW WA unemployment rate (8.1%) increased by three full percentage points over the 2008Q3 jobless rate (5.1%). Skagit experienced largest year-over-year increase – 3.7 percentage points, followed by Whatcom (2.8 percentage points), Island (2.7), and San Juan (1.4)
- Corresponding to the jobless rate increase was a decrease in nonfarm employment among most of the top five industries in each county between 2008Q3 and 2009Q3.
- Included among these nonfarm job losses were the following:
  - Whatcom County – A decrease of 11.8% or 1067 jobs in manufacturing and a decrease of 8.6% or 833 jobs in local government (likely due to county school district budget issues)
  - Skagit County – A decrease of 17.8% or 767 jobs in construction and a decrease on 11.6% or 667 jobs in manufacturing
  - Island County – A decrease of 15.7% or 270 jobs in construction
  - Except for the government sector in San Juan County, none of the top 5 industries in any county experienced job growth in the past year (a couple did experience no change).
- The ARRA Summer Youth Employment Program generated many media opportunities for WorkSource and our region took good advantage with repeat coverage in all geographic markets.
- Microsoft's Elevate America e-learning voucher program concluded, we participated in a focus group, and the U of W report on Communication and Information Technologies was published (which included our participation and study area).

## 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	81.20%	87.7%	108.0%	87.30%	92.20%	105.6%	\$11,544	\$16,619	144.0%
Dislocated Worker	84.00%	90.3%	107.5%	91.40%	83.50%	91.4%	\$18,692	\$17,395	93.1%
Vocational Rehabilitation*	196	194	99.0%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Older Worker-SCSEP	45.2%	80.0%	177.0%	64.0%	55.6%	86.9%	\$6,517	\$9,830	150.8%
Wagner Peyser**	13,640	9370	68.7%	10,536	8636	82.0%	\$8,560	\$14,361	167.8%
Cascades Job Corps Center	80.0%	71.3%	89.1%	70%	53%	75.9%	\$461	\$443	96.1%

\* DVR results = 4 quarter cumulative ending September 2009 (100% of program year completed).

\*\* For period ending June 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	73.8%	Not Available	Not Set	86.7%	Not Available	Not Set	40.0%	Not Available
Cascades Job Corps Center	90.0%	73.5%	81.7%	55.0%	46.2%	84.1%	1.00	1.07	107.0%

### EMPLOYMENT SECURITY DEPARTMENT PERFORMANCE MEASURES

	Goal	Q3 2009	% of Target
% Entered Employment	60%	38.0%	63.3%
% Openings Filled	Not Set	29.4%	Not Avb.
# Referrals to Placement	Not Set	14.65	Not Avb.

TRADE ADJUSTMENT ASSISTANCE PROGRAM	Target	Q3 2009	% of Target
Placement Rate	79%	76%	96.6%
Wage Recovery	80%	77%	96.3%
Training Related Placements*	Not Set	54	Not Avb.

\*(10/08-6/09)

WORKFIRST PROGRAM	Target	Q3 2009	% of Target
Participation Rate	30%	Data Not Available	
Entered Employment Rate	69%	Data Not Available	
Entered Employments	Not Set	Data Not Available	Not Avb.

### WORKSOURCE SYSTEM MANAGEMENT INDICATORS

	Q3 2009	Q3 2008	% CHANGE
Number of Job Seekers	5,544	4,056	37%
Total Seekers Receiving Service	7,267	5,362	36%
Number Employed	1,601	2,193	-27%
Total Placements in SKIES	516	871	-41%
Median weekly wages in SKIES	\$400	\$440	-9%

\* Q2 09 mature data

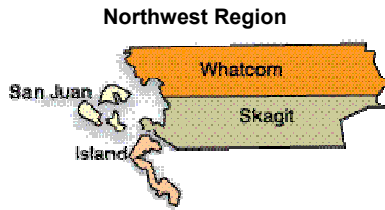
Sources: ESD GMAP Reports, SKIES, WIA 1-B, ETA 9002 C Quarterly Report, DVR Regional Manager, ESD E&T Division, SPARQ, STARS, Cascades Jobs Corps DOL Report OMS-10P, WorkSource Performance Management Indicators website.



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

<b>REGISTRATION &amp; EXIT</b>	<b>Annual Goal</b>	<b>25% Plan Year</b>	<b>% of Goal</b>
<b>ADULTS</b>			
Registered	340	224	66%
Placement Rate (% employed at exit)	94%		
Average Hourly Wage (\$ per hour at exit)	\$15.60		
<b>DISLOCATED WORKERS</b>			
Registered	406	340	84%
Placement Rate (% employed at exit)	89%		
Average Hourly Wage (\$ per hour at exit)	\$15.27		
<b>YOUTH</b>			
Registered	250	143	57%
Placement Rate (% of older youth employed at exit)	75%		
Credential Rate	88%		
Average Hourly Wage (\$ per hour at exit)	\$12.70		

<b>FOLLOW UP (Exits 6-9 months prior)</b>	<b>Target</b>	<b>Actual - 4 Qtr Cumulative</b>	<b>% of Goal</b>
<b>ADULTS</b>			
Entered Employment (employed 1st quarter after exit)	81.2%	87.7%	108%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	87.3%	92.2%	106%
Earnings (average 6 month earnings)	\$11,544	\$16,619	144%
<b>DISLOCATED WORKERS</b>			
Entered Employment (employed 1st quarter after exit)	84.0%	90.3%	108%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	91.4%	83.5%	91%
Earnings (average 6 month earnings)	\$18,692	\$17,395	93%
<b>OLDER YOUTH</b>			
Entered Employment (employed 1st quarter after exit)	80.7%	72.7%	90%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	88.9%	92.9%	104%
Credential (of those trained: employed w/ a certificate or degree)	40.3%	68.8%	171%
<b>YOUNGER YOUTH</b>			
Diploma/GED	62.7%	85.5%	136%
Retention	77.2%	65.1%	84%



