



QUARTERLY PERFORMANCE REPORT 4th Calendar Year Quarter 2009



Prepared for
The Northwest Workforce Council

February 2010 Rev. 1

FOURTH QUARTER REPORT HIGHLIGHTS

This report has some new enhancements and additions: charts have been greatly improved, ESD performance measures have changed to reflect current quality focus in ESD programs, an ARRA funding impact narrative is included this quarter, customer satisfaction and customer flow both include annual comparisons and 2009 rollups for this last CY quarter report, and we're experimenting with "Visits per Seeker" to show the change the recession has made on that measure. Finally, the customer demographics have a new look and compare customers' desired employment with employment history. In future reports we will indicate the percent of WorkSource customers employed (many users have "subsistence jobs") and those who are unemployed.

- 2009 customer visits and unique visitors far exceeded any year prior, creating tremendous burden on our staff and straining facility capacity
- 2009 visits per customer are up 15% indicating greater difficulty in finding a job and increased services provided by WorkSource
- Total customer visits are up 34% over the fourth quarter of 2008
- Overall, job seeker satisfaction in the region dropped only slightly (-2.3%) in 2009 over 2008, reflecting, in part, customers' frustration with extended periods of unemployment.
- The 2009Q4 NW WA's unemployment rate (8.5%) increased by two and seven-tenths percentage points over the 2008Q4 jobless rate (5.8%).
- Skagit experienced largest year-over-year increase (3.4 %), followed by Whatcom and Island (2.4 %), and San Juan (1.9%)
- Corresponding to the jobless rate increase was a decrease in nonfarm employment among most of the top five industries in each county between 2008Q4 and 2009Q4. Included among these nonfarm job losses between 2008Q4 and 2009Q4 are the following:
 - *Whatcom County – 11.0% decrease in manufacturing jobs (-967) jobs and a decrease of 8.4% in professional and business services jobs (-633). Mining, Logging and Construction, the sixth largest industry, experienced a decrease of (-1333) jobs or 17.5% (dropping these industries out of the top five)
 - *Skagit County – A decrease of 25.6% or (-1000) jobs in construction and a decrease on 10.8% or (-600) jobs in manufacturing
 - *Island County – A decrease of 14.3% or (-187) jobs in construction
- Except for the state and local government sector in Island County and the information and financial activities sector in San Juan County, none of the top 5 industries in any county experienced job growth between 2008Q4 and 2009Q4 (employment in trade, transportation and utilities in San Juan remained unchanged).

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%	83.3%	102.6%	87.30%	91.4%	104.7%	\$11,544	\$17,348	150.3%
Dislocated Worker	84.00%	89.0%	106.0%	91.40%	86.9%	95.1%	\$18,692	\$18,124	97.0%
Vocational Rehabilitation*	204	52	25.5%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Older Worker-SCSEP	41.1%	50.0%	121.7%	54.0%	60.0%	111.1%	\$6,365	\$4,577	71.9%
Wagner Peyser**	15,036	9564	63.6%	10,567	8493	80.4%	\$8,409	\$14,311	170.2%
Cascades Job Corps Center	80.0%	77.3%	96.6%	70%	50%	71.4%	\$461	\$399	86.6%

* DVR results = 1 quarter cumulative ending Dec 2009 (25% of program year completed).

** For period ending September 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	73.3%	Not Available	Not Set	88.2%	Not Available	Not Set	57.1%	Not Available
Cascades Job Corps Center	90.0%	90.0%	100.0%	55.4%	63.7%	115.0%	1.00	1.20	120.6%

EMPLOYMENT SECURITY DEPARTMENT PERFORMANCE MEASURES

ALL JOB SEEKERS	Target	Q4 2009	% of Target
% Entered Employment *	60%	39.3%	65.4%
Receive Initial Assessment	Not Set	67.0%	N/A

UI CLAIMANTS	Target	Q4 2009	% of Target
Receive Job Search Review	120 per FTE	176	146.5%
Receive Initial Assessment	60%	74%	122.7%

WORKFIRST PROGRAM	Target	Q4 2009	% of Target
Participation Rate	60%	63%	105.2%
Receive Initial Assessment	60%	71%	117.6%

EMPLOYER SERVICES	Target	Q4 2009	% of Target
Job Orders = Desired Jobs	25%	61%	244.4%

WORKSOURCE SYSTEM MANAGEMENT INDICATORS

	Q4 2009	Q4 2008	% CHANGE
Number of Job Seekers	5,756	5,024	15%
Total Seekers Receiving Service	8,789	7,872	12%
Number Employed *	2,182	2,131	2%
Total Placements in SKIES	484	686	-29%
Median weekly wages in SKIES	\$998	\$1,200	-17%

WorkSource System Management Indicator DEFINITIONS:

Number of Job Seekers	Number of seekers receiving "Trigger" service.
Total Seekers Receiving Service	Number of seekers receiving a recorded service.
Number Employed	Number of those w/ a "Trigger" service & a Placement
Total Placements in SKIES	Total count of placements from job referrals in SKIES
Median weekly wages in SKIES	Weekly median wage count for the quarter

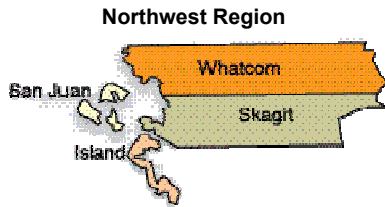
Sources: ESD GMAP Reports, SKIES, WIA 1-B, ETA 9002 C Quarterly Report, DVR Regional Manager, ESD E&T Division, SPARQ, STARS, Cascades Jobs Corps DOL Report OMS-10P, WorkSource Performance Management Indicators website.



