



QUARTERLY PERFORMANCE REPORT

2nd Calendar Year Quarter 2010

Prepared for
The Northwest Workforce Council
August 2010

SECOND QUARTER 2010 REPORT SUMMARY

PERFORMANCE on one or more common measures	REPORT HIGHLIGHTS
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KEY

	90%-100% of target goal achieved
	80%-89% of target goal achieved
	<80% of target goal achieved

WorkSource System Programs:

	WIA Adult program
	WIA Dislocated worker program
	WIA Youth program
	DOL SCSEP (Older Worker) Avg. Earnings
	No targets Wagner-Peyser (labor exchange programs)
	Cascades Job Corps Center

For full detail on Federal Common Measure performance for this quarter, please turn to the following page (2).

WHAT'S NEW

- Policies, procedures & processes page. Measurements required by ESD WorkSource system policies.
- Draft business customer page. A reemergence of business customer in this report. Under development.
- Evolving look of Job Seeker page. Combining customer flow and satisfaction results
- New Regional Labor Economist hired and beginning Q3. Economic indicator pages were outsourced.

THE ECONOMY

- Q2 Unemployment rates positively influenced by temporary census jobs.
- Island Co. showed annual growth in 4 of its 5 top industries.
- Whatcom and Skagit showed job growth in retail, although Skagit's is barely discernable.
- San Juan saw 10 new jobs in the past year in Information/Financial Activities

THE WORKSOURCE CENTERS & SYSTEM

- The WorkSource system enjoyed excellent media coverage in Q2
- Whatcom hosted a forum on serving those w/ criminal convictions. 40 community service providers attended.
- Collaborative response to advanced manufacturer's need for workers, HeathTecna is highlighted on page 5.
- Early Warning system begun to promote job retention through Shared Work and business advising services.
- WorkSource Management Team formed with assistance of professional content & process facilitator.
- Governor convened a manufacturers' roundtable at HeathTecna.

GRANTS AND CONTRACTS

- HEET grant concluded in Q2 exceeding all its deliverables and exceeding expectations statewide.
- A second, fully funded request HEET grant award was announced in Q3.
- BTC's high demand equipment grant concluded.

PROGRAM PERFORMANCE

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

FEDERAL COMMON MEASURES

	ENTERED EMPLOYMENT (90 Days after last service)			EMPLOYMENT RETENTION (at 6 - 9 months)			AVERAGE EARNINGS (at 6 - 9 months)		
	Target Goal	Q2 2010	% of Goal (PY Cumulative)	Target Goal	Q2 2010	% of Goal (PY Cumulative)	Target Goal	Q2 2010	% of Goal (PY Cumulative)
Adult***	77.60%	80.3%	103.5%	86.30%	90.2%	104.5%	\$11,734	\$19,793	168.7%
Dislocated Worker***	78.90%	89.7%	113.7%	88.00%	84.3%	95.8%	\$20,522	\$17,259	84.1%
Vocational Rehabilitation*	180	124	68.9%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Older Worker-SCSEP	37.0%	60.0%	162.2%	54.0%	66.7%	123.5%	\$6,365	\$949	14.9%
Wagner Peyser**	Not Available	55%	NA	Not Available	78%	NA	Not Available	\$14,156	NA
Cascades Job Corps Center	80.0%	69.4%	86.8%	70%	58%	82.4%	\$461	\$423	91.8%

* DVR results = 2nd quarter cumulative ending June 30, 2010 (= 50% of program year completed).

** For period ending June 30, 2010.

*** Performance results not provided by EDS prior to distribution date

	PLACEMENT INTO EMPLOYMENT			OCCUPATIONAL DEGREE OR CERTIFICATE			LITERACY & NUMERACY GAINS (OSY)		
	Target Goal	Q2 2010	% of Goal (PY Cumulative)	Target Goal	Q2 2010	% of Goal (PY Cumulative)	Target Goal	Q2 2010	% of Goal (PY Cumulative)
WIA Youth Programs***	60.7%	79.1%	130.3%	67.9%	84.9%	125.0%	31.0%	42.9%	138.4%
Cascades Job Corps Center	90.0%	73.5%	81.7%	55.8%	71.6%	128.4%	1.00	1.20	120.1%

EMPLOYMENT SECURITY DEPARTMENT PERFORMANCE MEASURES

ALL JOB SEEKERS	Target	Q2 2010	% of Target
% Entered Employment *	60%	36%	60.0%
Receive Initial Assessment	not applicable	66%	n/a
* Q4 mature data			
UI CLAIMANTS	Target	Q2 2010	% of Target
Receive Job Search Review	120 per FTE	133	111%
Receive Initial Assessment	60%	72%	120%
WORKFIRST PROGRAM	Target	Q2 2010	% of Target
Participation Rate	30%	44%	147%
Receive Initial Assessment	60%	74%	123%
EMPLOYER SERVICES	Target	Q2 2010	% of Target
Job Orders = Desired Jobs	25%	52%	208%

WORKSOURCE SYSTEM MANAGEMENT INDICATORS

	Q2 2010	Q2 2009	% CHANGE
Number of Job Seekers	4,822	5,566	-13%
Total Seekers Receiving Service	7,687	9,172	-16%
Number Employed	506	immature data	N/A
Total Placements in SKIES	448	358	25%
Median weekly wages in SKIES	\$403	\$440	-8%

WorkSource System Management Indicator DEFINITIONS:

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

Sources: ESD GMAP Reports, SKIES WISRD reports, SKIES data warehouse extractions, WIA 1-B, ETA 9002 C Quarterly Report, DVR Regional Manager, ESD LMEA Division, SPARQ, STARS, Cascades Jobs Corps DOL Report OMS-10P, WorkSource System Management Indicators website, DOL SCSEP xxx report.

POLICIES, PROCEDURES and PROCESSES

This page is under development.