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

<b>WORKFORCE INVESTMENT ACT + ARRA</b>	<b>Budget</b>	<b>Expenditures (25%YTD)</b>	<b>Expenditure Rate</b>
Adult Services	\$1,175,252	\$170,828	15%
Dislocated Worker Services	\$1,488,455	\$390,868	26%
Youth Services (Includes Summer Jobs Program)	\$1,986,149	\$1,251,833	63%
Summer Jobs Program	\$1,046,663	\$1,046,663	100%
In-School	\$516,717	\$130,918	25%
Out of School	\$422,769	\$74,251	18%
Administrative Costs:	\$375,386	\$93,663	25%
<b>Total</b>	<b>\$5,025,242</b>	<b>\$1,907,192</b>	<b>38%</b>

**WIA Success Story**

The Northwest Workforce Council (NWC) received more than \$1.6 million through ARRA to fund the Summer Jobs Program. With these funds, 351 low income 16 to 24 year olds were placed in internships to gain work readiness skills and to explore potential careers. The results were a huge success! Over 98% of the young adults completing internships attained their work readiness skill goals while positively impacting the region's economy with their wages. Over 98% of the Interns rated the program as useful in developing skills for their next job. The 175 worksites hosting interns assisted in developing workers with the skills to successfully find and keep employment in the future. Over 95% of supervisors rated their experience as excellent to good.

One summer participant, Carla, a 16-year-old mother, struggled with the competing demands of being a single parent while attending high school full time, and a college-prep course. Through the Summer Jobs Program Carla hoped to gain work experience and job skills so she could provide support for herself and her son. She dreamed of attending college, but knew she would need assistance to realize this dream. Staff at WorkSource provided Carla with opportunities to improve her computer skills, and developed an internship as a receptionist that was a good fit for her skills, experience and maturity. She took full advantage of the opportunity provided her, learning and improving her skills, at this, her first job. Carla's skills improved so much that she was hired by the host worksite and will continue her employment during school breaks through-out the coming year. Her success this summer puts Carla back on track to achieving her goals.

## 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	Budget	Milestones Achieved This Quarter
Intracoastal Marine & Advanced Manufacturing	\$200,000	2/1/2009	6/30/2010			ABYC training at Safe Boats. Certified maintenance and rigging training completed. Pt. Townsend Paper \$2M bio-mass cogeneration plant grant will create 290 perm, 108 temp jobs.
WorkSource Framework Integration	\$190,350	5/28/2009	6/30/2010			Expenditures slowed awaiting ESD local leadership team in place. Two month grant extension is highly likely.

### COMMUNITY & TECHNICAL COLLEGE MANAGED GRANTS

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
WCC/BTC Pathway to Healthcare Careers	\$2,145,000	1/1/2007	12/30/2010			Collaborated with NWC to provide a Summer Youth Health Careers Camp. Continuing to provide services to students and support transitioning MA courses into Online format. Conducted research on Expanded Function Dental Auxiliary and Sonography certificates. Wrap around services continue. Restructured tutoring services.
WCC Transition to RN Online	\$1,848,707	2/15/2009	2/14/2012			RN Online Program projected start date June 2010. Curriculum has been transitioned into a part-time 3 year program. NAC Online Course projected start date April 2010. EARN has recruited and trained 25 RN mentors.
BTC Pipeline to Advanced Manufacturing	\$1,850,000	4/1/2008	3/31/2011			Expansion of Advanced Manufacturing programs across 6 county areas. Some expansion of grads- most are still in training.
BTC Adult Technical Education Pathway (FIPSE)	\$500,000	10/1/2009	10/1/2012			Staffing structure established; grant managers and staff are in place. Evaluator hiring process is in application review stage. First intensive meeting for Faculty Inquiry Group is scheduled for 11/10.
BTC Hospital Employee Education & Training (HEET)	\$359,965	9/1/2009	6/1/2010			Grant manager hired. First Northwest Alliance for Healthcare Skills meeting held to organize grant implementation and secure regional commitments to the approach.
						<i>On track without significant barriers or delays.</i>
						<i>Minor delay or barrier to achieving deliverables or projected expenditure. Grant performance not in jeopardy.</i>
						<i>Significant delay or barrier likely to compromise a deliverable or fully expended budget.</i>

## CUSTOMER SATISFACTION

(Customer's satisfaction with services received)

### BUSINESS CUSTOMERS

	3rd Q. 2009	3rd Q. 2008	% CHANGE	# RESPONSES	
Comment Card "Overall"	4.25	4.8	-11.5%	4	NW Region

### JOB SEEKER CUSTOMERS

	3rd Q. 2009	3rd Q. 2008	% CHANGE	# RESPONSES*	
Comment Card "Overall"	4.3	3.0	43.3%	23	Whatcom
	3.9	3.5	11.4%	25	Skagit
	4.6	4.0	15.0%	6	Whidbey
	4.3	3.5	21.9%	54	NW Region

Microsoft Elevate America Overall	3rd Q. 2009	# Responses	# Classes	# Volunteer Class	
	4.5	147	12	8	Whatcom

The implementation of the all volunteer **Computer Literacy Instruction Corps (CLIC)** appears to be meeting with success. Eight classes were taught by volunteers and open computer lab sessions have been added to the service mix to allow learners practice time. Classes in Excel and E-Mail have also been added due to the improved teaching capacity achieved through CLIC. Overall customer satisfaction rates remain high at 4.5 of 5, indicating both quality and satisfaction is maintained via well trained and supervised volunteers.

### STUDY RESULTS ON INFORMATION & COMMUNICATION TECHNOLOGY TRAINING

Microsoft blind funded a study from the University of Washington's Center for Information & Society to determine the effects of computer skills training on employment status, wages, and aspirational outcomes.