Northwest Workforce Council
WIA PROGRAM PERFORMANCE REPORT
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 October 1, 2009 to December 31, 2009

REGISTRATION & EXIT	Annual Goal	50% Plan Year	% of Goal
ADULTS			
Registered	340	277	81%
Placement Rate (% employed at exit)	89%		
Average Hourly Wage (\$ per hour at exit)	\$15.43		
DISLOCATED WORKERS			
Registered	406	423	104%
Placement Rate (% employed at exit)	86%		
Average Hourly Wage (\$ per hour at exit)	\$16.53		
YOUTH			
Registered	250	160	64%
Placement Rate (% of older youth employed at exit)	86%		
Credential Rate	80%		
Average Hourly Wage (\$ per hour at exit)	\$11.57		

FOLLOW UP (Exits 6-9 months prior)	Target	Actual - 4 Qtr Cumulative	% of Goal
ADULTS			
Entered Employment (employed 1st quarter after exit)	81.2%	83.3%	103%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	87.3%	91.4%	105%
Earnings (average 6 month earnings)	\$11,544	\$17,348	150%
DISLOCATED WORKERS			
Entered Employment (employed 1st quarter after exit)	84.0%	89.0%	106%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	91.4%	86.9%	95%
Earnings (average 6 month earnings)	\$18,692	\$18,124	97%
OLDER YOUTH			
Entered Employment (employed 1st quarter after exit)	80.7%	76.9%	95%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	88.9%	84.6%	95%
Credential (of those trained: employed w/ a certificate or degree)	40.3%	50.0%	124%
YOUNGER YOUTH			
Diploma/GED	62.7%	91.8%	146%
Retention	77.2%	58.7%	76%



Northwest Workforce Council
WIA PROGRAM YEAR 2009 FISCAL SUMMARY
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 July 1, 2009 to December 31, 2009

WORKFORCE INVESTMENT ACT + ARRA	Budget	Expenditures (50%YTD)	Expenditure Rate
Adult Services	\$1,175,252	\$464,451	40%
Dislocated Worker Services	\$1,488,455	\$705,316	47%
Youth Services (Includes Summer Jobs Program)	\$1,986,149	\$1,471,384	74%
Summer Jobs Program	\$1,046,663	\$1,046,663	100%
In-School	\$516,717	\$249,017	48%
Out of School	\$422,769	\$175,704	42%
Administrative Costs:	\$375,386	\$142,101	38%
Total	\$5,025,242	\$2,783,251	55%

ARRA Funding Increases the Workforce System's Capacity to Meet Unprecedented Customer Demand

With unprecedented demand on the workforce development system, the infusion of American Recovery and Reinvestment Act funds have helped to increase services, staffing, and enrollments.

- Employment Security Department added four FTE employees funded by ARRA. Three (3) serve job seekers directly through service delivery in the WorkSource Centers and one (1) position is supervisory for ESD's regional business services.
- Northwest Workforce Council received \$1.5M in ARRA funds for Adult and Dislocated Worker programs and \$1.2M for the Summer Youth Employment Program which served (351) youth and was fully expended by 9/2009. Adult and Dislocated Worker ARRA funding has been leveraged with SB5809 funding to expand training capacity through the purchase of additional occupational skills classes: two (2) LPN classes, one (1) welding class, three (3) CNA classes for incumbent hospital workers, and one (1) weatherization technician class. A summer health career camp was also supplemented with ARRA funding. In CY 2008 (118) WIA Adults and Dislocated Workers started occupational training. That number increased threefold to (339) in 2009. Since the advent of ARRA funding in May 2009, 72% of Dislocated Worker program enrollees are in some form of occupational skills training.
- Community and Technical Colleges did not receive ARRA funding directly but expanded training capacity through NWC class group purchases as described above.
- Division of Vocational Rehabilitation ARRA funding was not expended locally.

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			Ongoing incumbent worker training at Port Townsend Paper, American Boat & Yacht Council marine electrical certification classes arranged for NW, continued planning for the 2010 WAVE tour to expose middle and high school students to apprenticeships and careers in the advanced manufacturing and construction trades, Pacific Mountain Industry and Innovation EXPO, NWC awarded \$40,000 Opportunity Internship contract to serve 65 low income high school students with internships within Marine and Advanced Manufacturing sectors.

WorkSource Framework Integration

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
	\$190,350	5/28/2009	6/30/2010			Expenditures approx 50% of anticipated. Projects delayed due to leadership changes in ESD and strategic facilities planning. 2 quarter extension request to be submitted in Q1 2010.

COMMUNITY & TECHNICAL COLLEGE MANAGED GRANTS

WCC/BTC Pathway to Healthcare Careers

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
	\$2,145,000	1/1/2007	12/30/2010			Began transitioning Medical Assisting courses into an online format.

WCC Transition to RN Online

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
	\$1,848,707	2/15/2009	2/14/2012			by dividing courses to span the 3 year part-time program Began filming of RN career video; including Skagit & Whatcom Community Colleges, and BTC. Began transitioning the NAC course into online.

BTC Pipeline to Advanced Manuf.

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
	1,850,000	4/1/2008	3/31/2011			Grant continued to offer training in advanced manufacturing. As of 12/31/2009, the grant has over 650 participants that are undergoing or have received training in Advanced Manufacturing.

BTC Adult Technical Education Pathway

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved
	\$500,000	10/1/2009	10/1/2012			Restructuring ABE/ESL to be more focused toward tipping point achieval. Mostly working with faculty and program changes at this time

BTC Hospital Employee Education & Training (HEET)

	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved
	\$359,965	9/1/2009	6/1/2010			Developed CNA courses for incumbent workers at Island Hospital and St. Joes. Needs assessment of employees have been completed.

	<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

	4th Q. 2009	4th Q. 2008	% CHANGE	# RESPONSES	
Comment Card "Overall"	4.4	4.6	-4.3%	5	NW Region
	2009	2008	% CHANGE	# RESPONSES	
	4.3	4.7	-8.5%	N=26 '09 / N=22 '08	Annual

JOB SEEKER CUSTOMERS

	4th Q. 2009	4th Q. 2008	% CHANGE	# RESPONSES	
Comment Card "Overall"	4.3	4.7	-8.5%	44	Whatcom
	4.2	4.8	-12.5%	16	Skagit
	3.7	4.8	-22.9%	6	Whidbey
	4.1	4.8	-14.7%	66	NW Region
	2009	2008	% CHANGE	# RESPONSES	
	4.3	4.4	-2.3%	N=259 '09	Annual
NW Computer Literacy Corps	4th Q. 2009	4th Q. 2008	% CHANGE	# RESPONSES	
	4.6	not available	not available	120	

SURVEY RESULTS FOR BUSINESS CUSTOMERS WHO USED A WORKSOURCE NORTHWEST STAFF-ASSISTED LABOR EXCHANGE SERVICE IN Q3 2009

- N = 26 responses, representing 21% return rate
- Methodology: Electronic survey format e-mailed. Telephone follow-up.
- 1-5 point Likert Scale, with 5 representing employers' highest satisfaction