STAFF TRAINING AND COMPETENCY MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Front line staff trained & demonstrate knowledge	90%	85%		94%
1010 R.1	Front End Services	1010-3	Front line staff trained & demonstrate knowledge	80%			0%
1012	Customer Complaint	1012-1	All partners trained &/or demonstrate working knowledge	100%			0%
1014	Business Services	Regional Plan	Business services staff trained on Basic Business Services	100%			0%
1015	Menu of Services	1015-4	Front line staff trained & demonstrate knowledge	80%			0%
1016	1-Stop Assessment	1016-5	Staff conducting assessment trained in administering and interpreting results	100%			0%

ASSESSMENT MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1010 R.1	Front End Services	1010-3	# Staff assisted triage assessments to new customers	80%			0%
			# Staff assisted triage assessments to returning customers	80%			0%
1016	1-Stop Assessment	1016-5	# Customers receiving "preliminary" assessment	70%			0%
			# Customers receiving "secondary" assessment	70%			0%

Draft locally established targets

PROCESS MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Every customer made aware at point of first contact	100%			0%
			Vet/Eligible spouses provided menu of priority programs/services	100%			0%
1010 R.1	Front End Services	1010-3	Triage documented w/ short SKIES registration	100%			0%
1014	Business Services	Regional Plan	Job orders, contacts, services recorded in SKIES	100%			0%

BUSINESS SERVICES MEASURES

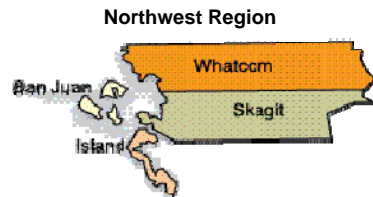
State Policy Reference	Policy Name	Council Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1014	Business Services	Regional Plan	Job orders match skill base	tbd			#VALUE!
1014	Business Services	Regional Plan	Job orders match demand occupations	tbd			#VALUE!

Draft locally established targets

Northwest Workforce Council
WIA PROGRAM PERFORMANCE REPORT
Northwest Region (Whatcom, Skagit, Island, San Juan)
April 1, 2010 to June 30, 2010

REGISTRATION & EXIT	Annual Goal	100% of Plan Year	% of Goal
ADULTS			
Registered	340	320	94%
Placement Rate (% employed at exit)	78%	88%	113%
Average Hourly Wage (\$ per hour at exit)	\$14.71		
DISLOCATED WORKERS			
Registered	406	479	118%
Placement Rate (% employed at exit)	79%	84%	106%
Average Hourly Wage (\$ per hour at exit)	\$26.24		
YOUTH			
Registered	250	232	93%
Placement Rate (% of older youth employed at exit)		76%	
Credential Rate	68%	72%	106%
Average Hourly Wage (\$ per hour at exit)	\$10.79		

FOLLOW UP (Exits 6-9 months prior)	Target	Actual - 4 Qtr Cumulative	% of Goal
ADULTS (Final Adjusted Targets)			
Entered Employment (employed 1st quarter after exit)	77.6%	80.3%	103%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	86.3%	90.2%	105%
Earnings (average 6 month earnings)	\$11,734	\$19,793	169%
DISLOCATED WORKERS (Final Adjusted Targets)			
Entered Employment (employed 1st quarter after exit)	78.9%	91.1%	115%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	88.0%	84.3%	96%
Earnings (average 6 month earnings)	\$20,522	\$17,259	84%
OLDER YOUTH			
Entered Employment (employed 1st quarter after exit)	80.7%	71.4%	88%
Retention (employed 1st, 2nd, & 3rd quarter after exit)	88.9%	93.3%	105%
Credential (of those trained: employed w/ a certificate or degree)	40.3%	48.1%	119%
YOUNGER YOUTH			
Diploma/GED	62.7%	83.0%	132%
Retention	77.2%	71.0%	92%



Northwest Workforce Council
WIA PROGRAM YEAR 2009 FISCAL SUMMARY
 Northwest Region (Whatcom, Skagit, Island, San Juan)
 April 1, 2010 to June 30, 2010

WORKFORCE INVESTMENT ACT + ARRA	Budget	Expenditures (100%YTD)	Expenditure Rate
Adult Services	\$1,175,252	\$1,069,420	91%
Dislocated Worker Services	\$1,488,455	\$1,553,650	104%
Youth Services (Includes Summer Jobs Program)	\$1,986,149	\$2,012,554	101%
Summer Jobs Program	\$1,046,663	\$1,046,663	100%
In-School	\$516,717	\$538,710	104%
Out of School	\$422,769	\$427,181	101%
Administrative Costs:	\$375,386	\$361,695	96%
Total	\$5,025,242	\$4,997,319	99%
Advanced Manufacturing: HeathTecna Recruitment and Training Collaboration			

Heath Tecna, a manufacturer of composite airplane interior components, has embraced lean manufacturing principles. As a result, the Bellingham plant has secured new project through 2011. An estimated 80-100 new workers will be hired onto the manufacturing line by September. A change in talent philosophy from “any warm body” to a skilled entry level workforce drove the company to seek assistance from the public workforce system.

- * Impact Washington provides lean consulting services and public resource procurement.
- * Department of Commerce submitted a request to the Governor for WIA funds.
- * NW Workforce Council provides overall project oversight and is the grant recipient and contractor for \$75K WIA grant from the Governors’ discretionary fund.
- * WorkSource provides recruitment and prescreening of candidates and WIA registration.
- * Kelly Services and Manpower provide candidate testing, background screening and placement recommendations.
- * Bellingham Technical College provides pre-employment training under the Councils' subcontract.

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

MARINE AND ADVANCED MANUFACTURING INDUSTRIES

	Contract	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
Intracoastal High-Skills, High-Wages (WTECB)	NWC	\$200,000	2/1/2009	2/28/2011			Continued developing incumbent worker training plan for Angeles Composite Technologies, Inc. Planning for Regional Marine Business Summit (original date postponed by industry). Olympic College summer youth Lego Robotics program. WorkSource Kitsap Marine Trades Job Fair. See also HeathTecna highlight p.5 of this report.
Pipeline to Advanced Manufacturing (DOL)	BTC	\$1,850,000	4/1/2008	3/31/2011			DOL ETA Site Monitoring Visit (May 2010), received DOL ETA approval to purchase equipment: 3D printer (OC), Band Saws (OC), and computers/monitors (PC)
Expanding Advanced Manufacturing	BTC	\$205,349	5/1/2009	4/30/2011			DOL ETA Site Monitoring Visit (May 2010)
High Demand Equipment Grant (SBCTC)	BTC	\$49,781	6/30/2010	6/1/2010			Updated Electrical Lab with trainers.