454 low income and unemployed clients of 16 workforce development organizations participated. WorkSource Skagit and Whatcom Unlimited Potential students (2007-2008), along with Goodwill in Mount Vernon and Bellingham comprised the sample from the Northwest. Findings:

- Most significant elements contributing to positive employment outcomes were basic ICT skills training *combined with* assistance with both the job search and application process.
- 58% either found a new job after training or kept the jobs they and prior to training
- Of those who found employment, 75% did so within four months of completing the ICT training contribution of the training to improving their employment situation
- Wage changes were unequal. 38% had increase, 24% no change, 22% had a decrease in wage

## CUSTOMER FLOW

(Number of customers visiting the Centers)

### TOTAL PHYSICAL VISITS

	3rd Q 2009	3rd Q 2008	% CHANGE
Whatcom	16,894	10,292	64%
Skagit	7,310	5,493	33%
Whidbey	2,614	2,047	28%
NW Region	26,818	17,832	50%

Microsoft Elevate America Program Voucher Type	Total Received	Total Issued	Redistributed To Other Areas
Certification Exam	752	83	30
E-Learning Business Worker	967	967	0
E-Learning IT Professional	204	176	15
<b>Total Issued</b>	<b>1,923</b>	<b>1,226</b>	<b>45</b>

### UNIQUE CUSTOMERS (Captured in WorkSource Membership System)

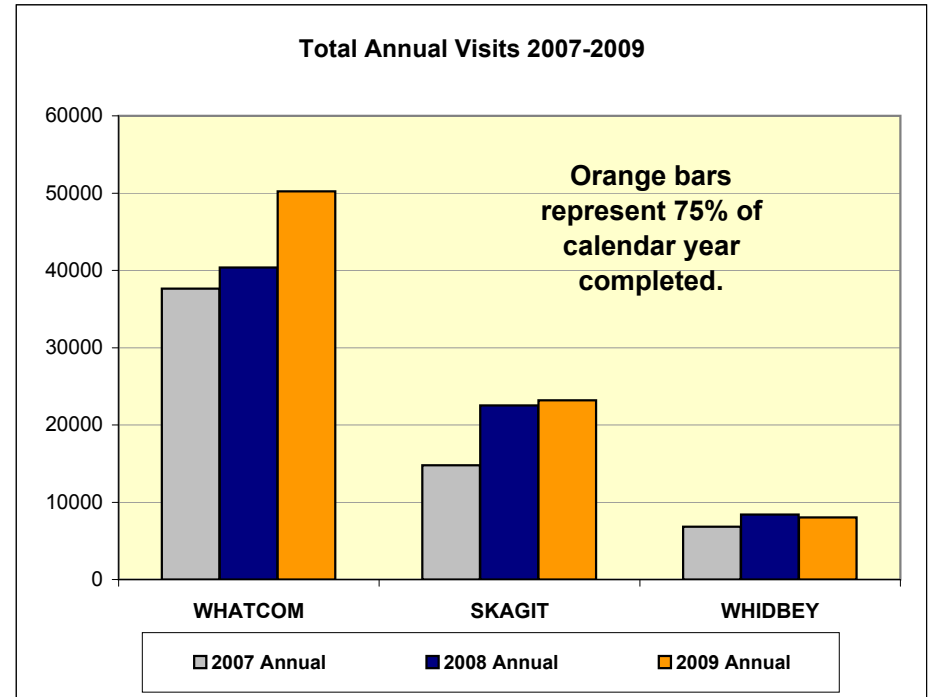
	3rd Q 2009	3rd Q 2008	% CHANGE
Whatcom	3,098	2,490	24%
Skagit	2,585	2,039	27%
Whidbey	803	654	23%
NW Region	6,333	5,099	24%

### UNIQUE CUSTOMERS (With a service recorded in SKIES)

	3rd Q 2009	3rd Q 2008	% CHANGE
Whatcom	3,543	2,380	49%
Skagit	3,050	2,343	30%
Whidbey	915	702	30%
NW Region	7,267	5,362	36%

### NEW MEMBERS

	3rd Q 2009	3rd Q 2008	% CHANGE
Whatcom	1,008	874	15%
Skagit	1,165	882	32%
Whidbey	366	347	5%
NW Region	2,539	2,103	21%



## CUSTOMER DEMOGRAPHICS

(Characteristics of customers registered for services in SKIES)

**GENDER = MALE**

	3rd Q 2009	3rd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	49%	52%	-5%	3105
Skagit	56%	52%	8%	2497
Whidbey	55%	42%	31%	710
NW Region	53%	49%	10%	6,312

**VETERANS receiving a service in SKIES**

	3rd Q 2009	3rd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	6%	8%	-25%	377
Skagit	12%	13%	-8%	530
Whidbey	18%	19%	-5%	234
NW Region	12%	13%	-10%	1,141

**PERSON W/ DISABILITY (Self reported)**

	3rd Q 2009	3rd Q 2008	% CHANGE	# INDIVIDUALS
Whatcom	4%	5%	-29%	223
Skagit	5%	7%	-22%	242
Whidbey	6%	7%	-21%	71
NW Region	5%	6%	-24%	536

**EDUCATION LEVEL**

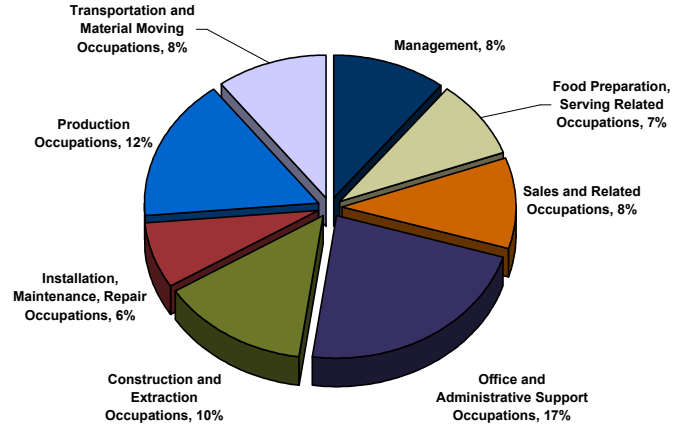
	3rd Q 2009	3rd Q 2008	% CHANGE	# INDIVIDUALS
Less than HS	16%	16%	3%	1,975
Diploma/GED	43%	46%	-8%	5,120
Some College, no degree	17%	18%	-6%	1,999
Associates Degree	8%	8%	-1%	972
Bachelors Degree	11%	10%	14%	1373
Masters or Above	3%	2%	24%	328