Facilities use for recruitment	4.3
Questions were answered	4.3
Staff were professional	4.3
Overall satisfaction	4.2
Job description assistance	4.1
Ease of use	4.0
Service met needs	3.9
Saved time by using WorkSource	3.9
No. qualified candidates	3.4
Candidates met specifications	3.2

CUSTOMER FLOW (Number of customers visiting the Centers)

TOTAL PHYSICAL VISITS

	4th Q 2009	4th Q 2008	% CHANGE
Whatcom	16,738	11,314	48%
Skagit	7,746	6,430	20%
Whidbey	2,576	2,459	5%
NW Region	27,060	20,203	34%

UNIQUE CUSTOMERS (Captured in WorkSource Membership System)

	4th Q 2009	4th Q 2008	% CHANGE
Whatcom	2,853	2,505	14%
Skagit	2,573	2,332	10%
Whidbey	747	741	1%
NW Region	6,026	5,466	10%

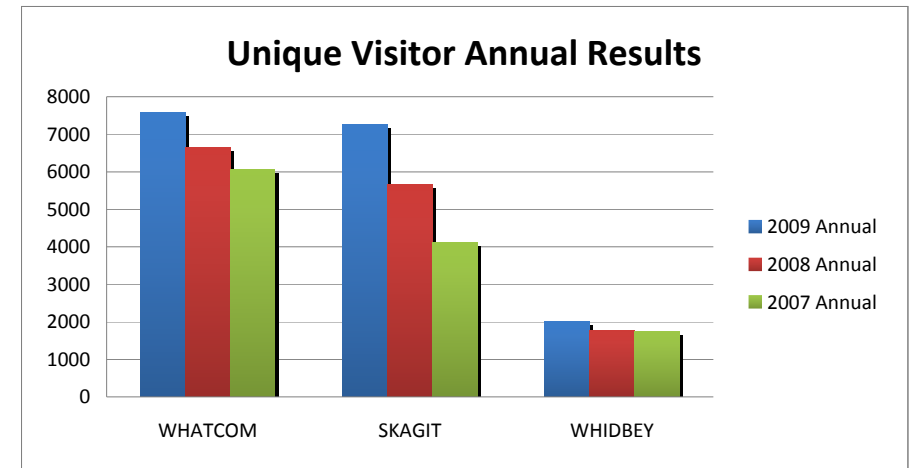
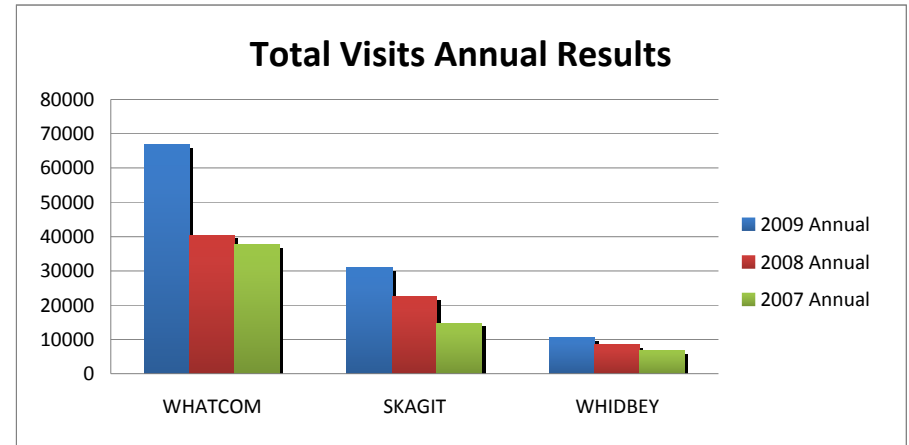
UNIQUE CUSTOMERS (With a service recorded in SKIES)

	4th Q 2009	4th Q 2008	% CHANGE
Whatcom	3,293	2,734	20%
Skagit	3,145	2,951	7%
Whidbey	926	867	7%
NW Region	7,253	6,382	14%

The areas can't be summed because some customers use more than one office, so the NW Region is slightly lower than adding all of the areas.