WORKFORCE DEVELOPMENT SYSTEM ENHANCEMENTS

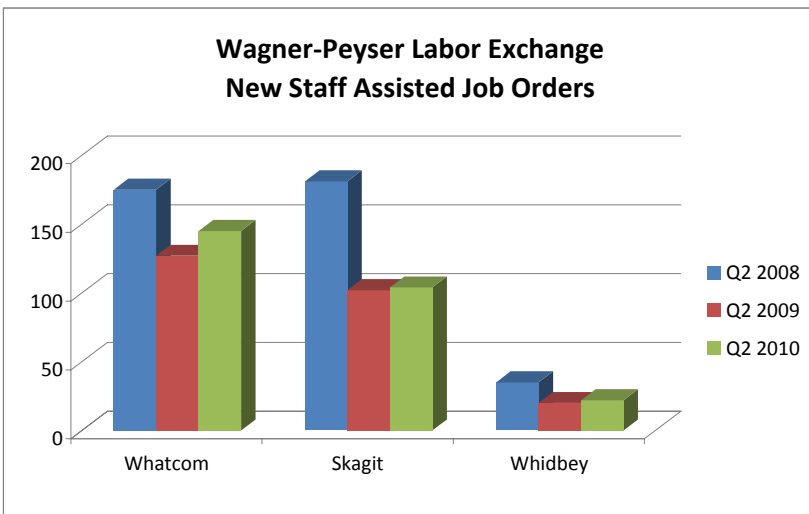
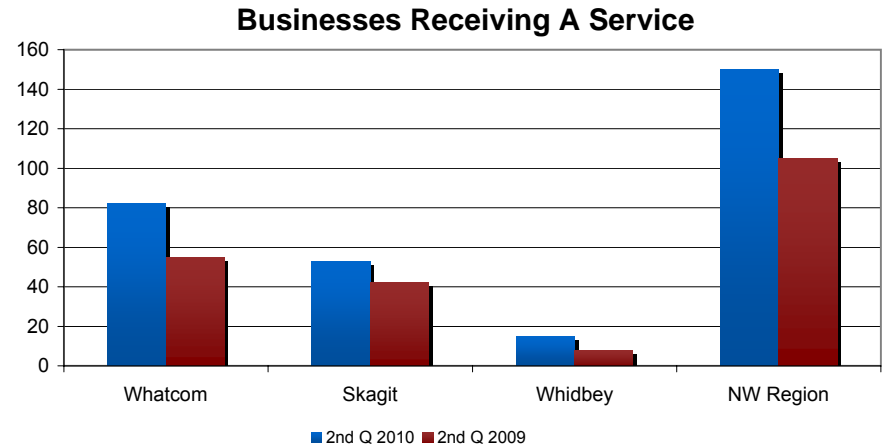
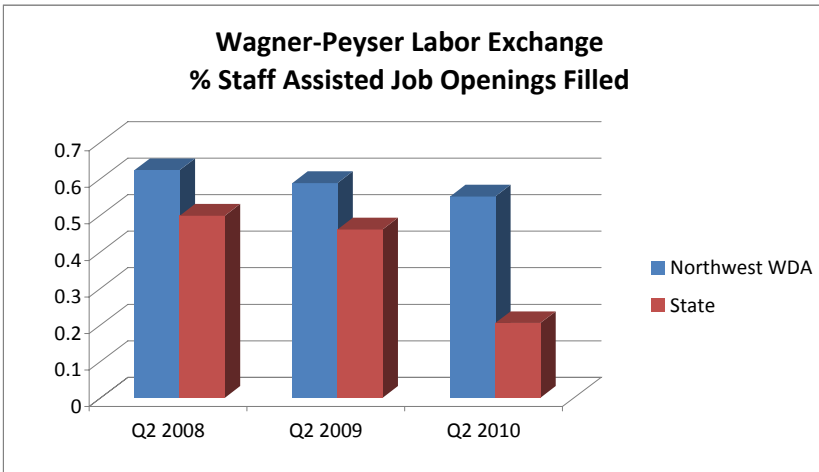
	Contract	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
WorkSource Framework Integration (ESD WSID)	NWC	\$190,350	5/28/2009	12/31/2010			Lean process facilitation activities begun. Formation of WorkSource NW Management Team accomplished. WS Whidbey facility decision making process progressing. Staff training module identified for execution Q3.
Adult Technical Education Pathway	BTC	\$500,000	10/1/2009	10/1/2012			Extensive faculty curriculum development, (resulting in new courses, higher structure/challenge in classrooms), substantially increased and targeted student support levels, and revised program structure.
Delivering Basic & Integrated Instruction in Rural Locations	BTC	\$100,000	7/1/2010	6/30/2012	n/a	n/a	Retention and degree completion grant awarded to BTC. To begin Q3 2010.

HEALTH AND ALLIED SERVICES INDUSTRIES

	Contract	Amount	Start Date	End Date	Progress	Budget	Milestones Achieved This Quarter
Pathway to Healthcare Careers (DOL)	WCC	\$2,145,000	1/1/2007	12/30/2010			WCC will begin offering its Medical Assisting program online Fall 2010. BTC continues to fund faculty in the health programs, and advance pathways for Dental Hygiene students. Pathways staff are gathering data for the final report.
	BTC						
Transition to RN Online (DOL)	WCC	\$1,848,707	2/15/2009	2/14/2012			WCC will begin offering a new online RN cohort Fall 2010. A RN faculty recruitment bootcamp was held with 20 RNs in attendance. RN career awareness videos have been filmed, featuring SVC, BTC, and WCC RN programs, their graduates, and EARN mentors. The EARN mentorship program is going strong.
Hospital Employee Education & Training (HEET)	BTC	\$359,965	9/1/2009	6/1/2010			Met all objectives outlined on the application. Completed two Certified Nursing Assistant cohorts of 20 students each. Established a regional case management system for hospital workers. Developed curriculum for 8 online or hybrid health courses. Strengthened the relationship between healthcare industry and educational partners.

On track without significant barriers or delays.
Minor delay or barrier to achieving deliverables or projected expenditure. Grant performance not in jeopardy.
Significant delay or barrier likely to compromise a deliverable or fully expended budget.

BUSINESS CUSTOMER
This page is under development. .



BUSINESS CUSTOMER COMMENT CARD RESULTS

Overall	Q2 2010	Q2 2009	% CHANGE	# RESPONSES
NW Region (AVG)	not avb	4.1	#VALUE!	0

NOTES: *Electronic comment card is now restored and functional.*

A follow-up business customer survey will occur in Q3.