**ETHNICITY**

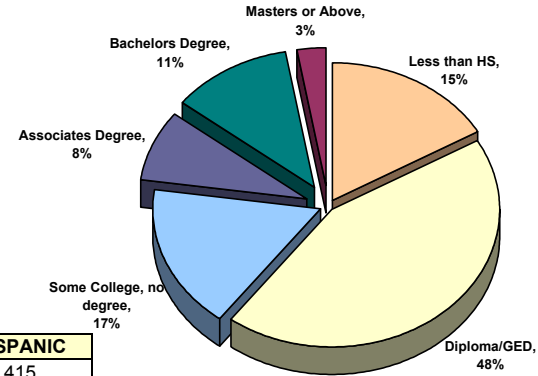
	WHITE	AM. INDIAN	ASIAN	BLACK	HAWAII/PI	HISPANIC
Whatcom	4764	194	163	188	42	415
Skagit	3889	83	76	144	13	929
Whidbey	1154	35	80	117	31	79
NW Region (Avg)	9807	312	319	449	86	1423

*\*Multi-race selections account for totals over 100%*

**DESIRED OCCUPATIONS**



**EDUCATION LEVEL**

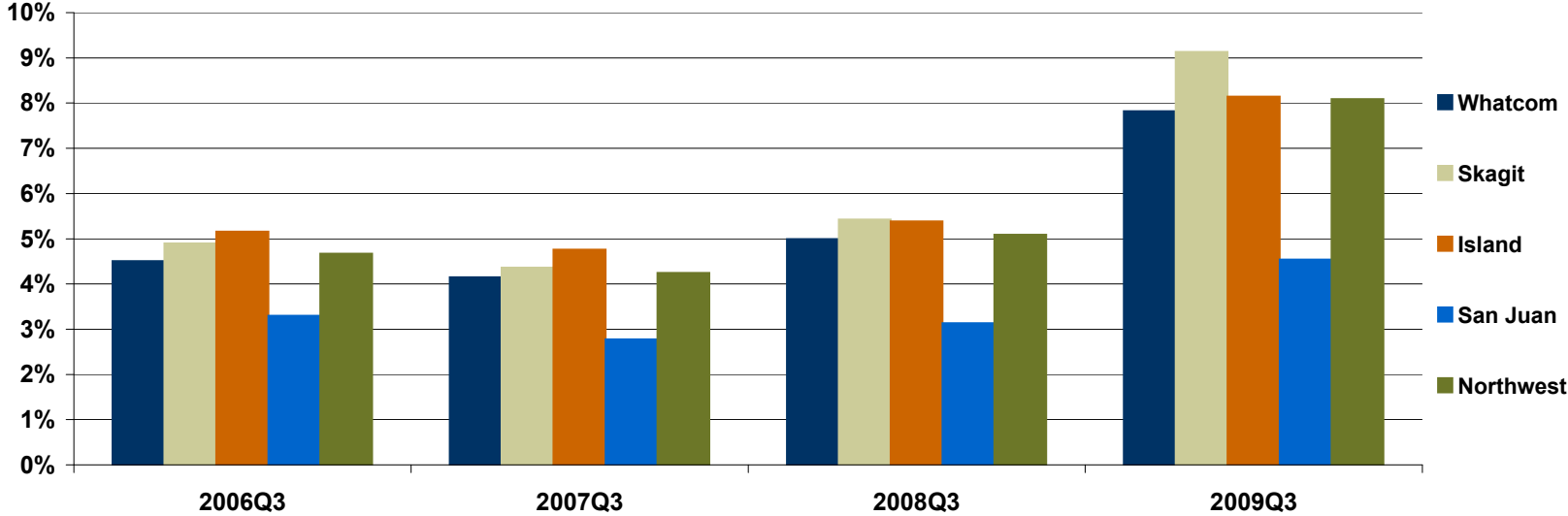