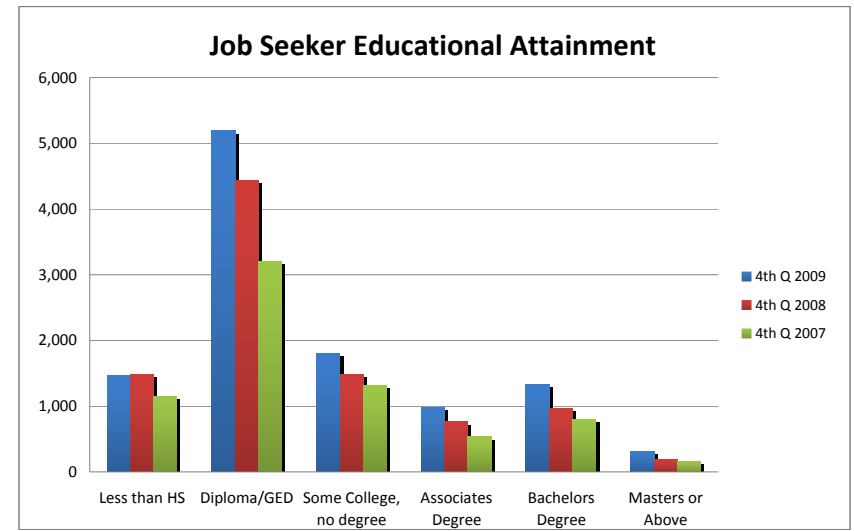
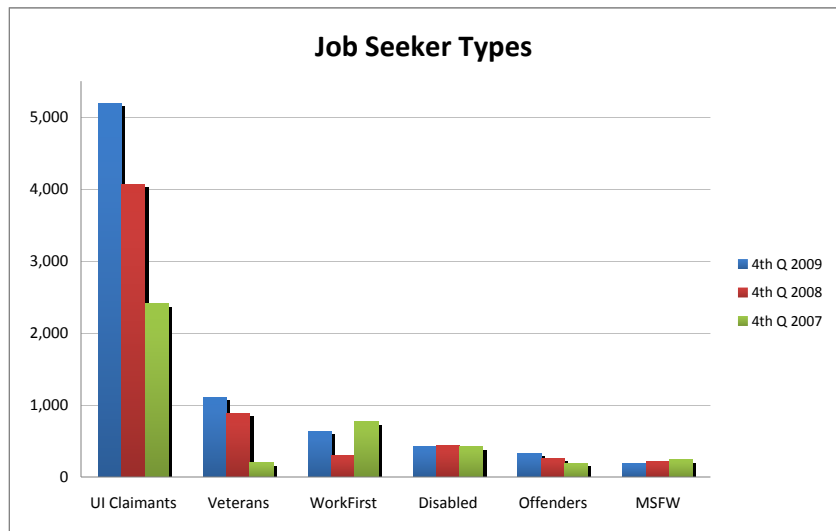
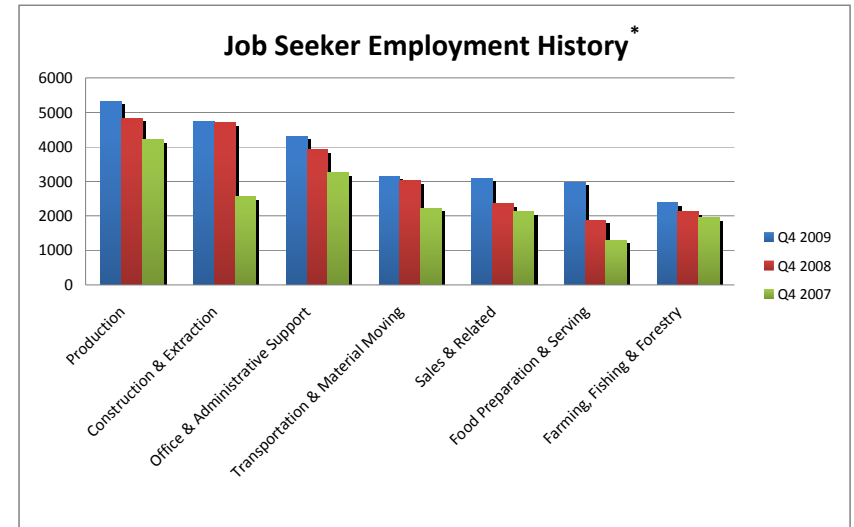
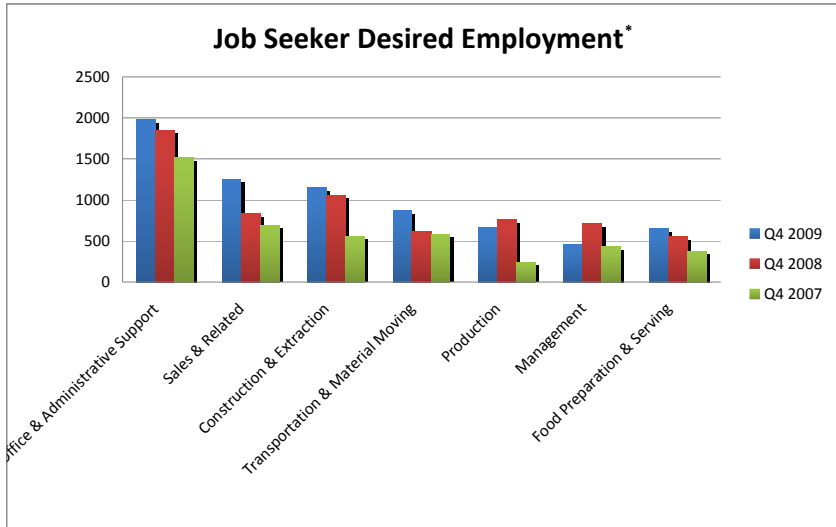
VISITS / SEEKER (Received at least one service recorded in SKIES per day)

	2009	2008	2007
Whatcom	7.3	6.4	6.1
Skagit	8.1	7.4	6.5
Whidbey	6.6	5.8	6.5
NW Region (AVG)	7.3	6.5	6.4



CUSTOMER DEMOGRAPHICS

(Characteristics of customers registered for services in SKIES)

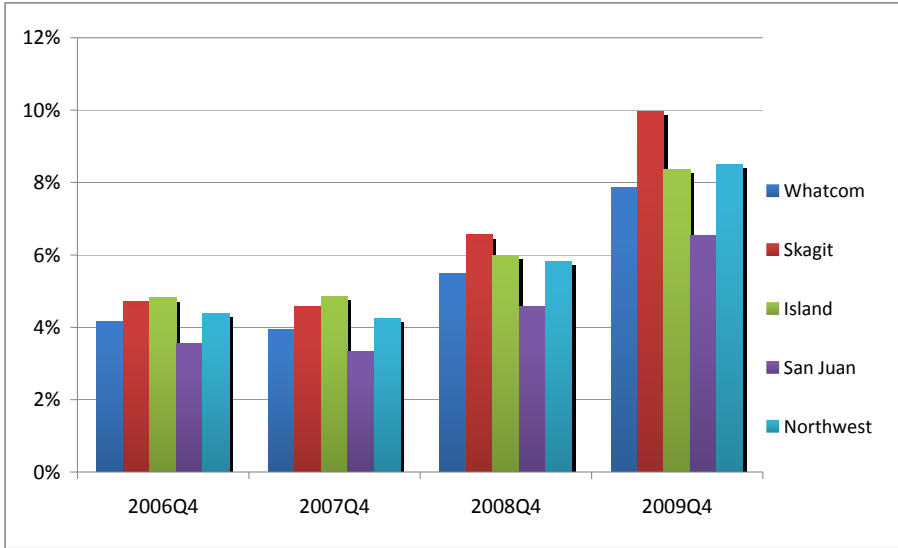


* Of the 23 occupation types, the seven most frequently selected are included in the graphs.