JOB SEEKER

TOTAL PHYSICAL VISITS

	2nd Q 2010	2nd Q 2009	% CHANGE
Whatcom	19,737	17,050	16%
Skagit	11,306	7,702	47%
Whidbey	3,783	2,682	41%
NW Region	34,826	27,434	27%

UNIQUE CUSTOMERS (With a service recorded in SKIES)

	2nd Q 2010	2nd Q 2009	% CHANGE
Whatcom	5,232	6,240	-16%
Skagit	3,780	4,555	-17%
Whidbey	936	1,286	-27%
NW Region	9,948	12,081	-18%

The areas can't be summed because some customers use more than one Center, so the NW Region total appears slightly lower than the sum.

COMMENT CARD RESULTS

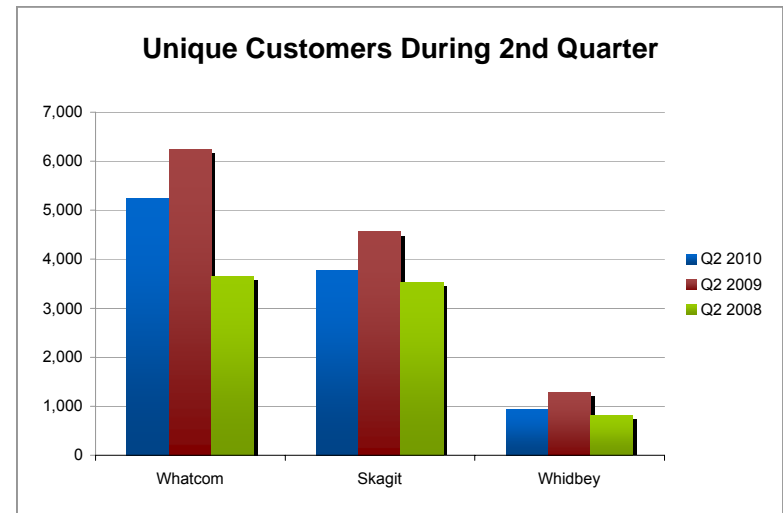
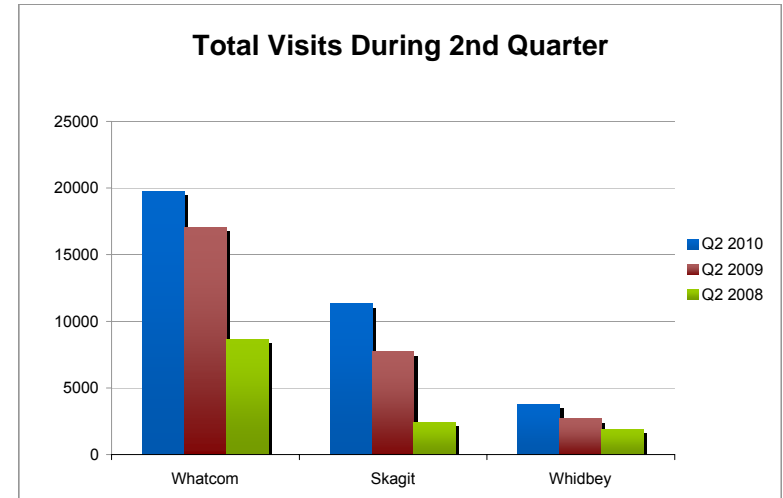
"I was able to find what I needed easily"	2nd Q 2010	2nd Q 2009	% CHANGE	# RESPONSES for Q2 2010
Whatcom	4.6	4.2	10%	209
Skagit	4.2	4.4	-5%	49
Whidbey	3.0	5.0	-40%	2
NW Region	3.9	4.5	-13%	260

"Overall satisfaction with services"	2010	2009	% CHANGE	# RESPONSES for Q2 2010
Whatcom	4.7	4.5	4%	209
Skagit	4.2	4.4	-5%	49
Whidbey	3.0	5.0	-40%	2
NW Region (AVG)	4.0	4.6	-14%	260