Source: SKIES

# REGIONAL ECONOMIC INDICATORS

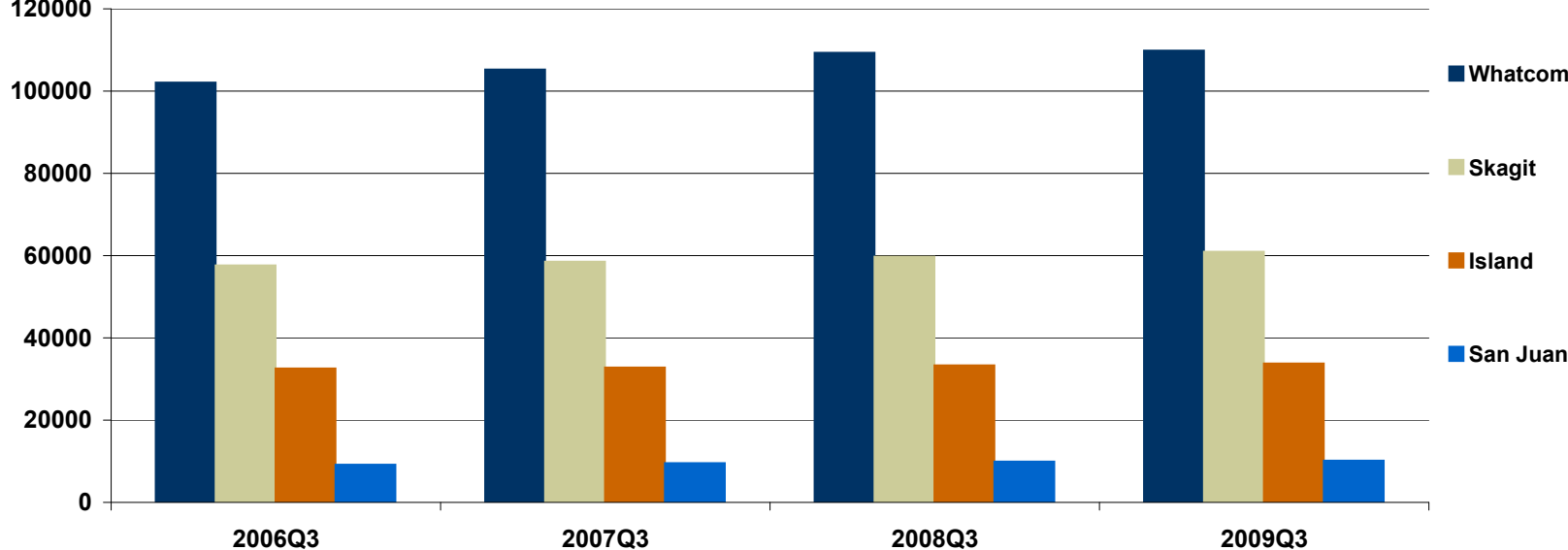
**Unemployment Rates:**

**Northwest Region, 2006Q3 – 2009Q3**



**Labor Force Participation:**

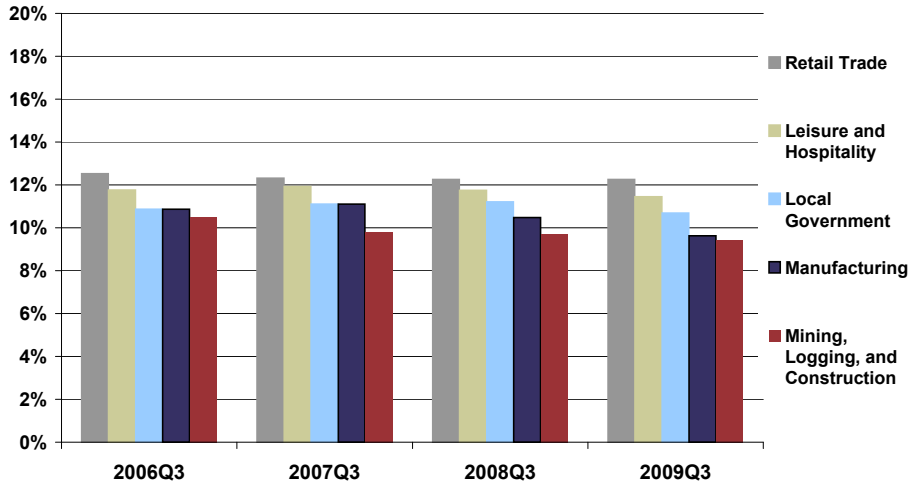
**Northwest Region, 2006Q3 – 2009Q3**



# WHATCOM COUNTY ECONOMIC PROFILE

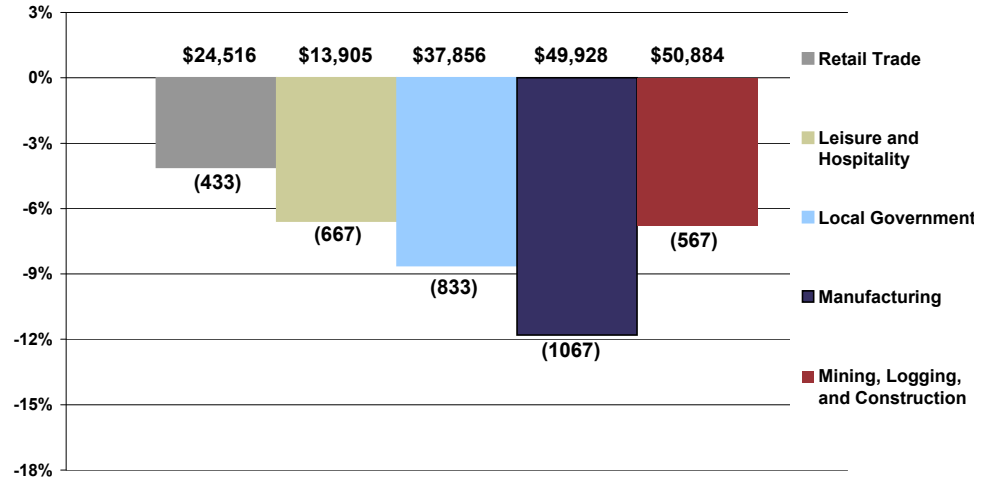
(3rd Quarter 2009 or most recent data available)