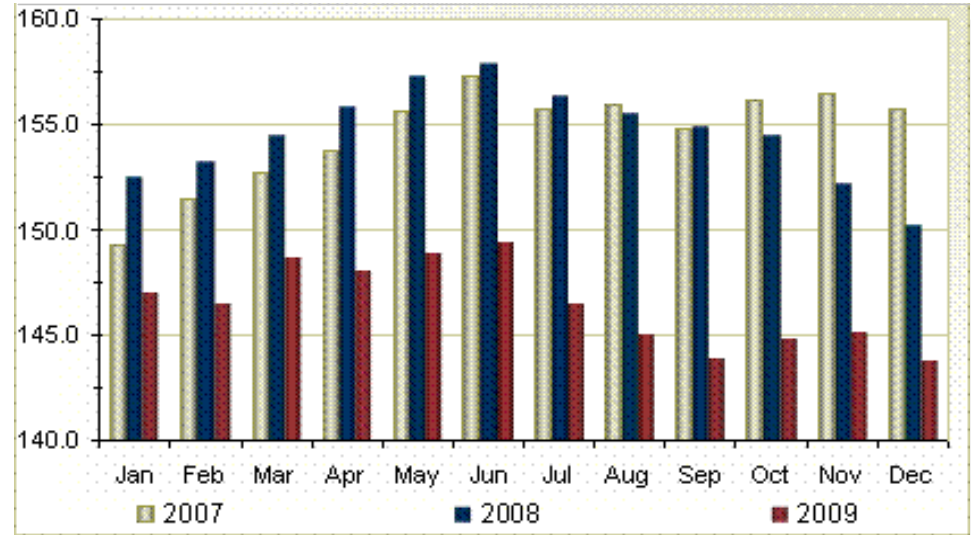
Source: SKIES

REGIONAL ECONOMIC INDICATORS

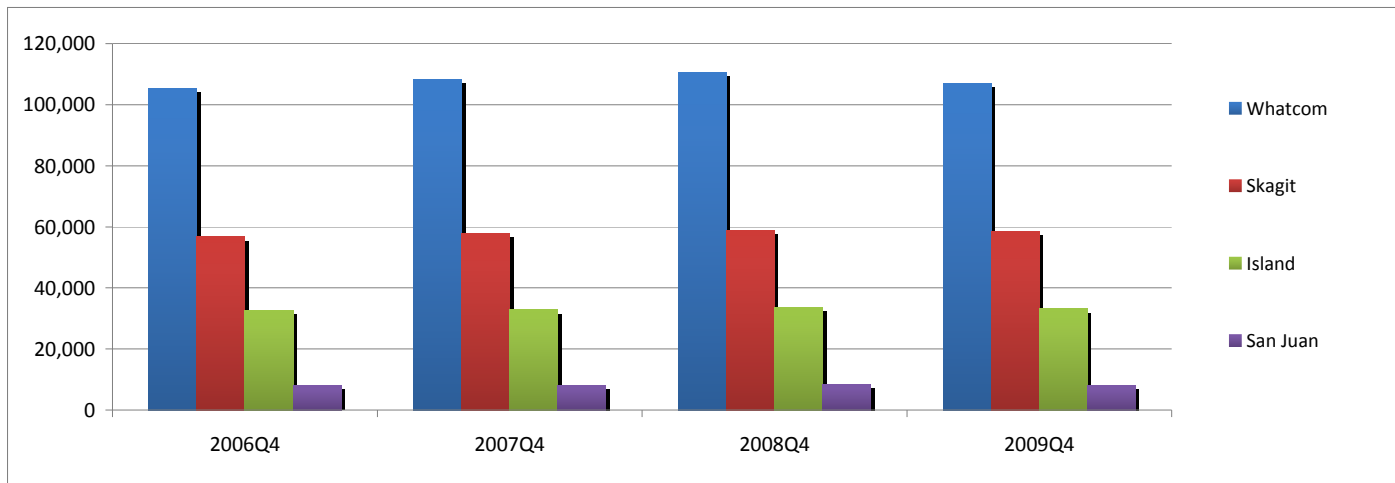
**Unemployment Rates:
Northwest Region, 2006Q4=2009Q4**



**Northwest Washington
Nonfarm Industry Employment (numbers in 000s)**



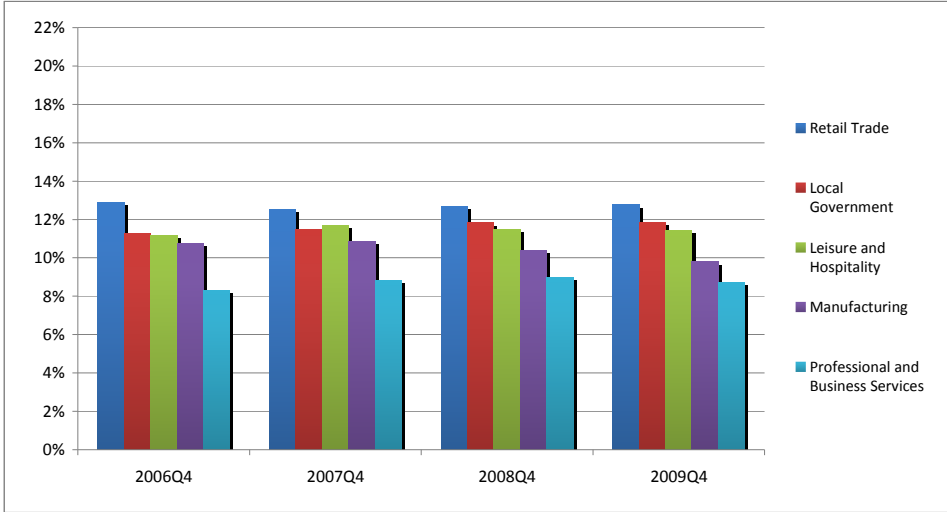
**Labor Force Participation:
Northwest Region, 2006Q4 – 2009Q4**



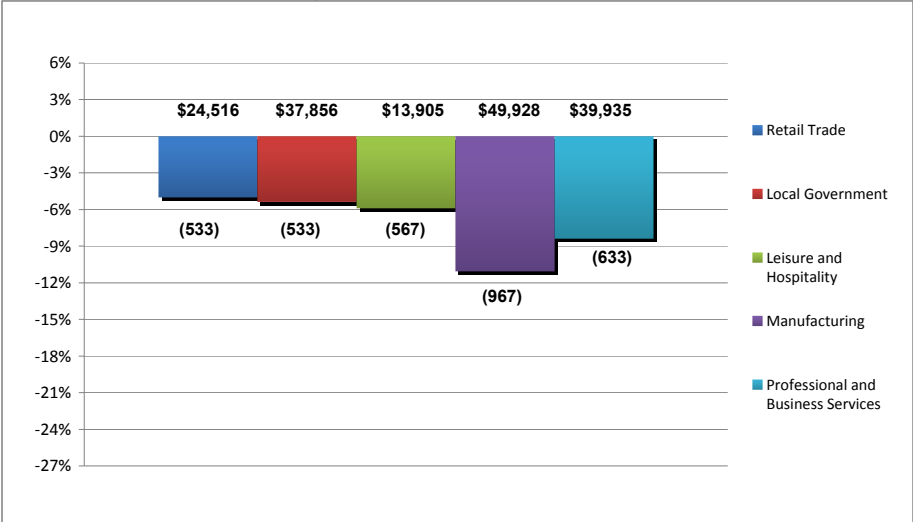
WHATCOM COUNTY ECONOMIC PROFILE

(4th Quarter 2009 or most recent data available)