NW COMPUTER LITERACY CORPS

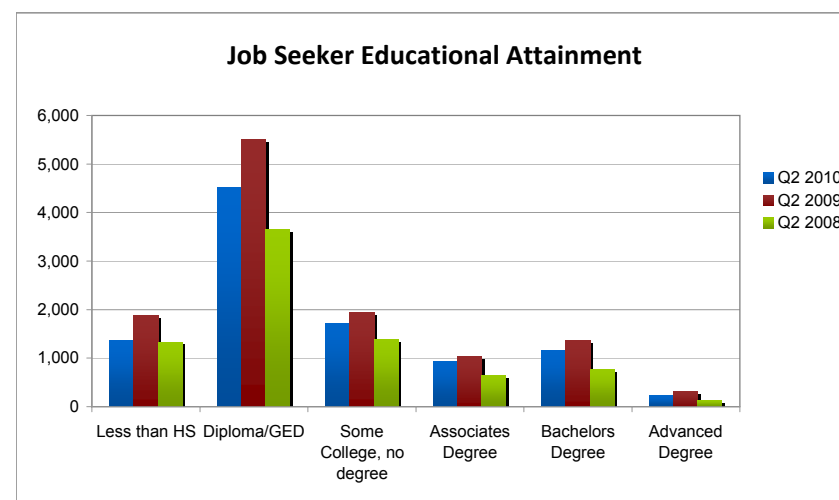
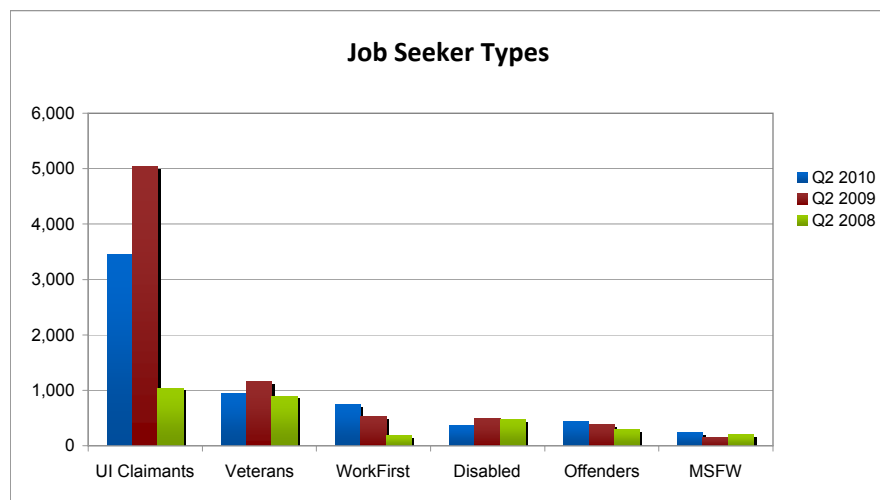
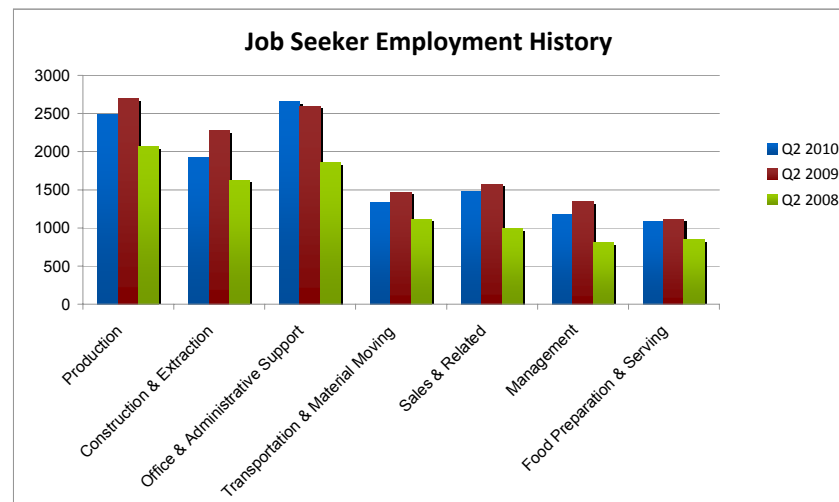
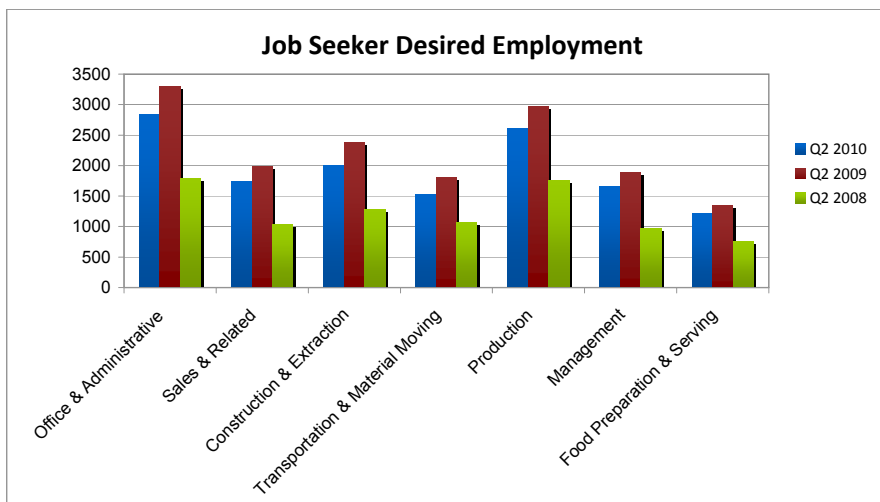
	2nd Q 2010	2nd Q 2009	% CHANGE	# RESPONSES for Q2 2010
	4.5	not available	not available	155

Note: Q2 activities at Whatcom and Skagit normally include an exit interview day to achieve 100% sampling with comment card
Source: SKIES/One Stop Operator



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, Q2 2007 - Q2 2010

%

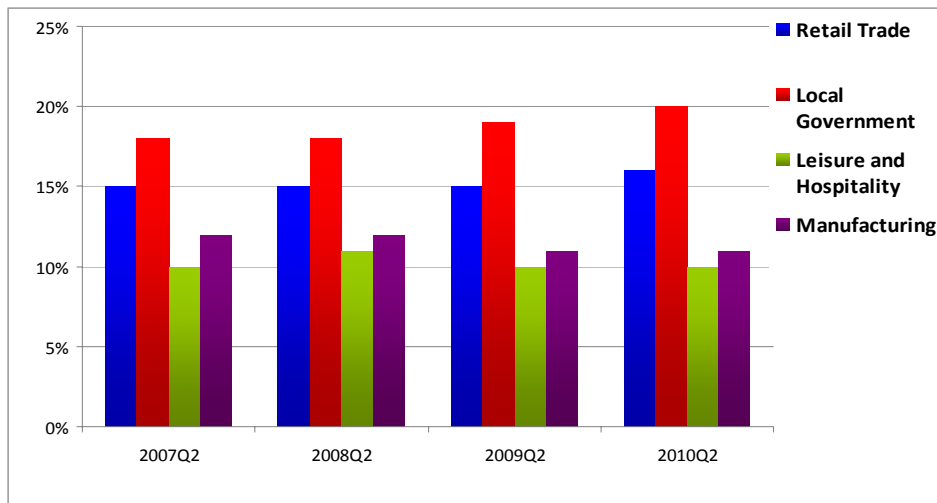


WHATCOM COUNTY ECONOMIC PROFILE

(1st Quarter 2010 or most recent data available)