**Top Five Industries**  
As a percentage of total employment, 2006Q2 - 2009Q3



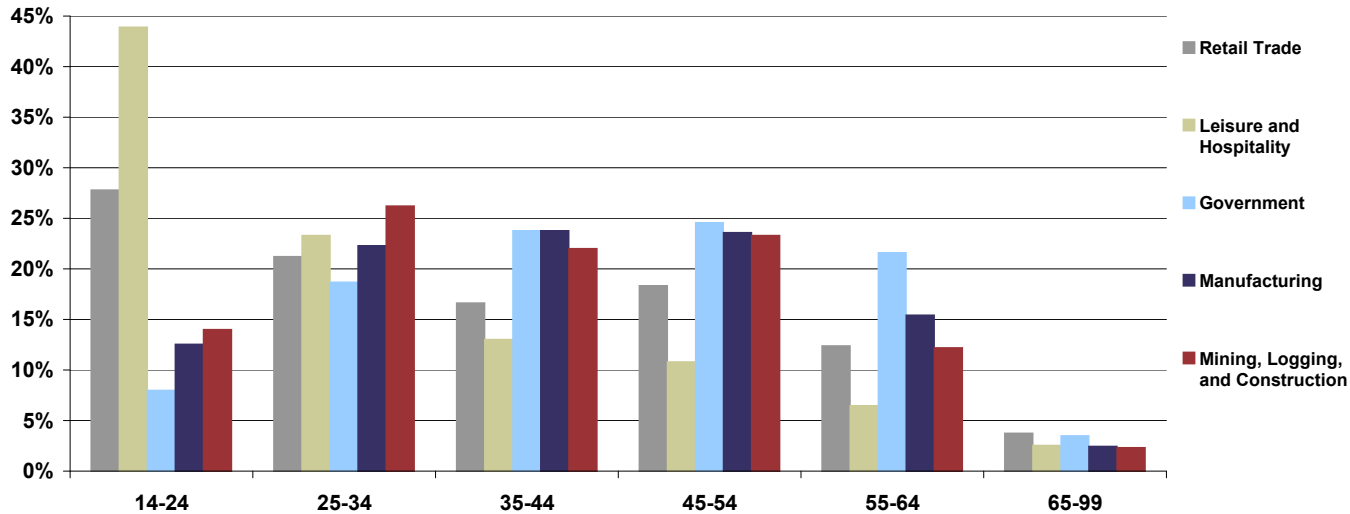
**Percent Change in Employment**

Top 5 Industries, 2008Q2 - 2009Q3



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**

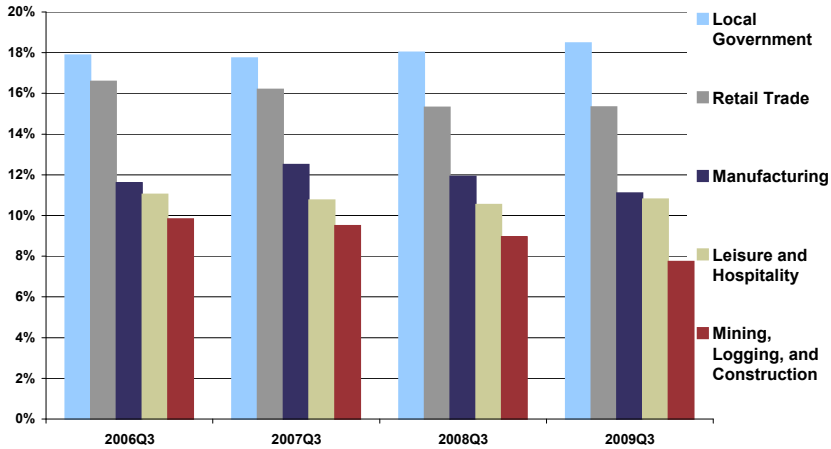


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;  
2) Data are from 2008Q3

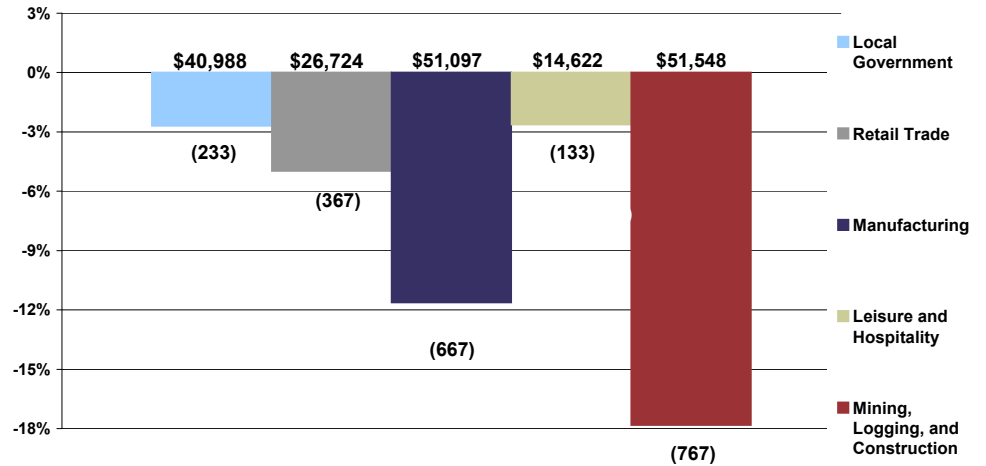
# SKAGIT COUNTY ECONOMIC PROFILE

(3rd Quarter 2009 or most recent data available)

**Top Five Industries**  
(as a percentage of total employment), 2006Q2 - 2009Q3

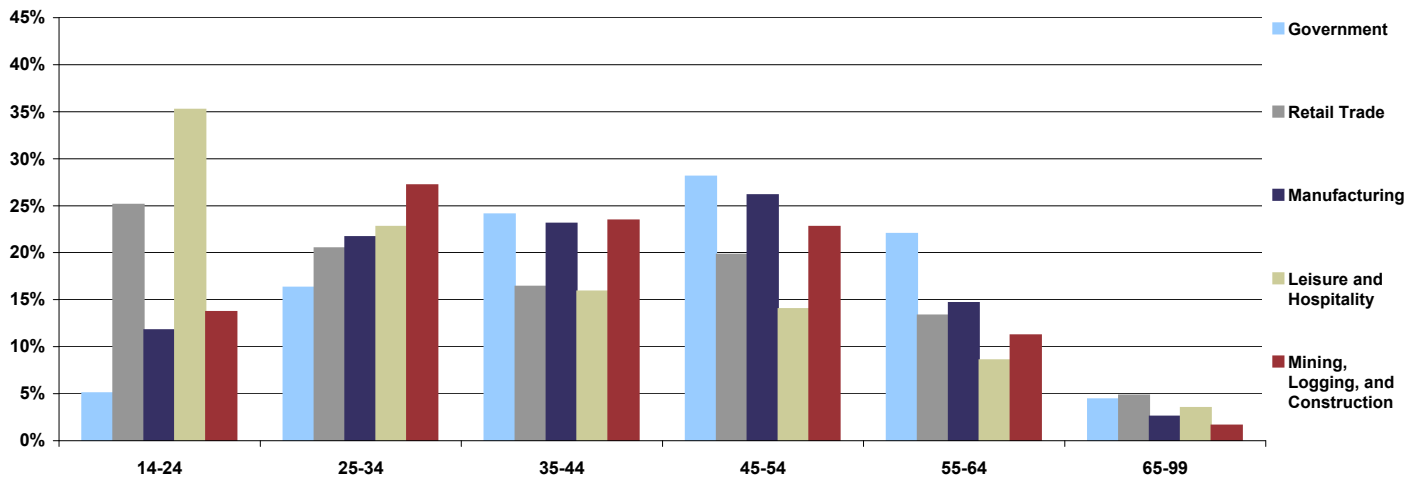


**Percent Change in Employment**  
Top 5 Industries, 2008Q2 - 2009Q3



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**



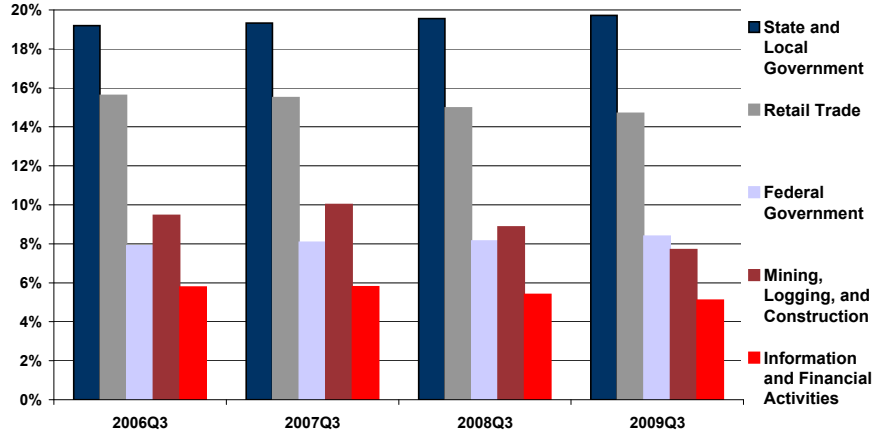
Note: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;  
2) Data are from 2008Q3