Top Five Industries
As a percentage of total employment, 2006Q4 - 2009Q4

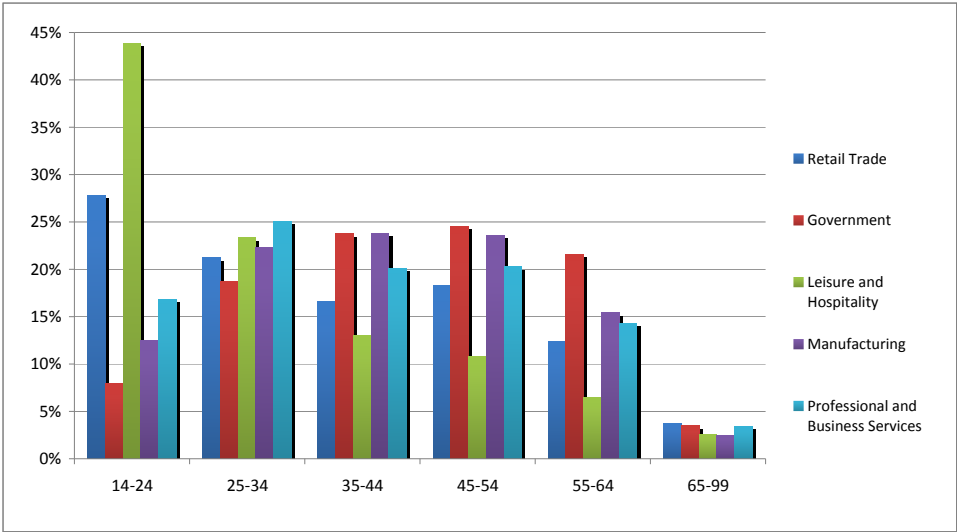


Percent Change in Employment
Top 5 Industries, 2008Q4 - 2009Q4



Notes: 1) Dollar values represent 2008 mean wage per worker
2) Numbers below bars represent number of jobs gained (lost)

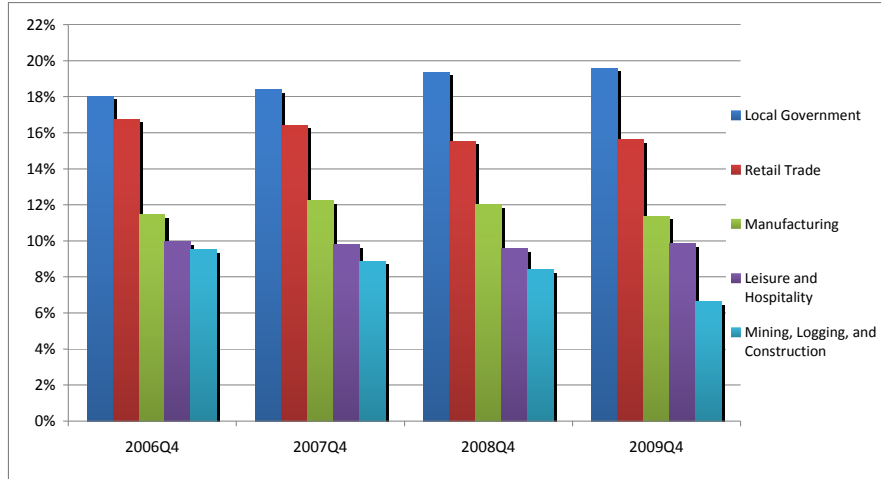
Age Distribution of Top Five Industries



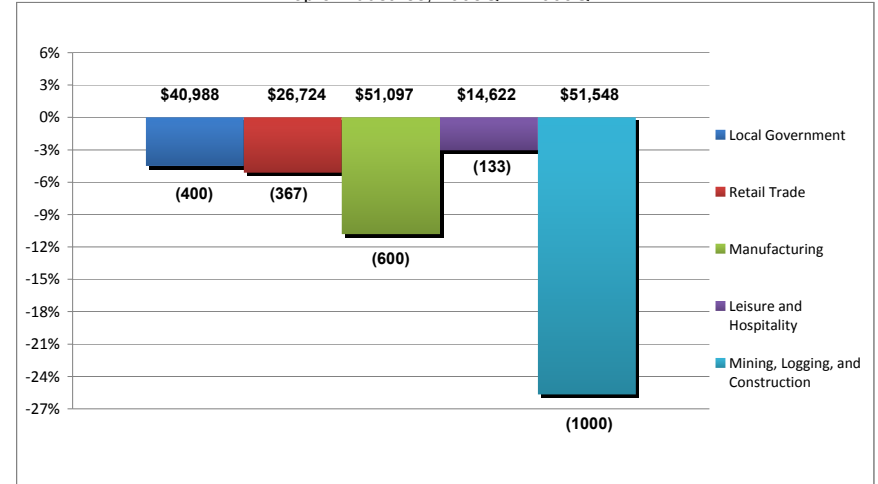
SKAGIT COUNTY ECONOMIC PROFILE

(4th Quarter 2009 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2006Q4 - 2009Q4

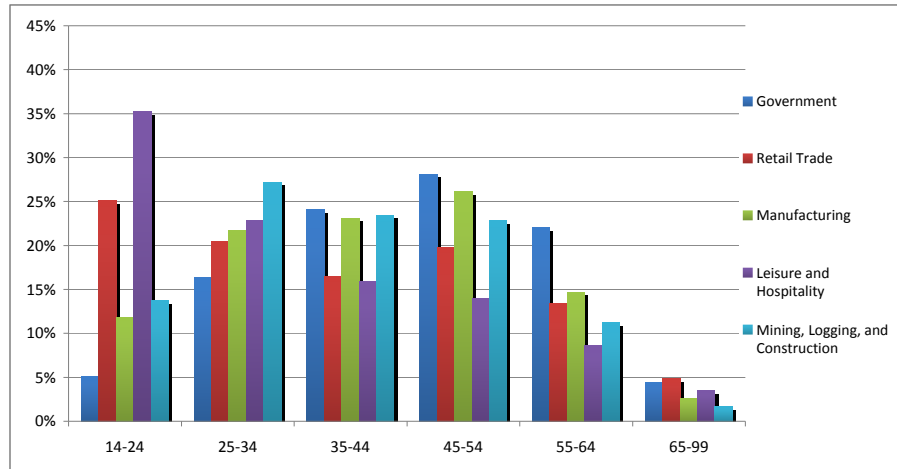


Percent Change in Employment
Top 5 Industries, 2008Q4 - 2009Q4



Note: 1) Dollar values represent 2008 mean wage per worker
2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries

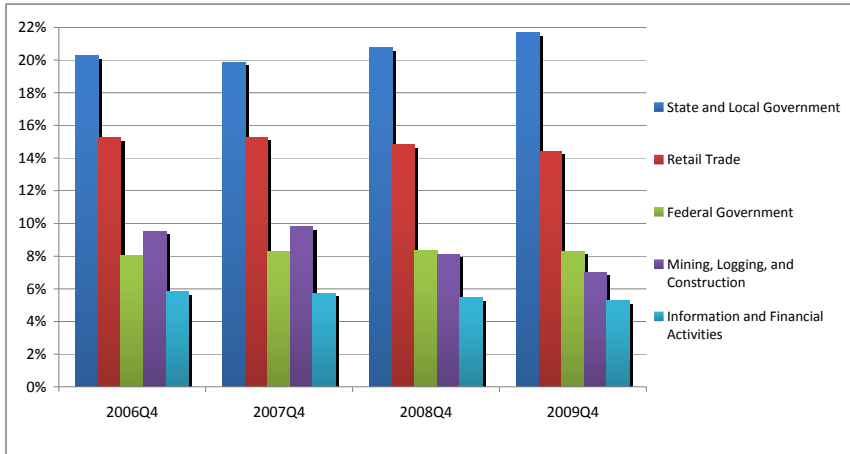


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;
2) Data are from 2008Q4

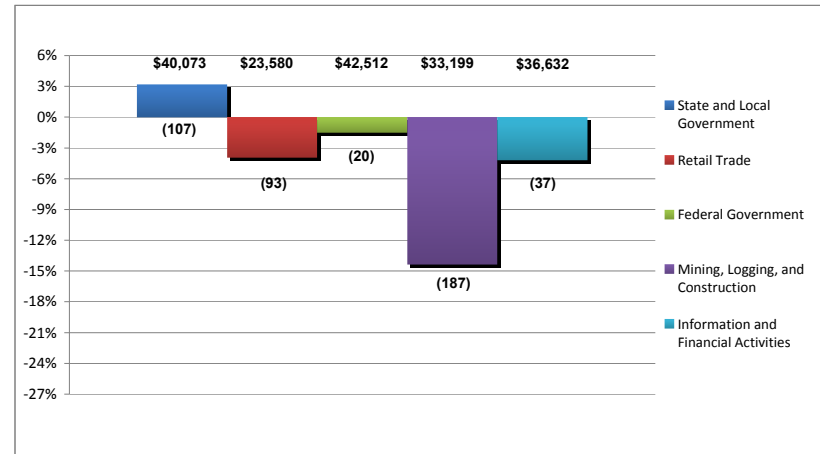
ISLAND COUNTY ECONOMIC PROFILE

(4th Quarter 2009 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2006Q4 - 2009Q4

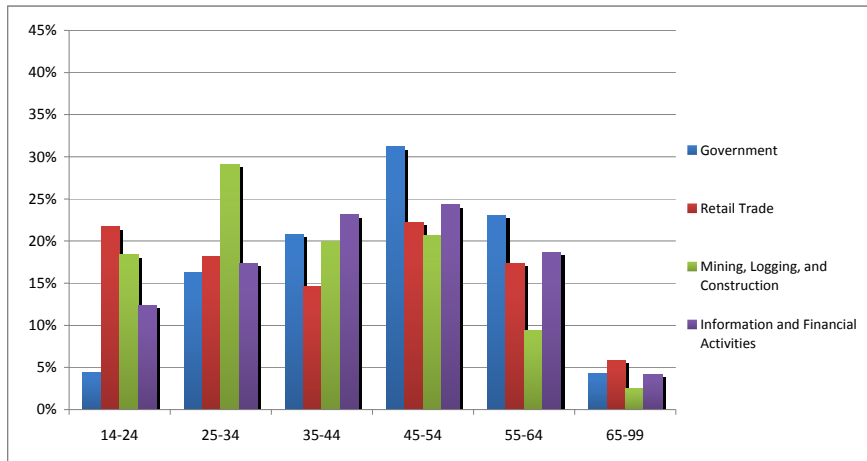


Percent Change in Employment
Top 5 Industries, 2008Q4 - 2009Q4



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

Age Distribution of Top Five Industries



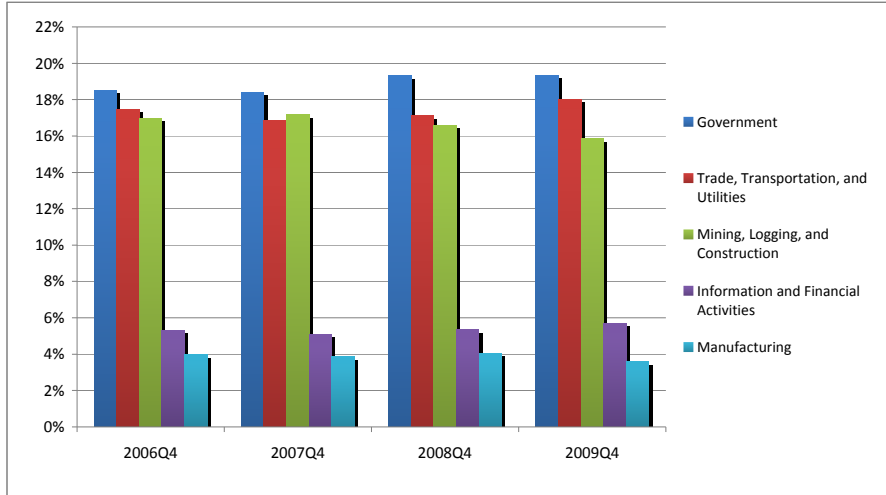
Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;
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SAN JUAN COUNTY ECONOMIC PROFILE