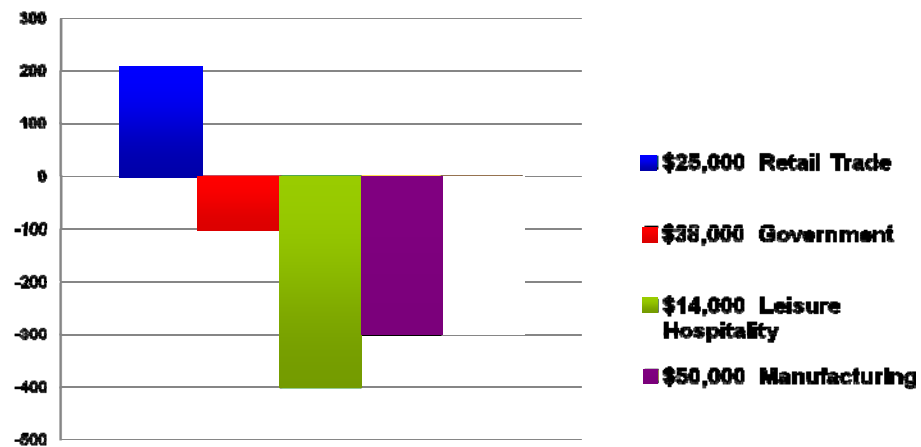
Top Five Industries

As a percentage of total employment, 2007Q2 - 2010Q2



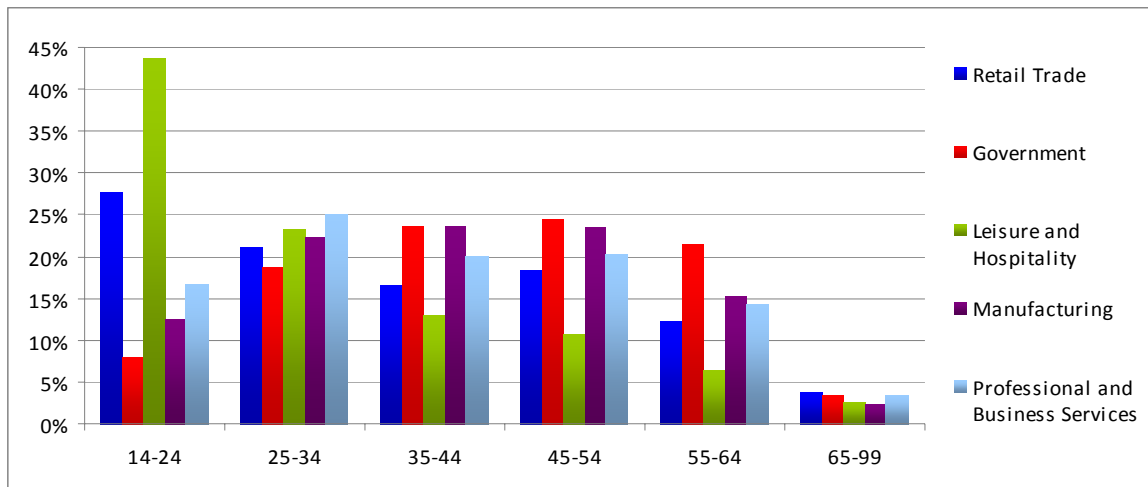
Change in Employment

Top 5 Industries, 2009Q2 - 2010Q2



Notes: 1) Dollar values represent 2009 mean wage per worker
2) Numbers below bars represent number of jobs gained (lost)

Age Distribution of Top Five Industries

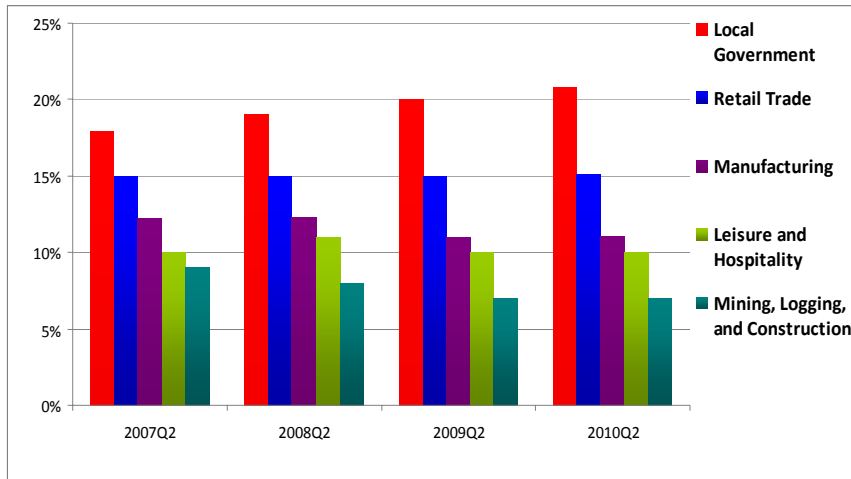


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors; 2) Data from 2010Q1

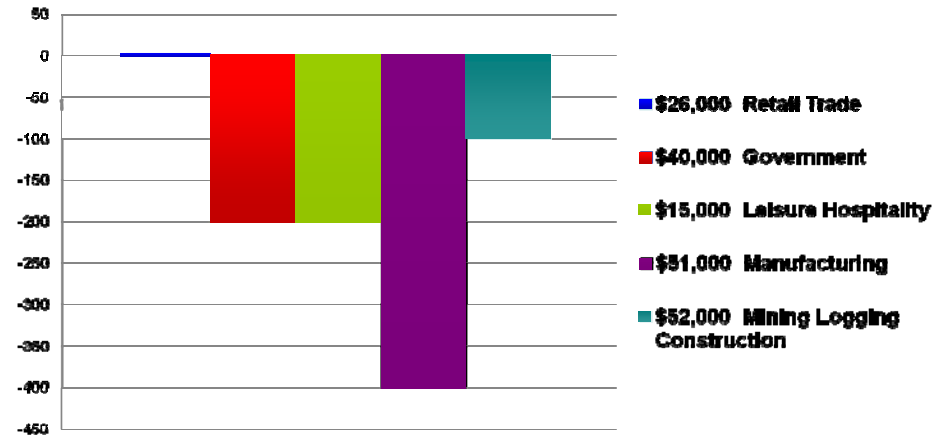
SKAGIT COUNTY ECONOMIC PROFILE

(1st Quarter 2010 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2007Q2 - 2010Q2