# ISLAND COUNTY ECONOMIC PROFILE

(3rd Quarter 2009 or most recent data available)

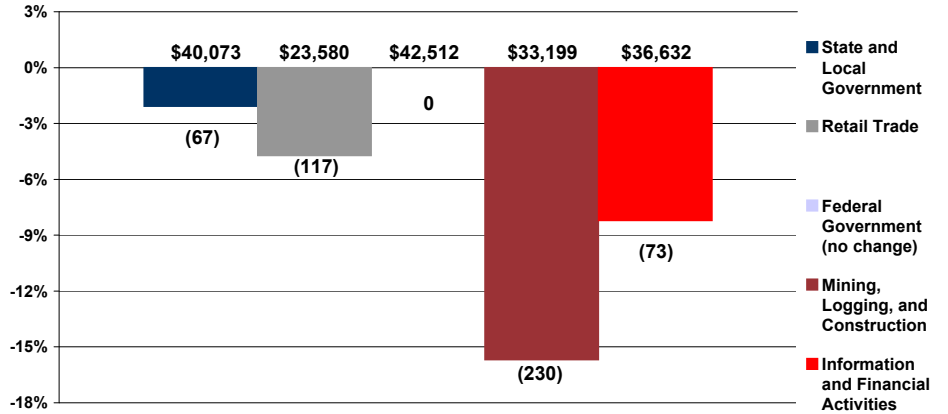
## Top Five Industries

(as a percentage of total employment), 2006Q2 - 2009Q3



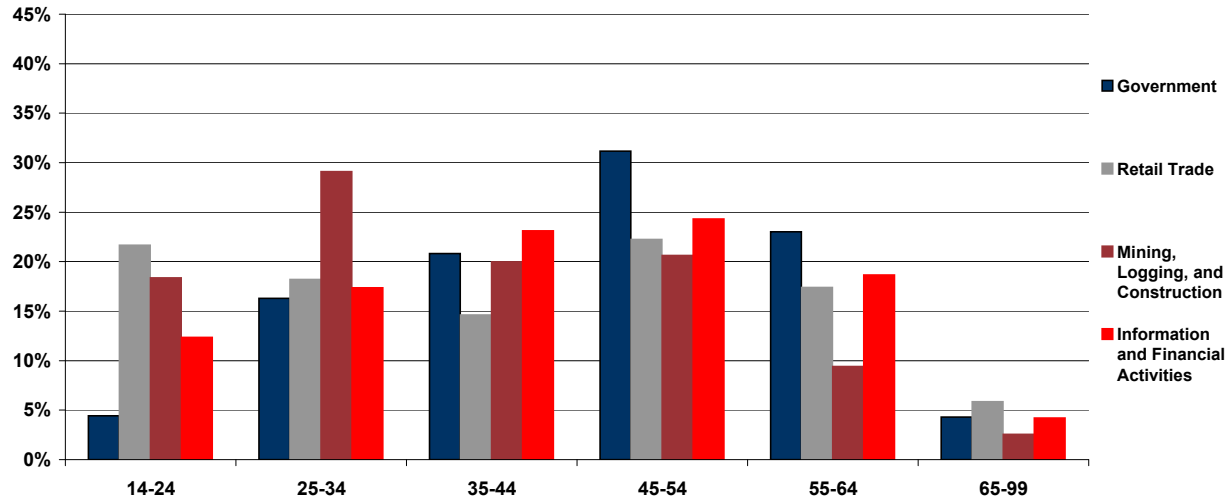
## Percent Change in Employment

Top 5 Industries, 2008Q2 - 2009Q3



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



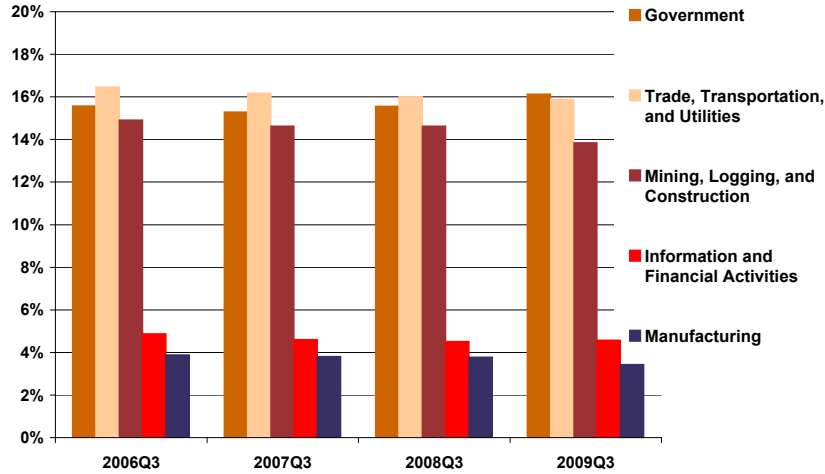
Notes: 1) Data do not exist for Federal Government and State and Local Government (data in chart represents all Government sectors); 2) Data are from 2008 Q3

# SAN JUAN COUNTY ECONOMIC PROFILE

(3rd Quarter 2009 or most recent data available)