(4th Quarter 2009 or most recent data available)

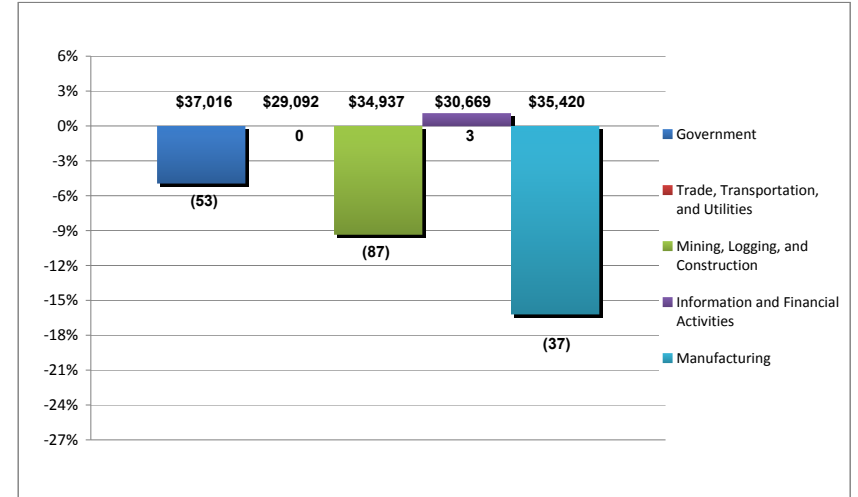
Top Five Industries

As a percentage of total employment, 2006Q4 - 2009Q4



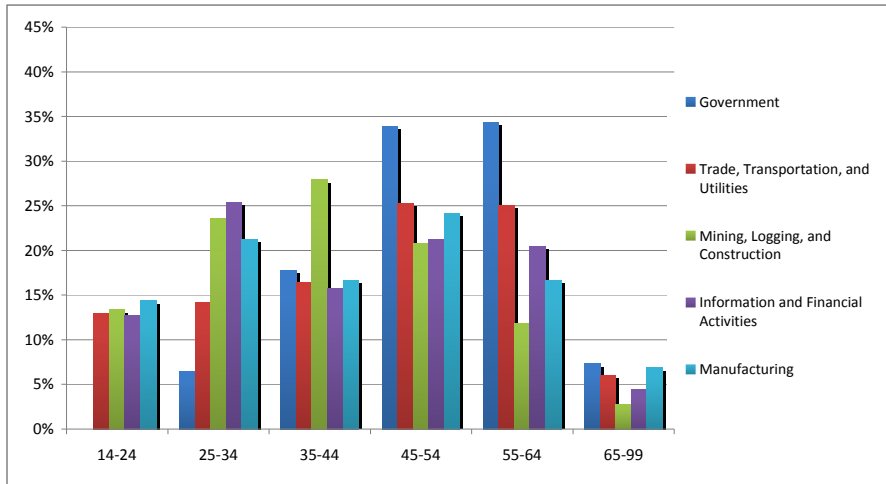
Percent Change in Employment

Top 5 Industries, 2008Q4 - 2009Q4



Notes: 1) Dollar values represent 2008 mean wage per worker;
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 2008Q4

ONE STOP HIGHLIGHTS

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

MEDIA

Location	Date	Event	Significance
Skagit	10/20/09	Front page article and photo	in Skagit Valley Herald "WorkSource Training Truckers to Hit the Road"
	10/29/09	Front page article and photo	in SVH "Class offers new direction for students dealing with life changes" in the Life Transitions program at SVC funded by WorkSource.
	11/9/10	Article	Business Pulse asks local business owners and managers "What local businesses do to help educate and encourage people preparing to enter the workforce?"
	12/16/09	Article on page 3	SVH "Jobless rate climbs in Skagit County"
	12/27/09	Front page article and photo	SVH "Feeling the unemployment PINCH"
Whidbey	Oct	Purchased advertising	for Job Fair in Whidbey News Times; Whidbey Examiner
	Dec	Column	Whidbey Market Place Columnist thanks WS Whidbey staff for helping her in job search

MAJOR RECRUITMENTS & HIRING EVENTS

Location	Date	Event	Significance
Whatcom	Oct-Dec	Sterling Life, Kelly Services, Urban Storage, Brinderson Engineer Contractors, T-Mobile, Home Depot, UniSea, Labor Works, Alert Security	318 Brinderson applicants, 135 candidates interviewed, 9 known hires
	Oct-Dec	Home Care Registry (fee based use)	On site 11 times this quarter, 42 candidates interviewed
Skagit	Oct-Dec	FedEx, UPS, Brinderson Engineer Contractors, Kelly Services, UPS	550 candidates interviewed, 107 known hires
Whidbey	Oct	Manpower recruits for Trident Seafoods, others	Hired 41
	10/22/09	WS Whidbey Job Fair	19 employers, 226 job seekers, 83 interviews conducted

OTHER SIGNIFICANT EVENTS

Location	Date	Event	Significance
Whatcom	Oct-Dec	NW Computer Literacy Instruction Corps	Basic computer classes; 179 in attendance, Open computer lab; 341 in attendance
	Oct	Matrix Services, Inc. (fee based)	Excel class for staff; 24 in attendance
Skagit	10/24/09	Basic Computer Skills	Basic computer class taught by Gilbert Estrada, Coordinator
	10/30/09	SVC Individual Training Account Orientation	Targeted recruitment for worker retraining fund eligible SVC students
	11/5/09	SVC Individual Training Account Orientation	Targeted recruitment for worker retraining fund eligible SVC students
	12/8/09	Welding Class Orientation	Eligibility orientation to 16 welding seats open at SVC that were funded and bought by the ARRA funds
	12/22/09	Fundamentals of Caregiving	Participant exam by outside vendor for NAR (Nursing Assistant Registered) Licensing
Whidbey	Oct	Gina Manuel joins Whidbey staff as additl. ESD	Additional FTE for WorkSource Whidbey
	Oct	Delivered Basic Computer Skills workshop	Geri and volunteer, Bob Stewart, shared facilitation.
	11/18/09	Anne spoke with Forest City staff	They help new military housing residents get acclimated to area
	Nov	Geri initiated Worforce Prep Orientations	First time these weekly orientations have taken place in recent memory
	Nov	Geri meeting w/ OH High School counselors	Reacquainting them w/ WS services