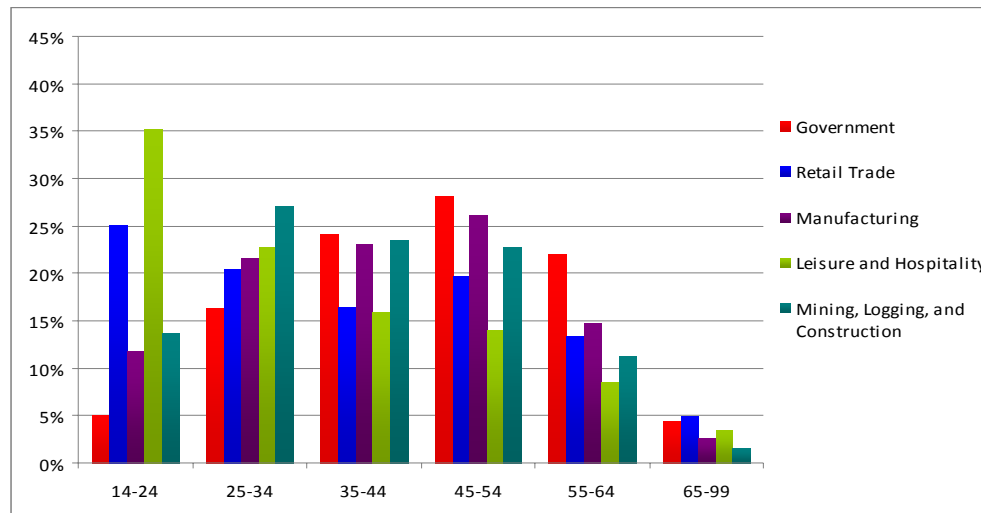


Change in Employment
Top 5 Industries, 2009Q2 - 2010Q2



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

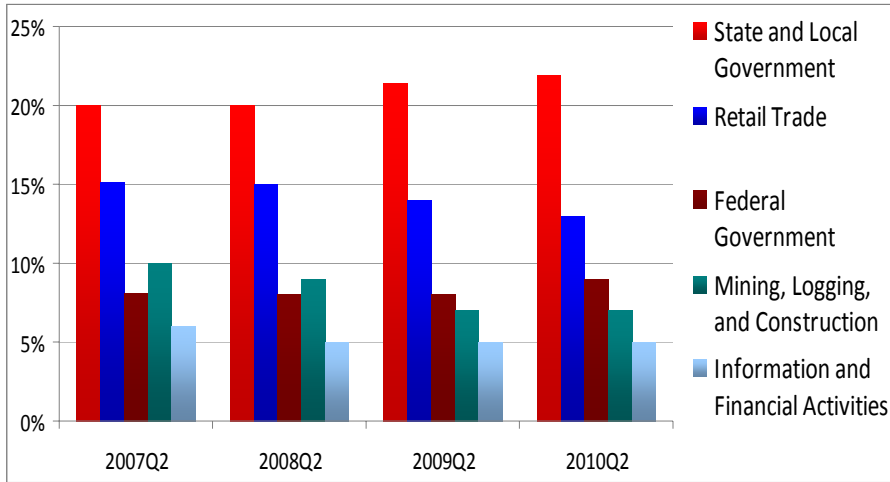


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors;

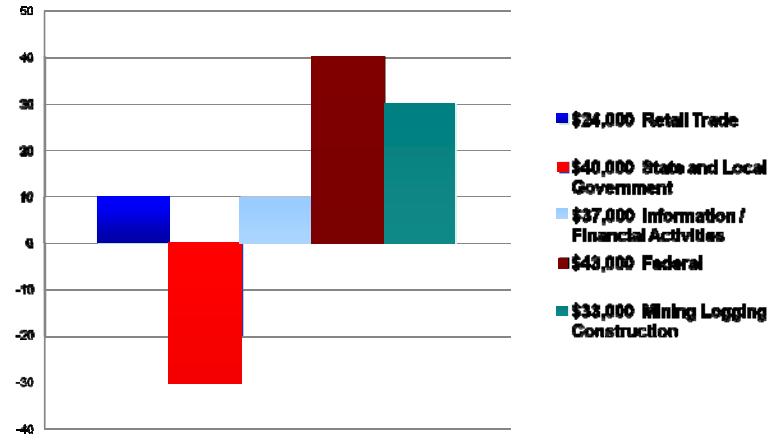
ISLAND COUNTY ECONOMIC PROFILE

(1st Quarter 2010 or most recent data available)

Top Five Industries
(as a percentage of total employment), 2007Q2 - 2010Q2

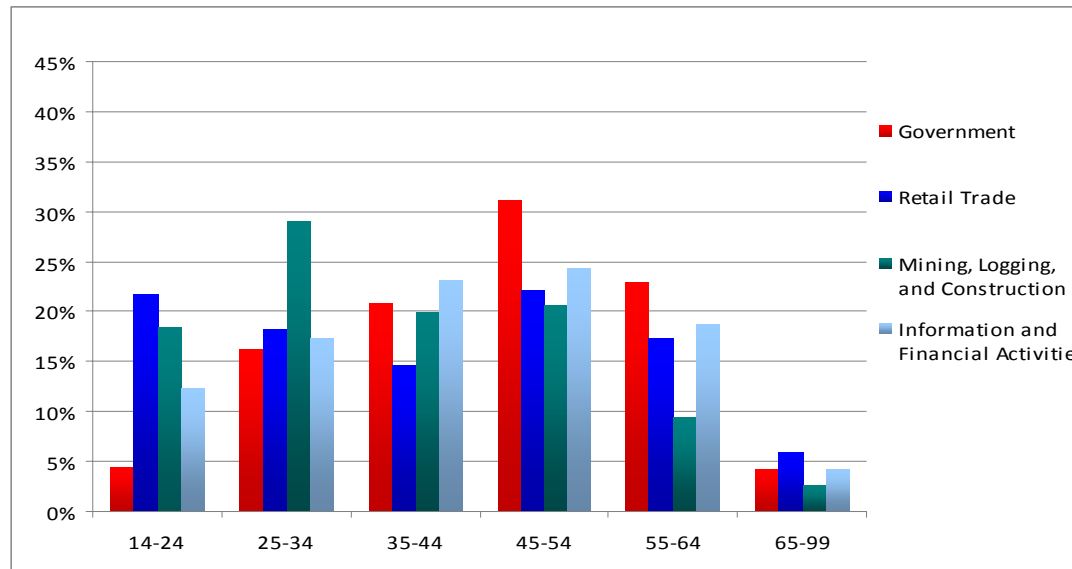


Change in Employment
Top 5 Industries, 2009Q2 - 2010Q2



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

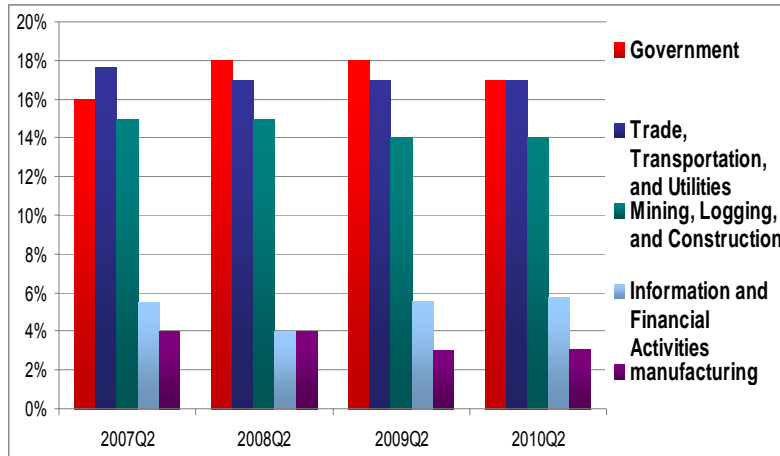


Notes: 1) Data do not exist for Local Government (one of the top five industries in the county) – data in chart represents all Government sectors; 2) Data are from 2008Q4