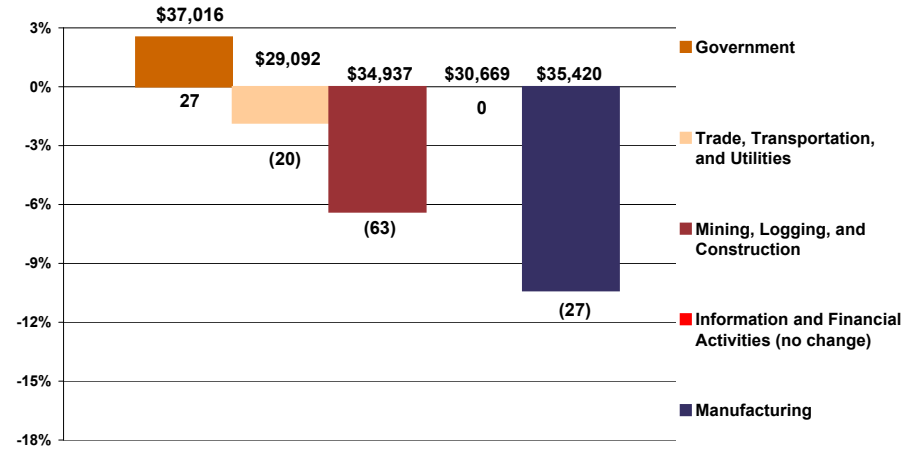
## Top Five Industries

As a percentage of total employment, 2006Q2 - 2009Q3



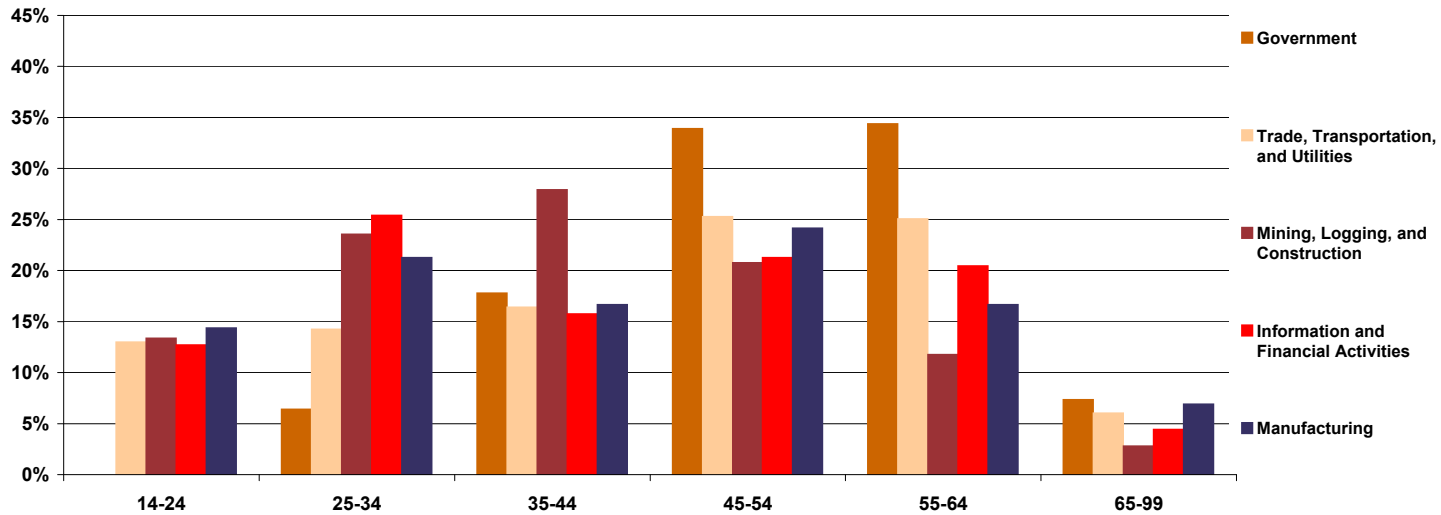
## Percent Change in Employment

Top 5 Industries, 2008Q2 - 2009Q3



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	Event	Significance
Whatcom	Lynden Tribune	Rep. Rick Larsen Roundtable photo w/ summer interns
	Whatcom Dispute Resolution Center newsletter	"WDRC Participates in Summer WorkSource Program"
	Bellingham Herald	Article on Bellingham Food Bank garden includes reference to "...summer youth employment
	Bellingham Herald Business Section	"Jobs Program Succeeds Beyond Expectations" (Business Notebook)
Skagit	Skagit Valley Herald	ARRA summer youth employment - Oasis Teen program funding
	Skagit Valley Herald	Article on Oasis Teen baristas
	Interview on TV 10	Interview about the Community Garden and what impact grant funding has with the assistance of WorkSource Summer Employment Program
Whidbey	South Whidbey Record article	Regarding Resume workshops provided at the Freeland Library
San Juan	Journal of the San Juan Islands	"Paid internships are available for Island teens"

### MAJOR RECRUITMENTS & HIRING EVENTS

Location	Event	Significance
Whatcom	Rehabco, Aerotek, P. Cullman, Urban Storage, Sodexho, Sterling Life, Labor Works	10 recruitments on site, 171 candidates interviewed, 6 known hires
Skagit	Kelly Services, 5 Star Demonstration, Manpower, Sears, Adecco, Aerotek, Washington Conservation Corps, Cascade Fish, FedEx Ground	9 recruitments on site, 219 candidates interviewed, 11 known hires
	"Veterans" Hiring Event	7 employers, 113 job seekers
Whidbey	Manpower	For Trident Seafoods and other positions 37 interviewed

### OTHER SIGNIFICANT EVENTS

Location	Event	Significance
Whatcom	Microsoft Focus Group	Evaluate Elevate America Voucher program w/ participants, staff, supervisors, & leaders
	Microsoft Unlimited Potential Volunteers	Class topics and frequency expanded through NW Computer Literacy Training Corps
	Rapid Response Orientation & Workshops	12 classes offered, 157 customers, 164 hours of proctored computer lab time offered
Skagit	Surviving the Recession Workshop added	Community Action Agency offering new workshop on site
	Skagit Literacy/GED added	New on site GED class offered through Community Action Agency
Whidbey	Center tour of at-risk students	12 students received tour and orientation to services and labor market info
	Parking lot restriping and van accessible	ADA requirement in addition to safety and aesthetics
	Personal Values Inventory (PVI)	This workshop is facilitated monthly by Opp Council through an 18-mo grant
	Basic Computer Skills Workshop	Volunteer facilitates weekly class.