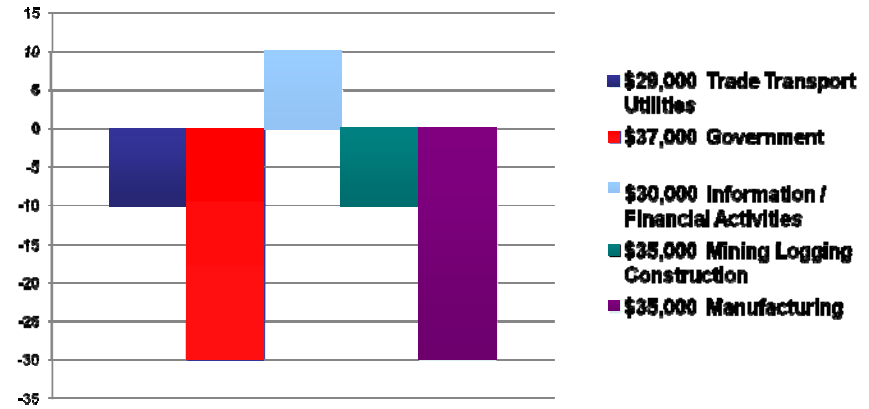
SAN JUAN COUNTY ECONOMIC PROFILE

(1st Quarter 2010 or most recent data available)

Top Five Industries
As a percentage of total employment, 2007Q2 - 2010Q2

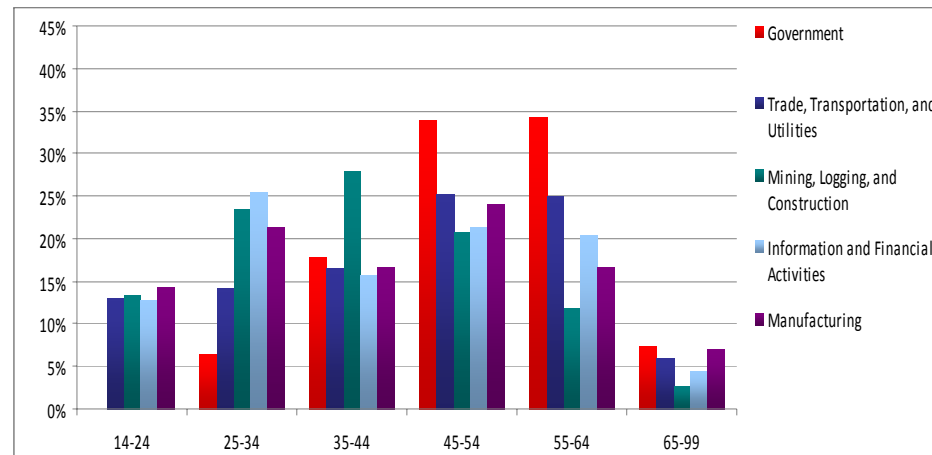


Change in Employment
Top 5 Industries, 2009Q2 - 2010Q2



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
Whatcom	June	Bellingham Herald - WS Centers Recertified	Underscores Council's oversight role and focus on quality
	June	Cascade Radio Group	"Upside" Public Service Announcement
	June	BTC Washington at Work	Center of Excellence Process Control & Technology partnership
	June	Northwest Business Monthly	Council Financial Director hired
	June	Bellingham Business Journal	WorkSource front page photo and part 1 of 3 part series
Skagit	April	Skagit Valley College Business Briefs	Workshop schedules were listed
Whidbey	May	All local papers and WSNW -Job Fair	275 job seekers, 15 employers
	May	NewsNet - Spotlight on WS staff, Yvonne Williford	WS Whidbey and collaborative effort of ESD, NWS and other partners

MAJOR RECRUITMENTS & HIRING EVENTS

Location	Date	Event	Significance
Whatcom	April - ongoing	Home Care interviews	Out of 11 Tuesday visits to WorkSource in Q2, Home Care interviewed 31 candidates
	April	WWU Spring Career Fair	67 Employers
	April	BTC Career Fair	17 Employers
	May - ongoing	HeathTecna Recruitment for 80-100 workers	See highlight story in this report.
	May	T-Mobile on-site hiring event	20 candidates
	May	Big Creek Fisheries on-site hiring event	20 candidates
	May	Wackenhut Securities on-site interviews	5 candidates
	June	WA Dept of Agriculture	5 Interviews, 1 hire
Skagit	April	U.S. Census Bureau	Recruitment and Training
	June	Shell Operations & Craft Testing	Testing for portential Shell employees
Whidbey	May	Job Fair	15 Employers and 275 job seekers

OTHER SIGNIFICANT EVENTS

Location	Date	Event	Significance
Whatcom	April-June	NW Computer Literacy Instruction Corps	Computer classes; 116 unique customers. Open computer lab visits; 412.
	May	Center Use Team conducted Annual Exit Survey	195 customers were surveyed
	Q2	Rapid Response preparations: Whatcom Transportation Authority	Approximately 26 impacted workers in September
	Q2	Cascade Natural Gas call center layoffs	Approximately 30 workers displaced due to out of state relocation of call center
	Q2	Haggen Food layoffs	No communication from company - stream of laid off administration workers
Skagit	April	Mount Vernon School District	Staff training by David Scott
	June	Serving customers with conviction histories	Staff training for ES and NWC staff
	June	Rapid Response at Pacific Mariner Westport	35 dislocated as ship construction moves to another Westport owned yard
Whidbey	April	Job Fair Prep Class	Taught attendees key points on job fair success
	April	OHHS Career Fair	Presented "Work without College", and WIA information to graduating students
	June	Naval Air Station Whidbey Career Fair & Block Party	Presented core and intensive service information to sailors and spouses
	June	Rapid Response to South Whidbey School District	Made presentation on WS services and WIA information